



GOOD PRACTICE AWARDS 2024

THE WINNERS



Lead Sponsors

A word from our Sponsors



Welcome to TPAS Cymru's Good Practice Awards Report 2024.

As sponsors we are delighted to be given the opportunity to help TPAS Cymru to champion the outstanding work residents and housing organisations across Wales are doing to respond to the changing needs of their communities.

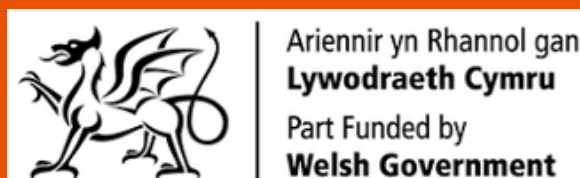
In this report there are excellent examples of projects that are bringing communities together to deal with financial hardship and others that are giving young people a voice in shaping housing services for them.

This year, alongside the popular and much-welcomed categories of Tenant of the Year and Communities Supporting Communities, there are new awards that look to the future, putting tenants at the centre of the journey to make Welsh homes more energy efficient.

Congratulations to everyone whose work is included in this best practice report.

I hope it will inspire more innovation and success stories for the future.

Anne Hinchey
Group Chief Executive



GOOD PRACTICE AWARDS 2024



Welcome to TPAS Cymru's 2024 Good Practice Awards Report, celebrating the exceptional achievements in tenant participation and engagement in Wales. This year's report and achievements highlight innovative approaches, new ideas and impactful projects which share new ideas and evidence of best practice.

This year, we were excited to celebrate with you all together in Cardiff, to celebrate and share some of this good practice and to support and inspire others.

The categories for 2024 were:

1. Communities Supporting Communities
2. Involving Tenants in Shaping or Reviewing Services
3. Tenant of the Year
4. Young Tenant of the Year
5. Communicating with Tenants and Residents
6. Tenant Voice
7. Resident Support and Advice Programme
8. Resident Support and Advice Programme - Cost of Living
9. Engaging Tenants in Environmental Initiatives
10. Tenant Team of the Year

A Special Recognition Award was also given.

In this booklet, we're sharing with you the 9 winning entries and the judge's Top 3 in each category.

Thank you to the award nominators for providing the content for this report. We've added their contact details for each of the winning entries if you want to find out more about the projects.

Thank you again to all those involved, and we hope you enjoy reading the winning entries as much as we did.

Communities Supporting Communities



WINNER

RHA Little Shed Community Hub

The Little Shed, created by RHA staff and volunteers, is a vibrant community hub in Tonypany. Little Shed offers a Community Fridge, food pantry, clothes bank, warm space, games club, craft club, and a monthly Repair Café, it addresses social isolation and practical needs while supporting health and wellbeing. It started with just three volunteers, and now involves the wider community, responding to their needs with activities and partnerships. Volunteers and visitors have gained confidence, formed friendships, and developed skills - and overall have built a community together.

The Type of Support Provided:

The Little Shed has been designed by RHA staff with the support of community members and volunteers. This includes developing and delivering the activities offered. Support offered includes:

- A community fridge and food pantry, offering access to free or low-cost food to support those in need and help reduce food waste. The pantry also offers access to basic necessities.
- A clothes bank, which supplies clothes to those who need it and ensures everyone has access to essentials.
- The Little Shed also acts as a warm space for those in the community to come and stay warm if needed.
- Social activities such as a games club and craft club. These offer social interaction, holistic wellbeing support and a place for artistic expression.
- A monthly repair cafe, which promotes sustainability.

Overall, Little Shed offers a supportive and inclusive environment for the town. A RHA tenant described the Little Shed as the following:

“RHA have supported us to develop this space and we have been encouraged to grow the space into something that is well used. We’re proud that we’ve created a space that’s welcoming and inclusive for all members of our community, a place with heart and connection with the community, we have also attracted people from outside our local area who regularly travel to the space.”

How the needs of the communities/individuals were met

Little Shed began with three volunteers who were engaged the wider community in deciding activities and shaping the atmosphere of The Little Shed. Now, a larger group, the Little Shed community includes non-tenants in the community which helps run it.

The Little Shed's reach has extended beyond Tonypany, responding to visitor requests from those in surrounding areas. In collaboration with Cambrian Village Trust, RHA Wales host Cooking Together classes and a Sight Life group. Their clothes bank, food pantry, and warm space address tenants' immediate needs, while they also offer a Library of Things, Hot Flash Café, and Wellbeing Sessions. The project participates in local events and provide warm packs and Christmas hampers, continuously seeking input for future activities from visitors.



The impact the support has had on individuals/communities

Overall, the Little Shed and RHA Wales has supported tenants, community members and local businesses in the area. Tenants and visitors of the Little Shed commented the following, which shows the impact of the project:

“As volunteers we have all become much more confident, and this is the case for members of the community that use the Little Shed, not only for tenants or volunteers. People tend to join our activities and become regular members, we have all developed good friendships and now support each other with things in our personal lives as well as in our activities and sessions.”



Sustainability of the Project for the future

A charity, named Friends Of The Little Shed, has recently been established to raise additional funds for the space. This initiative aims to support and expand the activities that the local community enjoys. The volunteers plan to continue their efforts to ensure the sustainability of these sessions. Additionally, RHA Wales are exploring opportunities to extend their reach across the borough, potentially developing a mobile version of The Little Shed to serve a broader audience.

You can learn more about The Little Shed here:
<https://rhawales.com/thelittleshed/>

For more information, contact: leigh.caveney@rhawales.com



Blitz Art Group
Contact:
judith.sellwood@wwha.co.uk



'Better late and Clever'
Resident Led Video Podcast
Contact:
Denise.hammond-webb@unitedwelsh.com

Involving Tenants in Shaping or Reviewing Services

WINNER



Pembrokeshire Housing & Homeless Youth Forum

Summary of the aims and purpose of the project:

The project by Pembrokeshire County Council, aimed to actively involve young people aged 16-24, including those who are not just PCC tenants, in shaping housing services through an inclusive and supportive forum.

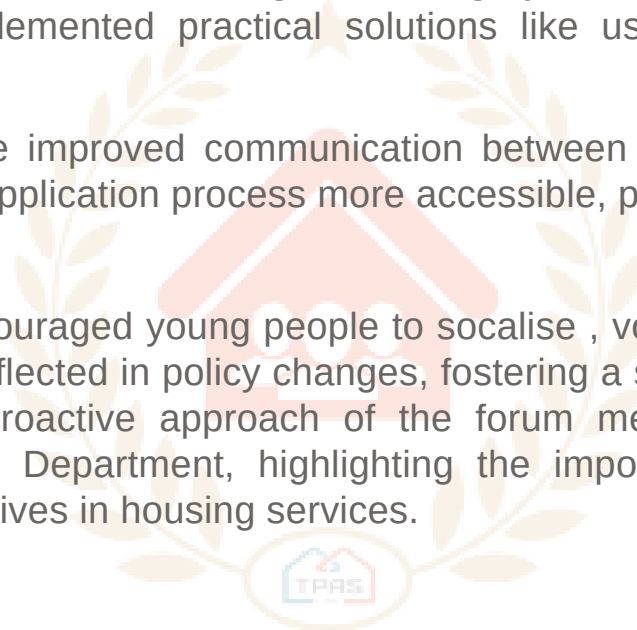
This engagement was facilitated by offering transport to various locations, shared meals, and attendance by Housing Team members, including the Head of Housing Service.



