



Llywodraeth Cymru  
Welsh Government



## Chair's Message

**Welcome to the TPAS Cymru Annual Report for 2016/17. As Chair, I am delighted to introduce this report reflecting the major achievements of this period.**

As you are aware, this could have been the last annual report for TPAS Cymru had we not been successful in being appointed the delivery partner for tenant participation by the Welsh Government. On behalf of the Board, I was delighted that our strengths, reputation and confident plans were recognised. I'd like to thank all those who inputted to help shape our bid. We are entering a new era of partnership working and I'm confident that TPAS Cymru is well placed to meet those challenges going forward.

The Board has once again seen changes in its representation. We saw three members step down in Carol Price, Steven Waite and Edith Greensmith. I'd like to thank them immensely for their years of service. We also had some new Board members join us namely Heather Christan and Emma Parcell.

Finally, I would like to thank all the Board members and staff who have contributed so ably to our achievements and successes during the year.



**David Lloyd-Williams, Chair**

## Director's Message

**Looking back over the year, I think the best way to summarise it is that it was the year when TPAS Cymru turned the page towards a new chapter in its proud history of delivering excellent tenant participation in Wales.**

Without doubt, the biggest challenge during this period was the Welsh Government tender for a single tenant participation organisation. TPAS Cymru rose to the challenge and we used it as an opportunity for us to hold an in-depth review of all that we did. We spoke to, and listened carefully to our members, partners and stakeholders to find out exactly how they viewed us and perhaps, more importantly, what they wanted from TPAS Cymru going forward in the future. As Director, I was delighted that TPAS Cymru was selected as best placed to continue delivering tenant participation objectives in Wales for the next two years.

We have also seen many changes – not only in how we look - we were delighted to unveil a new logo, identity and branding to reflect the fresh thinking and new approaches we have adopted, but also in the new and innovative training events we now deliver, such as video participation and engaging young people.

We have also seen some changes within the organisation. Towards the end of the financial year we said a fond farewell to Phoenix Averies, our Project Officer in south Wales. Phoenix brought greater accessibility to TPAS Cymru and we will continue to develop the work she began in the years to come. We have appointed an exciting replacement in Steffan Evans and I look forward to the impact I know he will make.

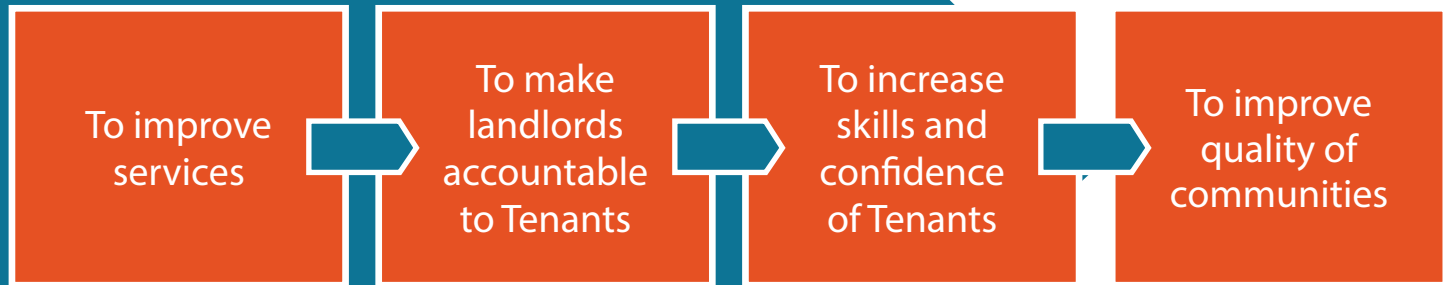
I am also delighted to report that TPAS Cymru ended the year in a positive financial position. This was the final year under the old funding model and I am pleased that despite the period of austerity that we all work within, we were able to return a modest surplus.

Finally, I'd like to thank the Chair and the Board for their continued support not just for myself but to the whole team. They ensure that we remain focused on our aims and objectives to make housing in Wales better.

