



# Regulatory Standards & Tenant Engagement

**TPAS Cymru has designed a range of support services designed to help landlords demonstrate they meet or are working towards the new Regulatory Standards for tenant engagement.**

A sample of the type of support we can offer, including, assessments, sharing good practice, and in-house training, is detailed below.

Contact us discuss the options in more detail. [enquiries@tpas.cymru](mailto:enquiries@tpas.cymru) or [david@tpas.cymru](mailto:david@tpas.cymru)



## Tenant Engagement Standards Assessment **TESA**

### What is our new Tenant Engagement Standards Assessment? (TESA)

The TESA has been designed to help you assess your current tenant involvement proposals) and to assist you in demonstrating that you are meeting the new Regulatory Standards.

### What will the assessment service provide?

- A review and assessment of your organisation's approach to tenant involvement against current Welsh Government expectations and Regulatory Standards.
- An accurate and independent assessment by us, the Welsh Government appointed tenant involvement organisation in Wales.
- Ideas and recommendations based on UK sector good practice to help your organisation develop and move forward.



## Embedding a culture of tenant engagement

**We can help you explore how to create and embed a culture of tenant engagement in your organisation.**

We can expertly facilitate discussions and share practical ideas in bite-size workshops for your staff and contractors that focus on the purpose, outcomes and benefits of tenant engagement.



## Regulation & Tenant Engagement: overview and review workshops

A practical workshop suitable for staff, board and tenants designed to help you explore the new 'Regulatory Standards' relating to Tenant Engagement in more detail.

The session will focus on:

- How your organisation is currently meeting the tenant engagement standards
- How you can demonstrate that the new standards on Tenant engagement are being met



## A range of regulation related training workshops including:

- Accountability & Transparency: sharing the right performance information.
- Introduction to Tenant Engagement
- Delivering & demonstrating value for money
- How to demonstrate that your organisations listens, acts and learns
- Tenants & Governance: making the right connections
- Tenant Scrutiny: the links to regulation



For more information please contact:  
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