The forum was co-produced with young people, to set their own terms of reference, receive meeting minutes and agendas, and provide feedback on housing processes and support pathways. Since its inception in November 2023, the project has enhanced young people's understanding of housing systems, developed accessible project ideas, and implemented practical solutions like using QR codes in void properties.

Their contributions have improved communication between the council and tenants and made the housing application process more accessible, particularly for those with neurodiverse needs.

The forum has also encouraged young people to socialise, voice their concerns, and see their suggestions reflected in policy changes, fostering a sense of empowerment. The enthusiasm and proactive approach of the forum members have positively influenced the Housing Department, highlighting the importance of incorporating young people's perspectives in housing services.



How tenants were included in shaping this service:

The project welcomed all 16 – 24 year olds to participate, regardless of their status as Pembrokeshire County Council tenants, which allowed the council to gather insights from individuals with a variety of experiences related to housing and homelessness.

This inclusive approach ensured that the perspectives of young people who have navigated the housing and homelessness service first-hand, as well as those who are currently housed, were considered in shaping and reviewing services. By casting a wide net, the initiative aimed to foster a comprehensive understanding of the diverse needs and concerns within the community.

To ensure accessible participation and engagement, meetings were held at multiple locations, and transportation was provided for all attendees.

The active involvement of Housing Team members, including senior figures like the Head of the Housing Service, was pivotal in the consultation process. Their presence facilitated open dialogue, allowing participants to voice concerns, propose solutions, and receive direct information on housing-related matters.

This direct engagement not only empowered young participants but also ensured that the perspectives and needs expressed during meetings were heard and addressed promptly.

Members of the project were also encouraged to contribute actively by establishing their own terms of reference, receiving comprehensive meeting information, and providing feedback on processes and resources. This collaborative approach ensured that the interventions and support strategies developed were informed by the real experiences and insights of the young people they aimed to assist



How services have been shaped as a result of tenant involvement:

Since November 2023, the initiative has been instrumental in enhancing young people's understanding of housing and homelessness services and ensuring that all members of the public are aware of the support available. Tenant involvement has ensured that the council is sharing clear explanations and guidance, the program aims to demystify complicated housing processes, making them more accessible and understandable to the community. Moreover, the initiative actively encourages the development and implementation of project ideas that directly benefit young people, ensuring their needs and interests are addressed effectively - by creating programs for young people in collaboration with young people.

A notable outcome of tenant involvement is the adoption of practical solutions proposed by the Forum. For instance, the introduction of QR codes on void property windows, explaining reasons for vacancies, has been approved for inclusion in the new Choice Homes Policy. This innovation not only improves transparency but also enhances public awareness and understanding of housing issues. Furthermore, the project fosters social interaction and community among young people who have faced similar housing challenges, providing them with a supportive environment to share experiences and insights.

The project empowers young participants by giving them a platform to voice their concerns and ideas, ensuring their perspectives are heard and valued in decision-making processes.

The inclusion of their suggestions in policy changes demonstrates tangible impact, reinforcing their belief that they can influence positive changes in housing practices.



The difference it makes and the outcomes of the involvement:

Since the inception of the project, there has been significant increase in engagement between members of the housing department and tenants, reflecting a commitment to ensuring all voices are heard.

Their involvement has directly contributed to initiatives aimed at enhancing communication between the council and tenants, particularly regarding void properties and hearing the younger tenant voice. This collaboration has led to improved understanding among young people towards housing and homelessness systems and policies, highlighting areas where additional support is needed.

The forum has also played a crucial role in proposing practical improvements to the housing application process. Additionally, there has been visible engagement in creating an easy-read application format and developing a more user-friendly online application that allows customization of appearance, such as font size and colour. These recommendations have garnered support from the CBL team, who have invited forum members to assist in producing accompanying videos for the Choice Homes application form, demonstrating the tangible impact of youth input on policy and service development.

Gaynor Toft, Head of Housing at Pembrokeshire County Council said the following on the project: *"I was impressed with their feedback and it provides us with some important pointers towards improving the quality of our public facing forums and information"*

For more information, contact: Natalie.Badham@pembrokeshire.gov.uk



Physical Adaptations Panel (PAG)

Contact:
michelle.mcgregor@hafod.org.uk



Tenant Working Groups - Trivallis

Contact:
Catherine.evans@trivallis.co.uk

Tenant of the Year



WINNER

Laura Cousins - Monmouthshire Housing Association

The commitment and dedication shown

Laura has been a MHA tenant for 6 years, and as put by MHA *“during that time she has grown to be an integral part of MHA’s Engagement and Tenant Participation activities.’ and Tenant Participation activities.”*

Laura’s involvement journey began with volunteering during the Covid-19 pandemic, ensuring fellow tenants had access to essential supplies. Post-pandemic, she joined a community group, spearheading events that supported families during school holidays, including children’s parties and community gatherings.



Laura's commitment extended beyond local initiatives; she actively participated in MHA's service review focus groups and discussions on tenant-related policy changes like the Renting Homes Act. Known for her integrity and ability to provide honest feedback, Laura quickly earned trust from tenants and MHA staff, becoming a key advocate for tenant voices in decision-making processes.

Recognizing her impact, MHA's Engagement Team invited Laura to join their Community Voice Group, where her perspective as a young single mother navigating economic challenges enriched discussions and scrutinized management assumptions. She further demonstrated her leadership by serving as a tenant judge on MHA's funding panel, allocating grants to local projects aimed at community enrichment.



More examples of the dedication Laura has shown:

Upon a relocation, Laura motivated the community by presented new opportunities, where she revitalized a declining community group into the dynamic Caldicot Crusaders. Under her leadership, the group has ran numerous community-building activities and secured funding for initiatives like Games and Grub, which supports working parents and promotes family engagement.

The difference her commitment has made to the tenant community and / or groups she's worked with

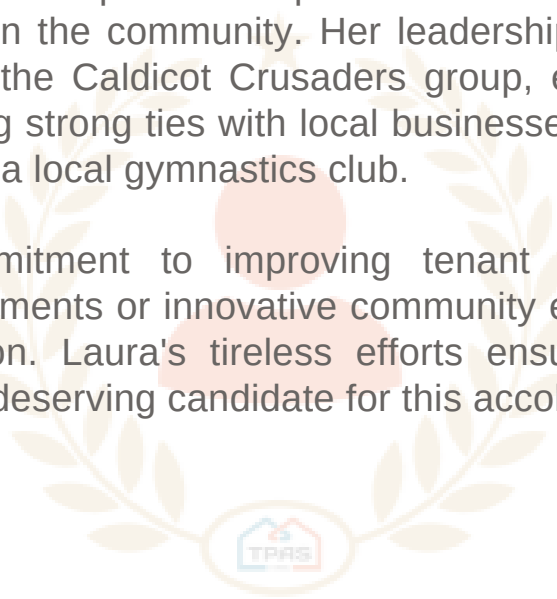
Laura's commitment to enhancing the tenant community and engagement experience has been transformative, evident in her proactive approach and genuine advocacy for tenant-centered services at MHA.

Her direct experience as a tenant has significantly influenced improvements within MHA, particularly highlighted in the recent implementation of the Engagement Review. This initiative now emphasizes collaboration with third-sector agencies, broadening engagement opportunities for tenants, residents, and leaseholders.

Her involvement in the Income Service review led to more supportive measures for tenants facing financial challenges, improving communication regarding rent arrears and offering assistance with money management. Laura's passion extends beyond policy reviews; she actively shares successful community strategies and seeks to rectify less effective approaches. She revitalizes community groups by integrating local projects and securing additional resources that directly benefit tenants.

