**North & East Housing Association**



 **Tenant Engagement Strategy**

 **Outline to Tender Document**

 January 2018

**Background**

North & East Housing Association Limited is a company limited by guarantee, not having a share capital, incorporated in Ireland on 14th January 1993 under the Companies Act 2014, registered number 107791.

It has been granted charitable status, for taxation purposes, by the Revenue Commissioners, charity number CHY 10970. All income is applied towards the promotion of the charitable objectives of the company.

North & East Housing Association (North & East) was established in 1992 by a small number of volunteers and has developed from a small-scale, mainly voluntary organisation into a well-established housing provider with a proven track record in the delivery of high-quality homes, comprehensive housing services and tenant supports. North & East currently has a housing stock of 458 units with a strategic plan in place to achieve a stock of 700 units by 2020. The Association currently has a staff of 13 working from 4 offices.

North & East believes that everyone has a right to a quality home within the community. We strive to achieve this objective by working in partnership with local authorities as well as community and voluntary organisations.

Mission: To provide quality homes and support communities.

Vision: Everyone is entitled to a quality home within the community. North & East will lead the way in providing quality homes & supporting communities.

**Aim**

North & East invites tenders from suitably qualified providers for the development of a 3 year Tenant Engagement Strategy that will facilitate strong communication links between the organisation and our tenants ultimately enhancing the customer service experience.

**Objectives/Scope of Tender**

1. Outline methodology to be used in development of the plan.
2. Evaluate current tenant engagement processes in North & East.
3. Conduct a comprehensive consultation with tenants, staff, board members and external stakeholders to gather views, learnings and suggestions for the strategy going forward.
4. Gather feedback from tenants on the customer experience from first contact, interview, allocation of home, property standards, ongoing engagement and long term experiences.
5. Desktop research into innovative tenant engagement strategies at home and abroad.

**Project Deliverables**

1. Strategic plan that clearly maps out strategic priorities of North & East for three years.
2. Print ready user friendly and engaging document detailing strategic plan 2018-2021.
3. Implementation table detailing plan for project management that identifies SMART goals.

**Project Background**

Since 2014, North & East has undertaken a significant transition from a volunteer led organization to a professional housing provider. The transition has included complying with the Voluntary Code for Approved Housing Bodies, the Governance Code and the charities Regulator

During the same period new board members have been recruited and a new management team has been established with CEO, Financial Controller, Property Services Manager and Tenant Services & Engagement Manager

The full staff compliment is 13 (including management) with 3 Housing Officers who manage the tenants between them, finance team, property services team, development and administration support.

North and East currently have approx. 1300 people residing in homes in areas such as Monaghan, Dundalk, Drogheda, Navan, Kells, Trim, Donabate, Bettystown, Rush, Ashbourne and South Dublin. Our tenants are diverse in nature and wide ranging in terms of family size and make up, Nationality, age, employment status etc. We have estates with large numbers of homes, we have apartments and multi development units and we also have homes scattered in small or single quantities throughout estates. Where we have large numbers of homes in estates or have developed whole estates ourselves we take on the role of facilitating community capacity building and managing estate issues with tenants.

In 2017 North & East recruited a Tenants Services and Engagement Manager. A key strategic objective for the role holder is the development of a Tenant Engagement Strategy for the organisation that will inform the delivery of services into the future.

North & East tenants are at the heart of all service delivery and in embarking on the development of this strategy we want to find the most meaningful and effective ways to engage with them so that services are fully informed by tenants and feedback is gathered continuously for service improvement. To achieve this, we will first of all need to evaluate our current practices around engagement and their effectiveness. In tandem we would like research and recommendations on new and innovative practices at home and abroad that we can learn from and adapt for our Strategy ultimately leading to engagement strategies that enhance the customer service experience for all of our tenants.

**Essential Criteria**

**The successful company/individuals must**

* Have extensive previous experience in developing strategies that include wide and comprehensive consultation methods.
* Be able to demonstrate both a sound knowledge of, and an understanding of, the housing sector in particular the role of housing associations.
* Have a very good understanding of current & emerging practices, trends and standards within the Not for Profit housing sector.
* Satisfy North and East Housing Association that they are a fit for the organisation and will adhere to the values of the Association.
* Willingness to travel and be flexible with their time when engaging with tenants and stakeholders

**Tender Process**

**Tender Process**

The final appointment will be made based on the quality of the approach taken, the experience/qualification of the consultant/s and price. Prior to a final decision some applicants may be invited to present their proposal to selection panel. We will enter into a procurement dialogue with parties who express initial interest in the tender and who satisfy the Association that they have the relevant experience and qualifications.

Initial Expressions of Interest should include:

1. Qualifications/Experience
2. Details of similar projects undertaken

Following the initial procurement dialogue we will accept tenders by a specified date.

Completed expressions of interest should be returned to tender@neha.ie by Monday 12th February @12pm

**Disclaimer**

North & East Housing Association reserves the right to terminate this tendering process at any stage.