

Tenant Engagement Standards Assessment TESA



Demonstrating commitment to and quality in Tenant Engagement

The social housing sector is undergoing change and facing new opportunities and expectations, including an increased focus on tenant engagement to ensure the tenants' voice is heard. Landlord organisations will need to demonstrate they are meeting Welsh Government's new 'Regulatory Standards' including those relating to effective Tenant Engagement.

Now is the time to ensure your organisation's tenant involvement approach is fit for purpose, that it is meeting regulatory standards, and is evolving to meet the changing needs of your tenants, your communities and new online opportunities.

Our new 'Tenant Engagement Standards Assessment' service has been designed to support your organisation to assess your current tenant involvement offer and, to help you demonstrate that you are meeting the up-to-date Regulatory Standards.

We can also provide a range of recommendations to help you explore new ways of doing things, including digital engagement opportunities and hearing the voice of a diverse range of tenants.

Why should your organisation take the assessment service?

The assessment will:

- Help you to review your current position in delivering tenant engagement and identify opportunities for improvement.
- Provide independent evidence to demonstrate that you are meeting or working towards meeting Welsh Government expectations and Regulatory Standards.
- Help to highlight areas of good practice in your organisation.
- Demonstrate your commitment to tenant involvement.



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.

What's included?

The practical approach to conducting the assessment service can be tailored to your particular needs. However, each assessment includes the following:

- A challenging yet constructive review utilising the wide expertise of TPAS Cymru staff, not just a single consultant.
- A desk top assessment of self-evaluation evidence provided by yourselves against our Tenant Engagement Standards criteria.
- Online review and 'critical friend' workshops with colleagues – staff and/or tenants
- A summary report of findings.

Additional tasks can be added.

Why now? – don't delay

1. This independent assessment demonstrates to your Regulator & your Board/Cabinet that you are actively assessing your approach to tenant engagement to ensure you meet Welsh Government standards and your tenant's expectations.
2. An opportunity to take stock and consider new approaches of how effective tenant engagement can be maximized and how the voice of tenants can help shape services and value for money.
3. The assessment could save you costs, resources and time going forward as we help you focus on doing what matters.

Cost?

Our prices are dependent on the particular requirements for your organisation. We operate a discounted rate for member organisations so make the most of being a member.

For more information please contact:

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