A standout example of her impact is the MasterChef Minis project, which she initiated to promote family bonding through cooking wholesome meals. This initiative not only engaged children and parents in practical skills but fostered a sense of togetherness and fun within the community. Her leadership with Games and Grub sessions has empowered the Caldicot Crusaders group, encouraging community-driven solutions and forging strong ties with local businesses, such as securing free spaces for MHA tenants at a local gymnastics club.

Laura's unwavering commitment to improving tenant lives, whether through traditional service enhancements or innovative community engagement, reflects her dedication and compassion. Laura's tireless efforts ensure that her community thrives, making her a truly deserving candidate for this accolade.



How inclusive has she been and how he's considered the diversity of the wider tenant population

- Laura displays a passionate commitment to inclusivity, driven by personal experience and a deep empathy for others' challenges. As a parent of a child with a neurodiverse condition, she advocates strongly for ensuring all participants in community activities feel valued and accommodated. For example, at recent events like the Caldicot Crusaders' Christmas party, Laura ensured a quiet room was available for individuals needing a break from sensory stimuli, showcasing her proactive approach to inclusivity.
- Working closely with organizations like Together Works, Laura ensures that events such as Games and Grub sessions cater to diverse dietary needs and food intolerances. Her dedication ensures that families can participate fully without any dietary concerns hindering their enjoyment. Additionally, she ensures venues are selected with careful consideration for accessibility, addressing disability and mobility needs within the community.
- Laura's efforts not only foster inclusivity but also create environments where everyone, regardless of their circumstances, can participate comfortably and feel included. Her advocacy and proactive measures highlight her commitment to promoting diversity and accessibility, making a significant impact within her community.



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Charl Jones - Pobl
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Young Tenant of the Year

WINNER



Anya at GISDA

This year we also have a special Young Tenant of the Year Award. As we all know, lots of young people are doing great things for their community or to help others, so we wanted to recognise their achievements. So, this Award recognises the contribution Anya has made which has benefited others or the wider community. Anya is a resident of GISDA – an organisation which provides support and opportunities for young people in Gwynedd.



Anya was nominated by GISDA, a charity in Gwynedd, north Wales whose aim is to tackle homelessness and support young people in the area to live happy and safe lives free from disadvantage and discrimination. GISDA provides support and opportunities for homeless and/or vulnerable young people by providing a range of housing and support services.

Anya is a very active through her engagement and volunteering with GISDA, supporting other young people, championing inclusivity and sharing her skills and talents to help others.

Anya completes an enormous amount of volunteering hours within the charity and always encourages participation & inclusivity while contributing to every project she is part of.

She is a founding member of the charity's performing arts group, NABOD. This group is creating an exciting new show which will be touring around Wales. Within NABOD she is part of the writing team and the young people lead the narrative of the show.

Anya is very active & vocal in GISDA's LGBTQ+ club, working hard to support new members. She also attends the Young People's Board & enjoys discussing the local economy & politics that effect the local area & young people.

Earlier this year Anya travelled to New York with the team where she wrote a published online piece about the Welsh Theater Makers reflection, on her experience with the Theatre of the Oppressed (TONYC). The theatre is an exciting project which partners with community members developing and performing plays based on their challenges confronting economic inequality, racism, and other social, health and human rights injustices. <https://www.tonyc.nyc/our-work>

Anya has also been busy volunteering with the Welsh Centre for International Affairs (WCIA) <https://www.wcia.org.uk/> Wales's leading internationalist charity – supporting global learning, global action and global partnerships. She went to volunteer with WCIA in Germany last year through a TAITH <https://www.taith.wales/> trip & wrote a piece about her experience on our social media pages. She will be going to volunteer in Germany again this August on a self-funded volunteering trip.

She also attended The Annual Peace Education Conference 2023 in Cardiff with WCIA and continues to be an active volunteer with WCIA. Anya has been asked by The North Wales Police and Crime Commissioner, Andy Dunbobbin, to become a Police Youth Ambassador.

She will soon be starting a scholarship with Cwmni Bro <http://cwmnibro.cymru/> where they will be working with an imagination practitioner. The project will be looking at the local economy & young people's futures in Blaenau. Due to Anya's involvement, this will encourage other service users to participate.

Anya always brings her skills, enthusiasm and energy to her many volunteering commitments and plans to continue to keep busy supporting and speaking up for others.

For more information, contact: Cari.tucker@gisda.co.uk



Communicating with Tenants & Residents

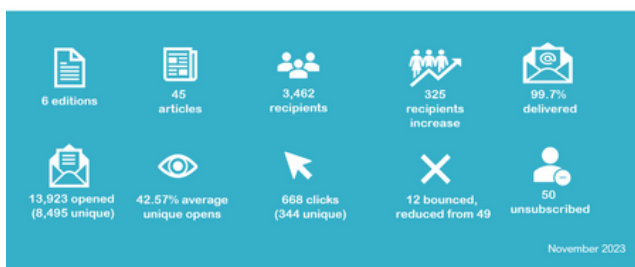


WINNER

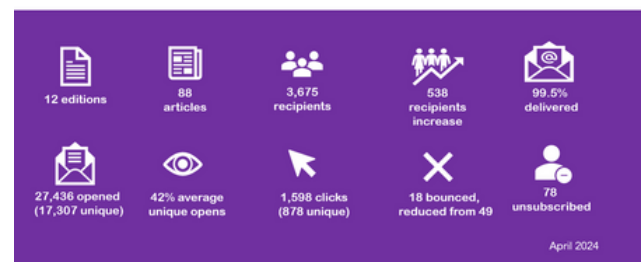
Hafod Connect – monthly eNewsletter to customers - Hafod



Hafod Connect – the first six months!



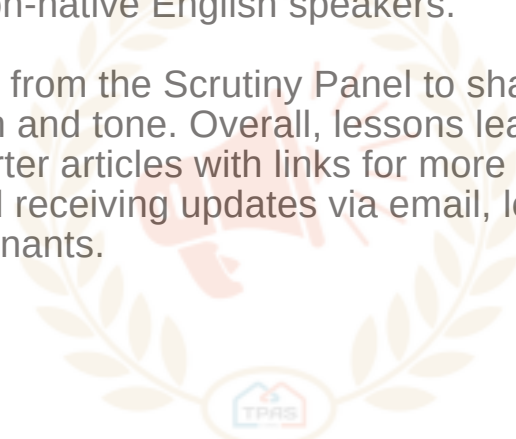
Hafod Connect – at 12 months!



Summary of the purpose and aims of the project

Hafod launched the Connect e-Newsletter in May 2023 to provide regular updates in plain language, ensuring accessibility for all tenants, including those with poor literacy or non-native English speakers.

Tenants were involved from the Scrutiny Panel to shape the design and tone of the eNewsletter design and tone. Overall, lessons learned from tenants included the preference for shorter articles with links for more details, and even non-digital customers appreciated receiving updates via email, leading to increased digital engagement with all tenants.



The consideration given to the variety/appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication

As part of the Question of the Month project, tenants expressed a desire for regular updates via email and a Hafod eNewsletter. In response, the Hafod Connect monthly eNewsletter was launched in May 2023.

Feedback from tenants who are members of Hafod's Scrutiny Panel, who had previously helped develop publications, shaped the content, design, and tone of the newsletter to ensure it was accessible and enjoyable by all tenants.

Although some information required specific terminology, efforts were made to ensure clarity and the use of plain-language for all tenants, particularly those with poor literacy skills or for whom English is not a first language. Compatibility with various devices used by customers was also considered to ensure it was accessible for all.

