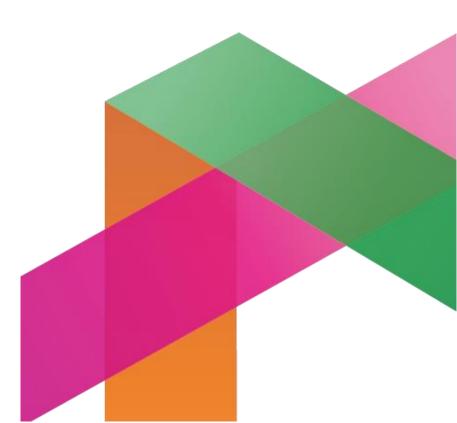


Tpas Consultancy Our Products and Services



At Tpas we have a range of services to help you and your organisation evidence your own commitment to engagement excellence. We have a pathway that helps you move at a pace that suits you, your circumstances and your tenants.

The foundation is built on the themes of the Tpas National Engagement Standards:

This is where the journey will start.

All members are encouraged to carry out their own *Self-Assessment* against the Standards.

The next stage would be for you to either have your assessment tested by us through a *Smart Review* or move forward for Accreditation.

Accreditation is an in-depth assessment against all 7 Tpas National Engagement Standards themes.



SELF-ASSESSMENT Free to members

All Tpas members have access to this free of charge as part of their membership. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. We would hope that landlord organisations, your tenants and other key stakeholders would carry out this assessment together. This is a vital stage of developing a sound understanding of the current organisational situation, current areas of strength and also where improvements might be made.

SMART REVIEW Landlords: from £3,500 + VAT

Contractors: from £3,600 + VAT

The SMART Review takes the Self-Assessment to the next level. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. Each desktop assessment is followed up with reality checking by us.

We will provide an assessment on how your organisation meets the standards and an improvement plan if there are areas where the standards have not been met.



For CM to use their own discretion when quoting for accreditation.

Approximate bandings are:

Under 10,000	£6,800
10 – 15,000	+ 2 days, £8,500
20,000 +	+ 4 days, £10,200

The Accreditation Process

There are six parts to our accreditation process, all of which are carried out through Tpas staff and associates, all skilled tenant engagement experts.

The process consists of:

1. INTRODUCTORY BRIEFING Set out the scope and answer any questions or queries

3. SURVEY

Sent to strategic and operational staff in your organisation as well as members of your governance arrangements

6. CHALLENGE

You will have the right to challenge our findings with further evidence, after which we will present our conclusions after internal verification and provide a rating

2. SELF ASSESSMENT

Desktop based self-assessment against the Standards, which you will need to complete and return

4. REVIEW

We will conduct a review of your selfassessment and minimum two day on-site reality check to speak to a range of staff and tenants. We will present our findings.

5. RE-VISIT

12 months after your final report we will revisit to see how you are progressing

Consultancy Service Rates

Tpas Members

Tpas Non-Members

£850 + VAT per day Plus travel time and expenses (if required)

£900 + VAT per day Plus travel time and expenses (if required)



Re-Engineering Engagement

Smaller Organisation, approximately 16 days

Larger Organisation, approximately 22 days

Scrutiny Quality Mark

From £4,250 + VAT

Ready to take the next step?

Contact us on <u>consultancy@tpas.org.uk</u> or 0161 868 3500 or contact your Consultancy Manager for bespoke quote.