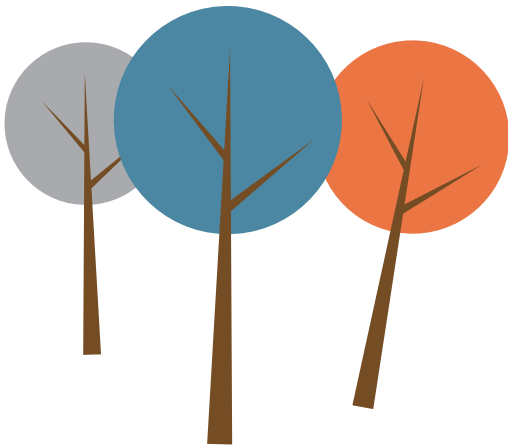


**David Rhys Wilton, Director**

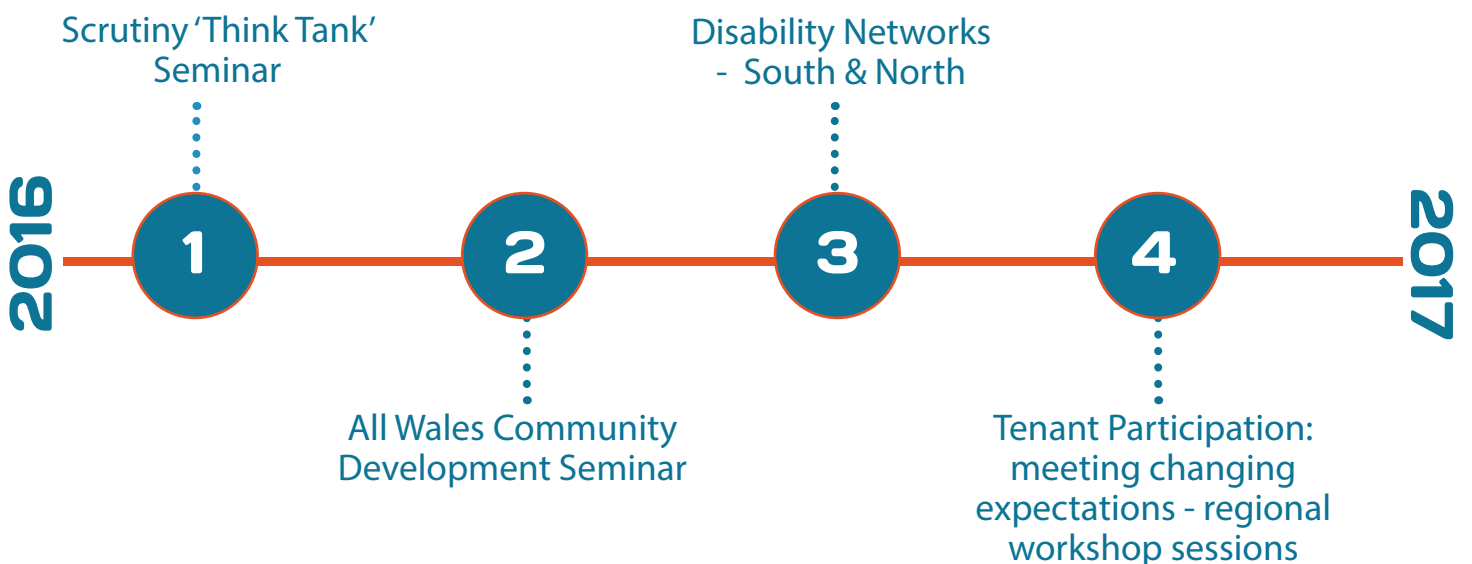
# TPAS Cymru Aims



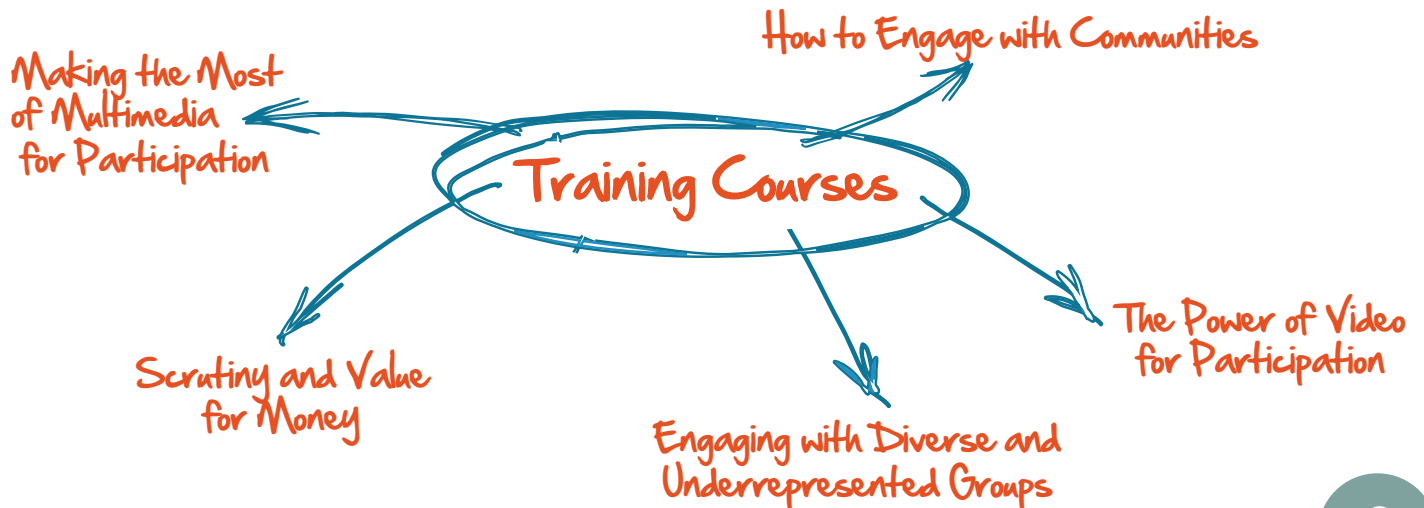
## What We Do



## Top Events During 2016-17



## Most Popular Training Courses



## How We've Influenced the Housing Sector



## Achievements that Make Us Proud



Yet again raising the quality and standard of our annual conference attended by tenants and staff from across Wales.



Working with Tai Pawb to consult on what tenants and staff want from our Disability networks.



Developing new courses and delivering training to tenants and staff across the country.



Dedicated network and workshops for Local authority landlord staff and tenants.



Supporting members from across Wales and meeting the different needs of different parts of the country.

# What People Say About Our Training

“

“Good presentations and lively discussions”

“Really enjoyed the day, the trainer was great. Made things easy to understand”



“Very interesting – learned a lot. Easily explained and understood”

“Congratulations to all involved - a very positive and uplifting day”

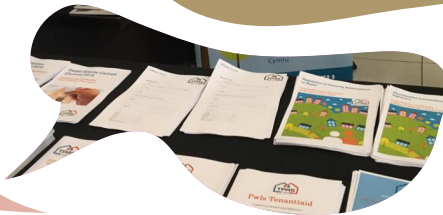
“Great session, lots of discussion and involvement”



“Everybody had a chance to speak and share their ideas and experiences”

“Learnt a lot about the benefits of TP and has made me think how I can mainstream TP in my work/role”