In March 2024, based on further feedback from tenants, several changes were made to improve the eNewsletter:

- The delivery date was shifted to the first Friday of each month
- Articles were limited to a maximum of 10, each around 300 words with links for more information
- Articles included related images, clickable links, and contact details
- Read time was noted for each article, aiming for an overall read time of under 5 minutes
- Quick links for services such as reporting repairs or paying rent were added.

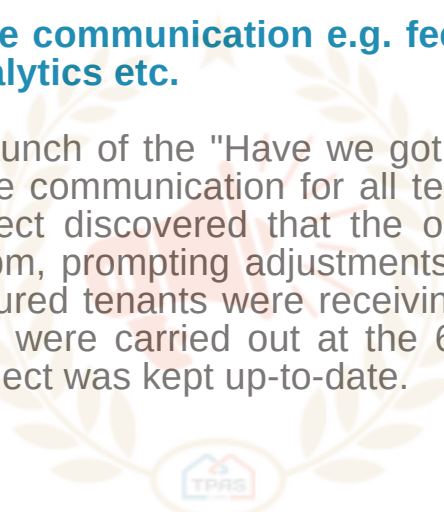
Tenants appreciated these adjustments, with one commenting that the changes allowed better use of reading software for the visually impaired.

Tenant comment:

"This is much better for me as I am blind and can now use my reading software to keep me informed"

The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc.

This project led to the launch of the "Have we got your number?" project, which aimed to ensure effective communication for all tenants. Initially testing different sending times, this project discovered that the open rate for Connect notably improved between 12-2pm, prompting adjustments to their sending schedule for future editions. This ensured tenants were receiving communications at the best time for them. Reviews were carried out at the 6 and 12 month stage (image above) to ensure the project was kept up-to-date.



In its first year, Hafod Connect has made significant strides, expanding its reach to 3,675 recipients—an increase of 538 subscribers since its launch. The newsletter boasts a remarkable 99.5% successful delivery rate and has retained a low unsubscribe rate of just 78 tenants. Over twelve editions, it has garnered a total of 27,436 opens, achieving an average unique open rate of 42%.

Along with this, the newsletter has generated a total of 1,598 clicks, with 45% of these clicks demonstrating recurring engagement, indicating sustained interest from readers. Noteworthy improvements include a substantial decrease in bounced emails, reduced to only 18 from the initial 49 encountered at the start of the initiative. Overall, this ensures that all tenants are receiving communications that are relevant to them, in the most accessible method.

Any lessons learnt and sustainability of the methods

Initially focused on delivering comprehensive information, Hafod sought customer feedback after six months, leading to a shift towards shorter articles with links to webpages for further details.

Hafod recognise that not all tenants prefer digital communications, but have been pleasantly surprised by non-digital tenants with email access opting to receive Connect electronically. This paves the way for broader digital engagement, facilitating activities like online repairs reporting and accessing forms round-the-clock. To maintain content diversity and consistency, there's a proposal to establish a repository of generic articles sourced from various teams, ensuring Connect remains varied while consistently meeting customer expectations.

For more information, contact: Michelle.mcgregor@hafod.org.uk



NCH Communicating with Tenants and Residents - Newport City Homes
Contact:
Amy.Shea@newportcityhomes.com



Breaking Down Barriers with Accessible Branding - Trivallis
Contact:
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Grŵp Cynefin – Getting Involved

How the organisation works to ensure that the tenant's voice is heard, listened to, and acted upon at all levels of the organisation

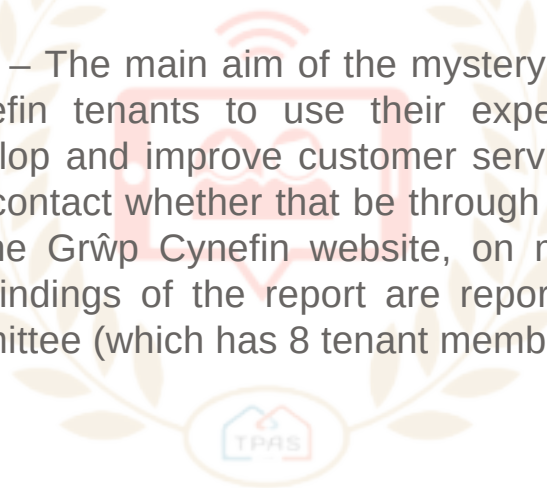
Grŵp Cynefin is passionate about ensuring that tenants' voices are heard. It is essential that tenants are involved in the joint development of services and policies that affect tenants and their homes. The following main aims and objectives ensure that the tenants are at the core of Grŵp Cynefin's work:

- **A Culture of Tenant Participation:** Grŵp Cynefin aims to foster a culture where tenants take an active role in shaping decisions and policies. Their input is valued, and they play a central role in the organisation. It is also believed that it's important that tenants are central to every department within the society. This was done recently by holding a 15-minute TEAMS presentation to all Grŵp Cynefin staff on the importance of tenants taking part, the latest information on methods of participation and ensuring that staff bring policies, documents or topics for the tenants to discuss.
- **Improving Services:** By engaging with tenants, Grŵp Cynefin ensures that services are tailored to meet their needs. Tenant feedback influences directly on service improvements.
- **Taking Part Framework** – Grŵp Cynefin uses the Taking Part framework to ensure tenant input in monitoring & reviewing services. Options are provided to join face-to-face or online meetings, ensuring that meeting times vary to ensure that all tenants have the opportunity to attend. There are a variety of participation methods on offer, from completing a quick questionnaire (text, email, post or phone), short task and finish sessions, attending the annual Roadshow to join weekly online meetings.

Tenants can take part in a way that suits them. Listed overleaf are the different methods used:



- **Grŵp Cynefin Roadshows** – During the 2023 Roadshows, 62 Grŵp Cynefin staff, Board members and tenant representatives visited 1191 homes and spoke to 391 tenants (33%). The main purpose was to share the new safety leaflets design, receive referrals for further support and encourage tenant participation - www.Grŵpcynefin.org/en/my-home/your-voice/ The Roadshows are a great opportunity to be able to engage with tenants that Grŵp Cynefin would not otherwise hear from, staff knock on doors and complete a simple questionnaire with the tenants on their doorstep.
- **Task and Finish Groups** – a series of (usually) 3 meetings with a specific purpose to achieve that tenants' views shape and have input into a specific subject. During 2023-2024, a Task and Finish Group was established to create a Get Involved action plan for the following year (2024-25). Two face-to-face meetings and one online feedback session were organised in January/February 2024. An online questionnaire was sent to tenants during the week first of January to gain an insight into the views of the wider tenants, then the findings of the questionnaire were discussed during the sessions to ensure that the opinion of each tenant is considered. The final action plan was created following discussions and tenant priorities, this was then presented for final approval during the online feedback meeting. Similarly, a Task and Finish group was organised to create a new tenant handbook - 3 sessions were organised where tenants took part in the initial stages of the research and design, giving input on all aspects of the document. The document is in its final stages of design before being signed off and getting the 'Approved Stamp' from the tenants. A task and finish group was also held with staff, members of the Board and tenants to self assess the work for the Regulators.
- **Weekly Tenant Meetings** – Grŵp Cynefin holds weekly tenants' meetings that allow staff to bring policies, topics and documents to tenants in a timely manner in order to be able to get their opinion and support for service design and shaping. During 2023-2024, 30 meetings were held, and 23 different areas of work were discussed. These meetings are now one of Grŵp Cynefin's biggest successes with staff very eager to use the panel - sessions are filled up to 3 months in advance.
- **Mystery Shoppers** – The main aim of the mystery shopper programme is to enable Grŵp Cynefin tenants to use their experience to work with the association to develop and improve customer service. A recent audit looked at the first point of contact whether that be through phone call, e-mail, inquiry via web chat on the Grŵp Cynefin website, on media social or the Grŵp Cynefin app. The findings of the report are reported to the Customer and Communities Committee (which has 8 tenant members).



