



TENANT ENGAGEMENT EXPERTS
tpas

Impact Report 2016

The difference we made together





Tpas is different

Tpas is different. We work from the belief that tenants and landlords working together have the power to find solutions to improve services, save money and bring lasting change to communities.

As a not for profit organisation we've been promoting, supporting and championing tenant engagement across England for over two and a half decades.



The difference we made together:

Jenny Osbourne, Tpas Chief Executive

We're tremendously proud of our achievements over the past year. As this report clearly shows, along with our members we're continuing to make a difference to the standard of engagement in the housing sector.

Our report focuses on our work over the last year and how we've supported members to network with each other, learn from each other and influence the sector and beyond.

2016 has been a year when tenant and community engagement has felt under threat. It's members like you that keep flying the flag high for effective engagement and ensures that we have a sector that is committed to delivering the very best it can for all of our communities.

From our national tenant conference in 2016 where we really pulled out all the stops to achieve 100% satisfaction rate, to a simple testimonial from a training delegate. Within this report we demonstrate the power your membership has upon enabling our work to create more long lasting change in the sector.

I hope you enjoy learning about our work helping hundreds of staff and volunteers, and we look forward to doing even more good work together in the future.

J. Osbourne



Creating Impact through Networks

We've been bringing landlords, tenants and communities together for over 28 years. That's made us smart – we know what works. Our members are part of a network of over 2 million households.

We have **172** Lordlord members covering **2.2 million** tenants

13

new landlord members joined the Tpas family

Did you know:

- ▶ Tpas receives no Government Funding. It's our fantastic members who keep us going.
- ▶ We've created two new online chat forums exclusively for members.

By working together we have a stronger voice.



Creating Impact through Events

Through our dynamic events we've enabled your staff and volunteers to access our expertise, develop key principles, best practice and continuous improvement ensuring your organisation is at the forefront of engagement activities.

11 regional forum events

Exclusive and free Regional Forums for members

We brought a total of

415

people together



Here's what our members said about the events

Watch



www.youtube.com/watch?v=hMzWIN7e3UM

- I enjoyed meeting tenants and staff from other Housing Associations. Gaining additional ideas about how to further engage tenants.
- Lots of information and ideas taken from the Forum. Interesting to see different views and what works for other companies.
- Hearing about the different ways of involvement being delivered. I'm excited about the standards and really hoping to be able to use it to develop our involvement and engagement structures.
- This was my first Tpas forum and found it very interesting and will hope to attend more in the future.

Check out our conference video below

Watch



www.youtube.com/watch?v=zPw5y77l6CU

We held 2 national conferences that attracted over

3000

staff and tenants



Creating Impact through Excellence



We trained **1201** people in total

We ran over **190** different courses



Unlocking the potential from engagement:

By placing the whole community at the focal point, rather than just tenants, we ensure our training enables you to make decisions that are based on sound principles, are evidence-based and deliver greater value for money.

How has our training made a difference?

Show the value of your tenant engagement - 'Great course'. 'Tackling a project with the guidance given made the exercise relevant and practical'

Scrutiny - Practical, a great refresher for me
Equity Nov 16.

Found it all helpful, gave me a real understanding of the role and responsibilities of a scrutiny panel
- **Hackney Housing Dec 16**

Decision making - Excellent course, professional and friendly and knowledgeable trainer

Did you know:

- ▶ That we delivered scrutiny training to Harry Sykes, dad of pop star Nathan! Nathan has 1.6 million followers on twitter?
- ▶ We run E learning and accredited training as well as in house and public courses?
- ▶ Our training satisfaction rates across all our courses is 93.2%?



Creating Impact through Excellence



The tenant view

Watch



www.youtube.com/watch?v=3_uuReKodEQ

What are members saying about accreditation

Did you know contractors can also be Tpas accredited!

Accreditation

Big shout out to our

37

accredited landlords who are flying the flag for great standards of involvement.

We currently have 6 contractors who have reached an exceptional standard of engagement. These are:

- Lovell Partnerships
- Mears Group
- Sovini Property Services
- Vinci Facilities
- Wates Living Space
- Wilmot Dixon Partnerships



The staff view

“The Tpas accreditation process has proved to be a really invaluable journey for Axiom enabling us to formally document our substantial work and achievements. It also provides us with a platform for moving this key area of our work forward.”

Alan Lewin, Chief Executive – Axiom Housing Association

“I am delighted that the Council is now Tpas accredited and has achieved this award. This is absolutely fantastic news for our Housing and Neighbourhood services and shows how serious we are about ensuring that tenant involvement is embedded across all our housing and neighbourhood services. It reflects the strategic improvements we have made over the last year with regards to Tenant Involvement working alongside Rother Fed, tenants and staff.”

Tom Bell, Interim Assistant Director Housing and Neighbourhood Service, Rotherham Metropolitan Borough Council



Consultancy:

We believe that quality engagement should be at the heart of every landlords development. The services we offer to members, such as consultancy and accreditation helps foster understanding to inform, shape and evaluate housing needs, products and services.

Our consultancy teams have also had a busy year undertaking

64 national projects

Did you know that members can access our advice phone service **FREE OF CHARGE**

We received over

998

calls from members in 2016





Creating Impact through Influence

Stand up for your communities. It's your membership support that helps us deliver our mission, challenge views and influence Government policy. Together we advocate for social housing tenants and continue to invest in our community initiatives.

Tenant View

Tenants speaking out has helped change the way people understand involvement. Real stories have the power to challenge what housing staff and businesses like contractors, and even our wider society, think about social housing tenants.

