

Hearing the Tenants' Voice

Are you doing 'The Right Stuff'?



In response to the publication of the Regulatory Board for Wales report 'The Right Stuff: Hearing the Tenants' Voice' – TPAS Cymru has developed a range of essential support services to help landlord organisations meet the key messages of the report and the Regulatory Performance Standards.

Using our skills, experience and first-hand knowledge of involvement and regulation we can work with staff, tenants and board members in flexible ways tailored to meet your own organisation's needs.

Examples of our support services include the following:

- Briefing sessions: presenting the report findings and prompting initial discussions
- Facilitation of review sessions to enable you to 'self-evaluate' your current involvement approach against the report findings
- 'Desktop' reviews of current involvement culture and practice against report messages
- Options Appraisals of existing and potential involvement methods
- The Right People - Half-day personality profiling workshop

We also have a comprehensive training offer which complements the report's findings.

Themes include:

- Accountability & Transparency
- Building Trust in social landlords
- Embedding a culture of involvement
- Identifying outcomes and purpose
- Tenant Challenge and Scrutiny: examining approaches
- Digital Engagement
- Co-production

To find out more about our support get in touch, we'd love to chat and talk through some ideas with you.

enquiries@tpas.cymru

02920 237303