- **Tenant Auditors** – helping Grŵp Cynefin to maintain and improve the quality of the services they provide to the tenant. The latest inspection carried out inspected empty properties ready to be allocated by observing and following a specific questionnaire to monitor against Grŵp Cynefin's current re-allocation standard. The findings of the report are reported to the Customer and Communities Committee (which has 8 tenant members).
- **Announcements Meetings - Safety Leaflets** - Tenants had significant input in creating the new Safety Leaflets. A series of online meetings were arranged where tenants, Maintenance and Marketing staff worked together to ensure that the correct information is included in each leaflet. The group ensured that they were free of jargon and easy to understand and got the 'Approved Stamp' from the tenants. These were then shared during our 2023 Roadshow - www.Grŵpcynefin.org/en/my-home/keeping-your-home-safe/
- **Staff recruitment panel:** By involving tenants in the staff recruitment process, Grŵp Cynefin recognises the tenants' point of view. This builds commitment among staff employed to provide services that focus on and actively engage with tenants. In addition, transparency in recruitment is improved, promoting equal opportunities. As tenants participate in interviews, they gain valuable experience and develop their skills. Consistent and fair processes are beneficial to tenants and the organisation. Grŵp Cynefin has two methods of involving tenants in the recruitment process. The one that is used the most is having a tenant is on the interview panel to be part of the process that decides on the best person for the job. When there are interviews for a higher-level post, a panel of tenants is arranged to have a conversation and question the candidates, and over the last year the tenants were instrumental in recruiting the Head of Assets, the Chairman and Chief Executive.
- **Board + Tenant Engagement** – As part of the early 2024 Self Assessment process, a session was organised with tenants, board members and the senior leadership team in order to try to break down the barriers, share experiences openly and honestly and review services. These sessions were extremely beneficial for all who took part, and it was agreed to organise 3 joint session of this type every year going forward.



To ensure that the tenant's voice is listened to, and their recommendations are acted upon, Grŵp Cynefin have a variety of methods of reporting back:

- **Database document of all tenant engagement sessions.** The document was create to track all actions following tenant recommendations and tracking the progress made. Regular feedback sessions are organised with tenants to go

through the database and provide up-to-date information on all action points. This highlights that Grŵp Cynefin is accountable to its tenants and acts on the recommendations they make.

- **You said, We did** - to ensure that the wider tenants who do not participate are aware of the changes and developments made in response to hearing the voice of the tenants. Grŵp Cynefin has a dedicated page on their website with examples of 'You said, We did' to draw attention to the changes made to services as a result of the suggestions that tenants make - these can range from restarting Estate Visits (which stopped before Covid) to suggestions for articles to be included in the newsletter. This shows that Grŵp Cynefin collects tenants' views continuously and listens to them. www.Grŵpcynefin.org/en/my-home/your-voice/
- **Feedback Reports** – After events, Grŵp Cynefin will produce feedback reports that highlight any facts and statistics as well as results achieved and changes made as a result of the event www.Grŵpcynefin.org/en/my-home/your-voice/
- **A new email bulletin for Grŵp Cynefin tenants** - recently developed, which has replaced the circular that used to be distributed. It was felt that tenants can now receive information in a more timely manner.



How tenants are encouraged and supported to participate. How we raise awareness and get tenants engaged and involved

Grŵp Cynefin uses every possible opportunity to try to encourage new tenants to participate, including:

6-week visits of new tenants - Information is shared with new tenants during the 6 week visit after moving into their new home. The housing officers share a leaflet with all the additional support Grŵp Cynefin provides to tenants (digital support, support for young people, training and employment support etc) as well as information about taking part and the options available.

Get Involved Information Session - Informal 30-minute online sessions are organised regularly throughout the year, tenants can join and find out more about how they could get involved in shaping services at Grŵp Cynefin. Using the framework, we allow our tenants to participate in a way that suits them. These are advertised online, by frontline staff and during our annual roadshows. 12 sessions were held in 2023-2024 - 13 tenants attended.

Social Media - Promote tenants to participate on Grŵp Cynefin's Social Media e.g. Facebook message – [participation video facebook](#) / Instagram [participation video instagram](#)

Website – We are continuously working with our tenants to improve the information on our website by ensuring clarity and trying to make it easy to use [Have your say / Get involved - Grŵp Cynefin \(Grŵpcynefin.org\)](#) and [Your voice - Grŵp Cynefin \(Grŵpcynefin.org\)](#).

Roadshow – during the roadshows, staff give explanations of different levels of participation, and tenants are asked if they would like to have a conversation with a Member of the Community Initiatives Team or attend a Zoom presentation session to participate.

Monthly tenants' bulletin - Grŵp Cynefin now sends a monthly bulletin to tenants by email, each bulletin has included an element about getting involved in each edition - mystery shopping, participation options etc.

How the organisation works to ensure that a range of tenants' voices are heard

Grŵp Cynefin has a Getting Involved framework to ensure that tenants can contribute at all levels and in a way that suits them, from completing ad hoc surveys (text message, email, post or phone), talks on our annual roadshows, to be a member of the Customers and Communities Committee (8 tenants currently). Grŵp Cynefin annually reviews whether the participating tenants represent our wider tenants through the use of tenant profiling.

"Feeling that I can make a difference. If Grŵp Cynefin asks for contribution from me as a tenant, I think it is right for me to participate and I hope they do good work out of the contribution I have made. Of course, I hope I could help other tenants, my fellow tenants, to make things better." Bob

"There's a lot of things to find out about, and I wouldn't know if I didn't get involved. Although the information is there for everyone, it helps us to be part of the meetings" Siaron

"I've made friends and talked to new people, and I get to know what's going on in my community too." Ruth

"I enjoy giving input that affects policies, and that affects how a housing association is treating tenants." Chris

Additional information

Not all tenants find it easy to use technology and therefore by supporting tenants in increasing their digital skills not only improves their experience but also contributes to Grŵp Cynefin's general service improvement. By supporting the tenants with their digital skills, it bridges the digital divide and creates a more inclusive and efficient housing environment. Listed below is the support offered by Grŵp Cynefin.

Digital Support - Grŵp Cynefin Community Officers can support a tenant by helping them to increase their digital skills and confidence (During 2023-24, 56 sessions were held with 24 individuals). Tenants can benefit from digital support by increasing their confidence to join activities online, providing support to understand how to use Zoom either over the phone or face to face.

Device Loan Scheme - For those who want to join online but don't have suitable equipment, Grŵp Cynefin offers a loan scheme and access to sim cards for those who don't have internet access. (14 tenants received this service in 2023-24).

Empowering Tenant Skills - The strategy focuses on empowering tenants, improving their skills and providing opportunities for meaningful participation.

Online Courses / Events - Tenants have access to a series of online courses (ihasco) to help build confidence and knowledge in various subjects -This is what one had tenant to say: *"The iHasco courses were very interesting and they helped me fill out job applications."* Grŵp Cynefin is part of eCymru - an online platform with access to courses, established in partnership with 22 social landlords throughout Wales (www.ecymru.co.uk).

