



Customer engagement - governance and involvement in audit



Key drivers for change

1. Ministry of Housing, Communities & Local Government –
 - [‘A new deal for social housing’](#) (August 2018)
 - Introduces 5 principles – principle 3
“Empowering residents and ensuring their voices are heard so that landlords are held to account”
2. National Housing Federation –
 - [‘Accountability and transparency in the housing association sector’](#) (August 2018)
 - New transparency principle to code of governance and development of a sector wide charter



Governance arrangements - are they fit for purpose?

- Have you considered:
 - how you take into account customer insight as part of decision making?
 - how accountable are you to our customers?
 - do you truly put customer at the heart of the organisation?



Organisational Customer Engagement

- Are customers genuinely engaged across your organisation and do they have influence over decisions?
- For example:
 - Do you provide organisational performance data to customers?
 - How do you ensure customers voices are heard?
 - Have you considered how customers can choose services or service providers?



Customer engagement and audit?

- Do you engage customers in audits?
- How would you do it?
- What would be the benefits?