“TPAS Cymru conference was a good networking event and good participation in workshops”



“Wider understanding of role of TP from a customer and business perspective”



”

# Gallery





3<sup>rd</sup> Landlord in 24  
Housing Magazine's  
prestigious Top 50  
Landlords list



2<sup>nd</sup> Registered  
Social  
Landlord in  
the UK



1<sup>st</sup> Registered  
Social  
Landlord  
in Wales

## John Keegan, Chief Executive said:

“to be named as the top Welsh Housing Association in the list is a tremendous accolade for everyone at MHA. Everyone involved should take great pride in the fact that we are now recognised beyond Wales as being an outstanding Housing Association with outstanding people. To come third overall in the list out of hundreds of entries from across the UK is a magnificent achievement for us.”



[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

 [facebook.com/monmouthshire.housing](https://facebook.com/monmouthshire.housing)

 [twitter.com/mon\\_housing](https://twitter.com/mon_housing)

# Where the Money Goes

## Income

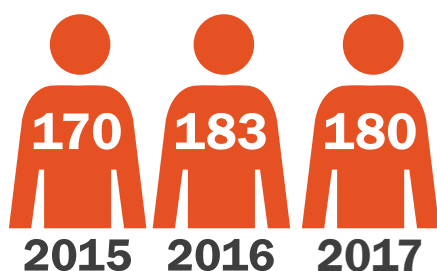
	2015 / 2016	2016 / 17
Core Grant	£178,100	£157,600
Membership	£53,422	£52,419
Consultancy and Training	£21,131	£17,550
Annual Conference	£40,053	£46,360
Events and Networks	£12,612	£19,727
Other Income	£8,295	£6,534
<b>Total</b>	<b>£313,697</b>	<b>£300,190</b>