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GISDA Voice - GISDA
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Resident Support / Advice Programme

WINNER



NCH Hoarding Support Service - Newport City Homes

Summary of the purpose of the project

The Hoarding Support Service, launched as a pilot in May 2023, has made significant strides in improving the lives of vulnerable customers facing severe hoarding or property condition issues. Aimed at addressing complex support needs, the service has supported 84 individuals, including 37 with hoarding tendencies and 46 with property condition challenges exacerbated by health issues.

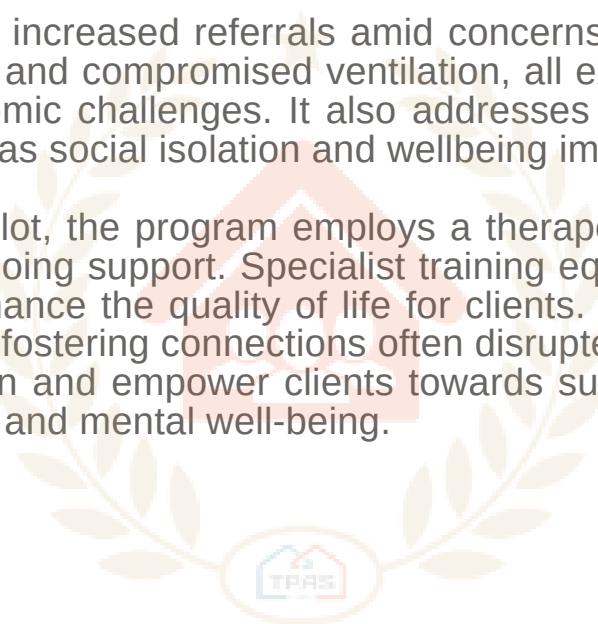
By adopting a person-centered, non-judgmental approach, the initiative focuses on practical outcomes such as home organization, fire risk reduction, and essential maintenance. It has facilitated deep cleans, waste removal, and even complete house clearances, enabling customers to reclaim their living spaces and reintegrate into their communities. This intensive, supportive model has proven essential in restoring safety, dignity, and well-being to those most in need.

Evidence of positive outcomes for tenants, residents or communities

This service addresses the complexities of hoarding, often overlooked and misunderstood as simply accumulating possessions. It plays a crucial role in supporting vulnerable individuals living in severely hoarded homes or those with unmanageable property conditions.

The service responds to increased referrals amid concerns over safety risks such as fire hazards, dampness, and compromised ventilation, all exacerbated by the COVID-19 pandemic and economic challenges. It also addresses the emotional and person impact of hoarding such as social isolation and wellbeing impacts.

Initially launched as a pilot, the program employs a therapeutic, risk-based approach to provide intensive, ongoing support. Specialist training equips staff to mitigate risks, promote safety, and enhance the quality of life for clients. By focusing on individuals with complex needs and fostering connections often disrupted by hoarding, the service aims to alleviate isolation and empower clients towards sustainable improvements in their living environments and mental well-being.



The impact the support has had on individuals and communities

The Support Service has provided crucial assistance to 84 vulnerable tenants, addressing both hoarding behaviors and severe property conditions.

Of these, 37 individuals struggled specifically with hoarding, while 46 faced challenges related to property condition exacerbated by health or mobility issues. The service operates under a person-centered model, emphasizing collaboration and setting realistic goals tailored to each customer's pace and needs.

By focusing on risk reduction and safety improvements, including organizing homes, managing waste, and facilitating essential repairs, the service has significantly enhanced living conditions and reduced environmental and fire risks. The approach has also fostered deep emotional connections with clients who often face social isolation and significant life challenges due to hoarding tendencies. This supportive environment has proven transformative, empowering clients to reclaim their homes and improve their quality of life with ongoing, personalized support and care.

After engaging with the project and the property being cleared, tenants are provided with ongoing support to ensure sustainable benefit.

Can this support be sustained/adapted for the future?

The permanent Hoarding Support service introduced in January 2024 has proven essential as cases of hoarding and property conditions rise.

Developed expertise during the pilot phase continues to strengthen, with ongoing referrals from maintenance teams uncovering vulnerable customers during repairs. The service addresses a significant gap, with high demand and long wait times elsewhere.

Anticipating sustained need, especially amid increasing mental health challenges, the service fosters positive outcomes by engaging marginalized customers and empowering them with person-centered, risk-based approaches. Adaptable to evolving needs, it offers hands-on support and collaboration with partners, ensuring effective customer care and significant life improvements.



Tenant feedback:

"First and foremost thank you for all the help I received. The main reason I needed help from the council and yourself is due to mental health and depression. I really struggled to ask for help. When the work started to begin at my place I felt overwhelmed but also a sense of relief and like a weight had been lifted off my shoulders. Now that the work has been completed I feel a lot happier and now I can move forward with my property and get it looking nice and something I can be proud of ."

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Brighter Futures You and Your Career - Merthyr Valley Homes
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Resident Support / Advice Programme - Cost of Living



WINNER

Tai Môn – Financial & Digital Inclusion Team

Summary of project / initiative

Tai Môn's Financial and Digital Inclusion Team focuses on enhancing financial literacy and support for Anglesey residents, aiming for positive community impacts.

They've handled 1893 queries this year, resulting in over £400k in savings for residents. A case study illustrates their impact: a client saw significant financial gains through benefits optimization and debt management, totalling £9,805.65.

With ongoing adaptations since 2015, including expanded staff and remote services during COVID-19, their sustainable approach ensures continued accessibility and effectiveness in community support. This Shared Prosperity Fund project aims to broaden outreach, addressing rural and digital access challenges.

Social isolation was a significant concern for the team, particularly as tenants/clients were no longer able to socialise in the community or in the sheltered housing scheme communal areas and lockdown measures prevented them from seeing their families and friends.

Impact on communities

Tai Môn's Financial and Digital Inclusion Team on Anglesey has significantly impacted residents by promoting financial inclusion through various initiatives. They've facilitated access to affordable credit, financial information, and debt advice, enhancing financial literacy and capability among tenants and residents.

Collaborating with local partners, the team's efforts have yielded substantial benefits, evident from their handling of 1,893 queries this year alone. These interactions resulted in over £400,000 in savings and gains for the community.



Impact of the support on tenants

This project aims to combat digital exclusion and transport limitations, ensuring residents can easily access support. Collaborating with the local Citizens Advice Bureau (CAB) enhances their service range, offering comprehensive debt advice alongside financial inclusion efforts.

The project's impact is evident through their proactive cost-of-living support measures, including a £50,000 hardship fund and initiatives like warm spaces and community freezers managed by the Tenant Participation team. Over the past two years, increased awareness and accessibility have enabled residents to seek assistance before reaching crisis points, facilitated by initiatives like a streamlined self-referral process introduced last year.

Tai Môn's collaborative approach with internal teams and external partners such as welfare rights, housing management, and local agencies like CAB and Job Centre demonstrates their commitment to inclusivity and equitable access to financial support for Anglesey residents

How the support can be sustained and adapted for the future

Tai Môn's approach to sustaining and adapting their financial inclusion support for the future has been robust and responsive to evolving community needs. Over the past eight years, they have demonstrated adaptability and expansion:

- Initially focused on rent arrears, the team expanded in 2018 to include digital inclusion support in response to Universal Credit's digital requirements and extended services to tenants in the private sector. In 2019, they further diversified by adding pre-tenancy support, which proved invaluable during the COVID-19 pandemic when they seamlessly transitioned to remote operations, offering online and telephone support.



- Recognizing the impact of the cost-of-living crisis, Tai Môn swiftly adjusted by enhancing their team with additional staff to handle discretionary scheme applications. The introduction of the Shared Prosperity Fund (SPF) project marked another significant step, adding two financial inclusion officers and a data analyst. This initiative aims to broaden outreach by delivering services directly into communities, particularly targeting those experiencing work-related poverty who may not traditionally seek support.

By continually adapting their services and expanding their team in response to emerging challenges and community needs, Tai Môn ensures their financial inclusion efforts remain sustainable and effective for future generations on Anglesey.

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Taff Wellbeing Club - Taff Housing
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Involving Tenants in Environmental Initiatives



WINNER

All Pumped Up - Newydd Housing Association

Summary of the purpose of the project

Newydd Housing Association completed a project focusing on developing a digital support solution for air source heat pumps (ASHPs), emphasizing robust tenant engagement and inclusivity. Through comprehensive methods such as surveys, interviews, and door-to-door interactions, Newydd gathered input from tenants to identify challenges like temperature control and system efficiency.

This tenant-centric feedback directly informed the development of a user-friendly digital solution, incorporating accessible formats such as QR codes and video guides that aligned with tenants' technological comfort levels. This tenant-centric feedback directly informed the development of a user-friendly digital solution for tenants. Testing and ongoing feedback from tenant participants ensured continuous improvement. Initial successes include heightened tenant engagement and improved system understanding, indicating future benefits in energy efficiency, cost savings, and potential scalability across the housing sector.

Evidence of positive and engaged outcomes for tenants, residents or communities

In pursuit of an inclusive and tenant-centric approach, Newydd have engaged with tenants has which been pivotal in developing a digital support solution for air source heat pumps (ASHPs).

Initiating with a survey of 30 homes, conducted by door-to-door interactions and interviews, every tenant's perspective on the initial site was sought. Valuable insights and engagement emerged, highlighting challenges such as adjusting temperatures, maximizing efficiency, and managing cold radiators. This feedback informed the tailored development of a digital solution which was best for tenants.



The decision was made, in conjunction with tenant assessments to move ahead with digital tools like QR codes and chatbots, influencing the design of an accessible solution for tenants.

Continuous engagement with tenants , including a dedicated testing lab and ongoing dialogue, ensured feedback integration, fostering a user-friendly outcome aligned with tenants' diverse needs has been pivotal in developing a digital support solution for air source heat pumps (ASHPs).

The impact of the engagement to date and the anticipated future impact

The tenant engagement activity to date has influenced the development of effective support systems for air source heat pumps (ASHPs).

Through initial surveys and assessments of digital readiness, critical tenant pain points were identified and incorporated into the iterative development of user-friendly solutions. This approach has led to interesting results, with 156 interactions recorded, demonstrating enhanced accessibility and user engagement compared to traditional methods like welcome packs.



Further comments

Looking forward, the impact of this tenant-centric approach is poised to extend in several key directions. Firstly, the planned digital solution promises to bolster tenant confidence in Net Zero works and support future troubleshooting, potentially leading to increased energy efficiency and cost savings for tenants.

This work has also led to reduced service calls and maintenance visits which can translate into significant resource savings for Newydd Housing Association.

Moreover, the success of this initiative sets a precedent for future application and replication across the housing sector. If successful, this approach could serve as a model for addressing diverse tenant challenges beyond ASHP support, fostering broader collaboration and innovation within the sector. By continually integrating tenant feedback, the housing provider aims to enhance overall tenant satisfaction and support environmental sustainability goals.

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**Down to Zero - Cynon Taf
Housing Association**

Contact:
Tom.addiscott@down-to-zero.co.uk



**Ateb group ORP 3 year 1 External
Wall Insulation and Environmental
sensor program - Ateb**

Contact:
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Tenant Team of the Year

WINNER



Tenant Action Panel – Trivallis

Summary of the purpose of the project

The Tenant Action Panel (TAP) at Trivallis is a dedicated group that advocates for tenant interests and enhances community engagement within the housing sector.

TAP ensures tenants' voices are heard and influences decision-making processes, fostering transparency and mutual understanding between tenants and Trivallis. Their initiatives include strategic scrutiny of business decisions, collaboration on operational and strategic matters, and organizing community events to gather tenant feedback.

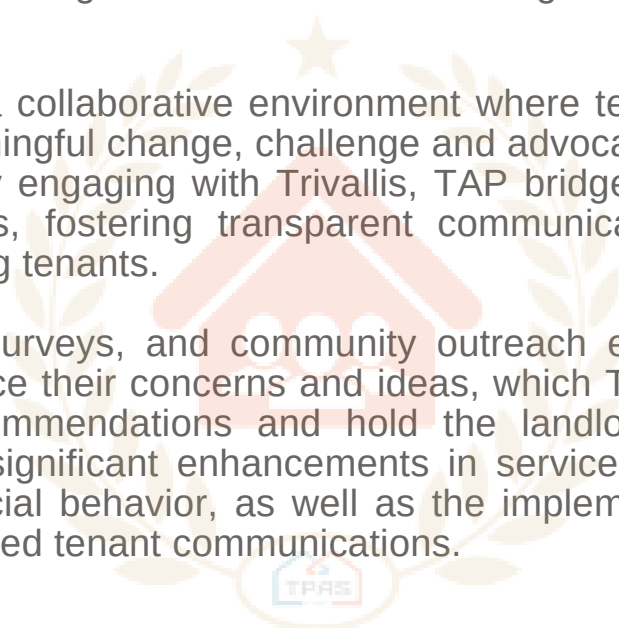
TAP's efforts have significantly improved tenant satisfaction and operational efficiencies at Trivallis, contributing to Trivallis' positive regulatory rating. Their ongoing work aims to further empower tenants and strengthen their role in shaping Trivallis's future housing services.

The commitment of the team

The Tenant Action Panel (TAP) at Trivallis is a dedicated group committed to representing the interests of all Trivallis tenants. TAP ensures that tenant concerns, needs, and goals are not only acknowledged but also addressed in shaping Trivallis' housing services and influencing Trivallis' decisions as a landlord.

They have created a collaborative environment where tenants feel empowered to contribute to meaningful change, challenge and advocate for improvements in housing services. By engaging with Trivallis, TAP bridges the gap between all tenants and Trivallis, fostering transparent communication and a sense of empowerment among tenants.

Regular meetings, surveys, and community outreach events provide tenants with platforms to voice their concerns and ideas, which TAP members translate into actionable recommendations and hold the landlord accountable. Their efforts have led to significant enhancements in services such as repairs and responses to antisocial behavior, as well as the implementation of community initiatives and improved tenant communications.



The difference the team's work is making

TAP provides rigorous scrutiny of the Board's decisions, advocating for considerations of tenant needs alongside business imperatives. They oversee working groups to ensure effective collaboration that aligns with tenant priorities, fostering transparent communication between tenants and Trivallis.

The direct engagement of TAP with Trivallis's leadership, including monthly meetings with the Board and Executive, ensures that tenant impact is consistently factored into strategic planning. This involvement ensures that all aspects of Trivallis's operations are scrutinized by those directly affected—tenants who both pay for and receive services—resulting in decisions that better serve the tenant community.

This collaborative approach has contributed to significant improvements in tenant satisfaction metrics. Data from Housemark indicated a rise in overall tenant satisfaction from 71.2% in 2022 to 81% in 2023, surpassing the UK average of 73.8%. Additionally, formal complaints decreased, and responsive repairs met target timescales more consistently throughout 2023. While these improvements cannot solely be attributed to TAP, their involvement has undoubtedly played a crucial role.

Moreover, TAP's efforts were instrumental in Trivallis achieving a positive regulatory judgment from the Welsh Government, demonstrating their impact in ensuring compliance and operational excellence within the housing association.

