

Risk Register

Resident Involvement Strategy

As at: 06/11/25

Ref	Title	Risk Description	Opp / Threat	Cause	Consequence	Risk Treatment	Date Raised	Owner	Gross		Current			Target		Comments	Control / Mitigation Description	Date Due	Action Status	% Progress	Action Owner
									P	I	P	I	Score	P	I						
1	Regulatory Compliance	Failure to deliver the outcomes from the strategy would be a breach of the Regulator of Social Housing's Consumer Standards, compliance with which are now a statutory requirement of landlords.	Threat	Inadequate governance or monitoring arrangements; delays in implementing action plan	Regulatory intervention, reputational harm, potential financial penalties, reputational risk	Reduce	06/11/25	Pete Davies	4	4	3	3	9	2	2	TLAB members being recruited to through an application basis.	Establish governance framework and the Tenant & Leaseholder Board (TLAB) by Q4 2025/26; regular reporting against the action plan to Housing Board and TLAB	01/02/26	In Progress	10%	Pete Davies
2	Low Resident Engagement	Failure to achieve meaningful resident involvement in strategy implementation.	Threat	Limited awareness, digital exclusion, language barriers, or lack of trust in landlord services.	Lack of trust from residents; strategy objectives not met; poor compliance with regulatory standards; reputational damage.	Reduce	06/11/25	Pete Davies	3	3	2	2	4	2	2	The strategy and EQIA includes a detailed delivery plan	Deliver targeted communications (plain English, easy-read, translated versions); provide digital inclusion support (training, devices); use mixed engagement channels (online, in-person, community events); complete "Knowing Our Residents" programme to tailor engagement.	01/02/26	In Progress	50%	Pete Davies

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