## Expenditure

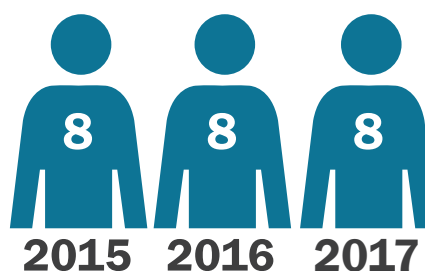
	2015 / 2016	2016 / 17
Development and Support	£198,135	£187,608
Office Costs	£43,007	£40,147
Annual Conference (not including staff costs)	£24,614	£25,126
Consultancy and Training	£1,017	£1,009
Events and Networks	-	£6,553
Other	£21,995	£26,710
<b>Total</b>	<b>£288,768</b>	<b>£287,153</b>

# Membership of TPAS Cymru

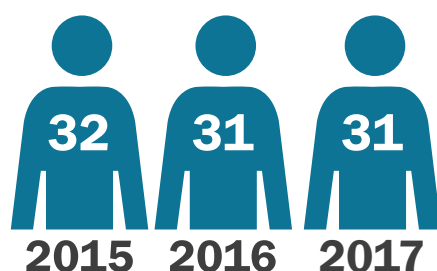
## Tenant and Resident Association Members



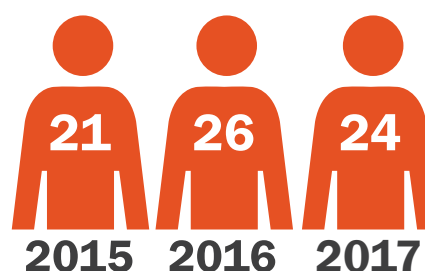
## Local Authorities



## Registered Social Landlords



## Supported Housing





# Our People

## Management Board Members

### Local Authority Members

**Asmut Price** Cardiff City Council  
**Debbie Davies** Flintshire County Council

### Housing Association Members

**Vicki Miller** United Welsh Housing Association  
**Kay Helyar** Charter Housing (Vice Chair)  
**Laura Thomas** Cartrefi Conwy  
**Dylan Thomas** Cartrefi Cymunedol Gwynedd  
**Noela Jones** Grŵp Cynefin  
**Carol Price** Linc Cymru (left March 2017)

### Tenant Association Members

**David Lloyd-Williams** Cartrefi Conwy Tenants & Resident Association  
(Chair)  
**Pam Every** Llanelli Tenants Network  
**Derek Hainge** Cartrefi Cymunedol Gwynedd  
TRA Partnership  
**Edith Greensmith** Flintshire Tenants Federation  
(left March 2017)  
**Steven Waite** Linc Cymru Tenants Panel  
(left March 2017)  
**Patricia Tyler** Tywi Tenant Network  
**David Davies** Tŷ Pontrhun Residents Panel  
**Bill Hunt** Cartrefi Conwy Scrutiny & Overview Panel  
**Mel Rayner** Family Housing Tenants Panel  
**Emma Parcell** Gwalia Residents Disability Group  
(as of March 2017)  
**Heather Christan** Wales & West Housing Resident Participation Steering Group (as of March 2017)

### Honorary/Co-opted Members

**Paul Langley** Community Housing Cymru  
(Officer)  
**Janet Loudon** Shelter Cymru (Officer)

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Web: [www.tpas.cymru](http://www.tpas.cymru)

 @tpascymru

 [tpas.cymru](http://tpas.cymru)

 Follow us via LinkedIn: TPAS Cymru

## The TPAS Cymru Staff Team

### South

**David Wilton**, Director  
**Zhanar Tabeyeva**, Finance Officer  
**Phoenix Averies**, Project Officer (Left January 17)  
**Gail Lewis**, Administrator

### North

**David Lloyd**, Assistant Director  
**Helen Williams**, Project Officer  
**Iona Robertson**, Office Manager

### Contact:

#### South Office

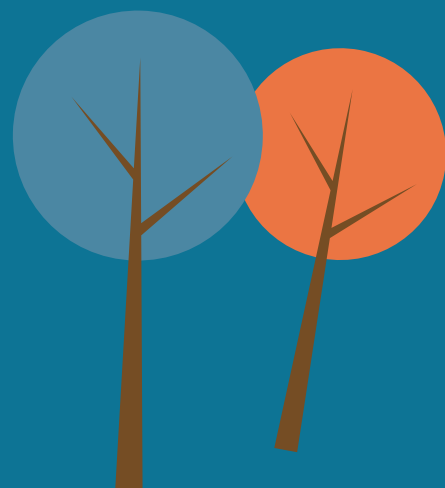
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Telephone: 02920 237303

#### North Office:

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Conwy  
LL29 7LN

Telephone:  
01492 593046



Lead Sponsor:



Lead Exhibitor:

