

Our vision, mission and values for the coming year have remained consistent, however the context in which we work is changing constantly. We remain committed to meeting those challenges and opportunities.

TENANT ENGAGEMENT EXPERTS
tpas



Our Vision

Tpas England, committed to Engagement since 1988

Tpas continues to promote, support and champion tenant engagement in social housing across England.



Our membership is rapidly growing and is now made up of local tenants and landlord organisations covering over 3 million homes. With more intensive consumer regulation on its way, there has never been so much expectation that landlords are accountable to tenants and that tenants are truly influencing services.

Our work is shaped by where members and clients need our support. Tenant Satisfaction Measures, building and fire safety, strengthening governance, improving culture and growing trust plus the move towards net zero carbon will affect our strategic and operational activities over the coming year.

Our work will continue to be driven by our belief that landlords should listen, understand and be accountable to residents' priorities.

Our aims for 2022



Our aims in 2022 are to:



DEVELOP

Develop and grow an engaged membership with networking and shared experiences for a common sense of purpose and energy for engagement.



INVEST

Invest in policy and best practice research for the benefit of our members and the wider sector.



GROW

Grow our range of services to members and clients to meet your changing needs and regulatory expectations.

We will do this by:

- ✓ Proactively speaking about the power of landlord and tenant partnership working
- ✓ Putting Tpas members views at the forefront of national housing policy
- ✓ Setting the standard for organisations for good engagement with our national standards and practical work
- ✓ Enabling connectivity across England for housing staff and residents
- ✓ Providing a high quality, responsive and value for money service for our members