Up to now we've heard

24

determined and passionate tenant voices



Tpas in the headlines:

Tpas seek your experience of Pay to Stay

Friday 22nd January 2016



Tenant Central programme draws to a close

Wednesday 20th April 2016



Tpas challenge the Lords to amend the Housing Bill

Tuesday 26th January 2016



Tpas launch new National Tenant Engagement Standards

Wednesday 13th July 2016



Successful mergers start with engaged tenants

Monday 8th February 2016



Tpas host national Scrutiny Live event

Monday 19th September 2016



Pay to Stay Dropped

Tuesday 22nd November 2016



3

government consultations



The Tpas “To do” list for 2017

- Ensure we help organisations achieve the very best from their tenant and community engagement
- Harness the value of effective customer insight and data
- Further improve our website with new features and an improved searchable Knowledge Hub
- Deliver new and revamped membership benefits including member only e-learning courses and member only webinars
- Create opportunities for members to directly have their say on national policy with more roundtables involving key stakeholders

Ensure our expertise in engagement can be accessed by everyone living and working in communities, be that residents, landlords or contractors.





List of members

Adullam Homes H A Ltd
Adur D C (Adur Homes)
Affinity Sutton
Aldwyck Housing Group
Alliance Homes
Amicus Horizon Group
Aragon H A Ltd
Arcon H A Ltd
Ashfield District Council
Ashford B C
Ashton Pioneer Homes
Aspire Housing
Aster Group
Axiom H A Ltd
Basildon Council
Black Country Housing Group
Blackpool Coastal Housing
Bolsover District Council
Bolton At Home
Boston Mayflower H A
Bournemouth Churches H A (BCHA)
Brentwood B C
Brighton Housing Trust
Broadland Housing Association
Byker Community Trust
Catalyst Housing Limited
Central & Cecil H T
Cheltenham Borough Homes
Choices H A
City of London Corporation
City of York Council
City West Housing Trust
Coast & Country Housing Ltd
Coastline Housing Ltd
Cobalt Housing Group
Colchester Borough Homes
Colne Housing Society
Community Gateway Association
Community Housing Group

Connect Housing
Cottsway Housing Association
County Durham Housing Group Ltd (CDHG)
Cross Keys Homes Ltd
Dacorum B C
Dartford B C
East Devon D C
Eastend Homes
Ekaya Housing Association
Equity Housing Group
Estuary H A Ltd
Field Lane Foundation
First Choice Homes Oldham
Fortis Living (WCH)
Franklands Village H A Ltd
Futures Housing Group
Gateshead Housing Company
Gateway HA
Gentoo Group Ltd
Glebe Court Management Organisation
Gloucester City Homes
Golding Homes
Greenfields Community Housing
GreenSquare Group
Habinteg Housing Association
Hackney Homes
Hammersmith and Fulham Council
Hanover H A
Harlow D C
High Peak Borough Council
Home Group
Homes and Housing (London Borough of Havering)
Homes for Haringey
Homes in Sedgemoor
Hornsey Housing Trust
Housing & Care 21
Housing for Women
Housing Plus
Hull City Council

Hyde Group
Hyndburn Homes Ltd
Innisfree Housing Association
Joseph Rowntree Housing Trust
Kettering B C
Kirklees Neighbourhood Housing
Lancaster C C
Leeds and Yorkshire HA
Leeds C C - Housing Leeds
Lewisham Tenants Fund (Lewisham Homes)
Liverpool H T
London Borough of Barking & Dagenham Council (LBBD)
London Borough Of Camden
Luton B C
Merlin Housing Society
Mid Devon D C
Network Homes
New Charter Homes
New Forest D C
New Roots
North Star Housing Group
North Warwickshire B C
North West Leicestershire D C
Northampton Partnership Homes
Notting Hill Housing Trust
Nottingham City Homes
Nottingham Community H A Ltd
Ongo Homes
Orbit Living
Oxford City Council (Homes)
Paradigm Housing Group
Paragon Community Housing Limited
Peabody Housing
Peter Bedford HA Ltd
Phoenix Community Housing
Pickering and Ferens Homes
Plymouth Community Homes
Poole Housing Partnership
Radian Group
Red Kite Community Housing
Regenda Group
Riverside Group Ltd
Rotherham Metropolitan BC
Rykneld Homes
Saxon Weald Homes Ltd
Selby District Council

Selwood Housing
Severn Vale Housing Society
Sir Oswald Stoll Foundation
Soha Housing Ltd
Soho H A Ltd
Solon South West H A Ltd
South Cambridgeshire D C
South Derbyshire D C
Southampton C C
Sovereign H A
Sovini (One Vision Housing)
Spectrum Housing Group
Steve Biko Housing Association
Stockport Homes
Sutton Housing Partnership
Swan Housing Association
Swindon B C
Tamworth Borough Council
Teign Housing
Thames Valley H A
The Guinness Partnership
Thurrock B C
Town & Country Housing Group
Trent & Dove Housing Ltd
Tuntum Housing
Uttlesford D C
Vale of Aylesbury Housing Trust
Victory Housing Trust
Wakefield and District Housing (wdh)
Walsall Housing Group (whg)
Waltham Forest Housing Association
Wandle H A Ltd
Wellingborough Homes
West Kent H A
West Lancashire BC
Westward Housing Group
Westway Housing Association
Wigan and Leigh Homes
Wiltshire Council
WM Housing Group
Women's Pioneer Housing Association
Wyedean H A
Wythenshawe Community Housing Group
Yarlington Housing Group
York Housing Association
Yorkshire Coast Homes



Win £50 of high street vouchers

Tweet us your engagement to do list hashtag #Tpastodo and we'll enter you into a competition to win £50 of high street vouchers.

Be future positive. Be a Tpas member
Join us today by contacting our Membership Team 0161 868 3500 Membership starts from as little as £600 per year.

To find out more about Tpas visit:
www.tpas.org.uk



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