The team's range of work and future plans

Recently, TAP has reviewed operational recommendations from tenant Working Groups and led on strategic decisions affecting tenants.

They influenced the annual rent setting survey to foster realistic tenant expectations and a transparent relationship with Trivallis.



Alongside this, TAP spearheaded a new approach to garden maintenance, targeting 150 problematic homes based on input from the Estates Working Group.

TAP's engagement extended to consulting with 600 tenants and conducting a workshop to inform Trivallis's 2024/25 budget priorities, influencing service planning and financial decisions.



TAP members also represent Trivallis at external events, enhancing the organization's reputation through best practice updates on tenant involvement.

Finally, TAP undertook assessments of service priorities, considering financial pressures, legislative requirements, and regulatory feedback to ensure continuous improvement. Their involvement has been crucial in monitoring Trivallis's progress toward regaining positive regulatory standing, reflecting their commitment to enhancing tenant services and community engagement.

For more information, contact: Catherine.evans@trivallis.co.uk



**RHA Wales Tenant Committee
- RHA Wales**
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**Have Your Say Group - Taff
Housing Association**
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The Special Recognition Award

WINNER



Get Ready and Move On – Trivallis

Background

The Get Ready & Move On (GRAMO) initiative, has significantly impacted vulnerable individuals in Rhondda Cynon Taf. Designed to prepare participants for tenancy, especially those transitioning from temporary or supported accommodation, GRAMO offers flexible, interactive sessions covering essential topics like home management, anti-social behaviour, and financial literacy.



In 2023/24, 160 referrals were received, with 139 completing all modules. Feedback highlights enhanced tenant skills, community pride, and improved trust in housing services. Graduates celebrated their achievements at ceremonies, receiving certificates that boost self-esteem.

The type of support provided

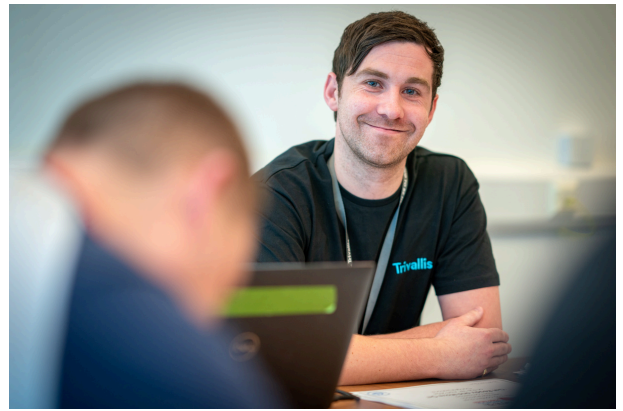
The support provided through the project centered on equipping individuals in Rhondda Cynon Taf with the essential skills needed to effectively manage their tenancies. Led by Dorian Griffiths and funded by the Housing Support Grant Team at RCT County Borough Council, GRAMO offered participants a series of interactive sessions covering key topics such as navigating housing options, understanding tenancy agreements, managing finances, and resolving community disputes.

The programme, delivered by Trivallis, aimed to empower vulnerable individuals, including those with histories of homelessness, mental health challenges, or substance abuse, by fostering confidence, community engagement, and self-sufficiency in housing matters.



Sessions are delivered as 6 two-hour face-to-face bite-size modules:

- Module 1 – Necessary steps to move on and what support is available
- Module 2 – Homefinder and properties available to you
- Module 3 – Anti-social behaviour and neighbour disputes
- Module 4 – Understanding an occupation contract
- Module 5 – Money management, bills and budgeting



The impact of the project on individuals / communities

GRAMO has made a profound impact on individuals and communities in Rhondda Cynon Taf during the 2023/24 period, with 160 people referred and 139 completing all six modules. Referrals from diverse agencies such as Womens Aid, Social Services, Llamau, Platform, and the Children's Services 16+ team. This underscores the program's broad reach and relevance in addressing housing stability among vulnerable groups.

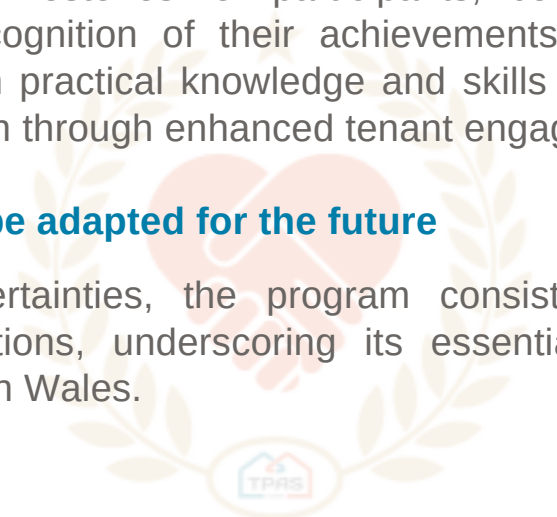
Participants in the program not only acquire essential skills to effectively manage their tenancies but also develop a renewed sense of pride in themselves, their homes, and their communities. This empowerment fosters a proactive approach to tenancy management, reducing reliance on services and breaking the cycle of short-term housing instability that often leads to homelessness.

Along with this, GRAMO cultivates a supportive group dynamic where participants forge lasting relationships with peers who share similar challenges, facilitating mutual encouragement and peer support. By rebuilding trust between participants and housing professionals, including neighbourhood managers and tenant liaison officers, the program enhances community cohesion and strengthens connections within the housing sector.

The graduation ceremony and certificate presentation at the program's conclusion serve as significant milestones for participants, boosting their self-esteem and providing tangible recognition of their achievements. Overall, GRAMO not only equips individuals with practical knowledge and skills but also enriches community resilience and cohesion through enhanced tenant engagement and empowerment.

How the project will be adapted for the future

Despite funding uncertainties, the program consistently surpasses targets for referrals and completions, underscoring its essential role in addressing rising homelessness trends in Wales.



Recent statistics from the Welsh Government highlight a 7% increase in households assessed as homeless and a 25% rise in those unintentionally homeless and in immediate need. GRAMO's support extends to individuals facing homelessness risks, encompassing those experiencing sofa-surfing or temporary accommodations.

Case study feedback:

"I actually enjoyed the GRAMO Sessions, when I first walked in, I thought oh god, stuck in a classroom for the next few weeks. It was like school all over again. At the end of the first session Dorian congratulated someone for completing GRAMO. I thought he's congratulating people on getting a council house, it made me laugh. After the second session I thought this will actually help me and I found the information very useful. It wasn't what I was expecting after attending day 1. I wish I was more open walking into the first session because I really enjoyed the course, and I can see why I had to complete GRAMO. I guess I just didn't really know what to expect. I'm really looking forward to getting my own place now."

"I enjoyed the sessions and I do feel more prepared now to move on. I found the course helpful, and it was made easy for us to complete. I would recommend to anyone who is looking to get their own place. I've started bidding on Homefinder now and I'm excited to get my own place."

"GRAMO – 11/10 spot on, really enjoyed the course. Dorian was clear, concise, and comedic. I loved all the sessions, but I will always remember my last session. We had the GRAMO graduation ceremony, where we set off confetti canons. I thought the workbooks had just enough information without being overkill, it wasn't excessive. Although I enjoyed the course I only went because of Dorian, if it was anyone else, I just don't think I would have worked."

For more information, contact:
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TPAS Cymru has supported tenants and landlords in Wales for over 30 years and has a strong track record in developing effective tenant and community participation through training, support, practical projects and policy development. We have an extensive knowledge of housing with a focus on issues from the tenant perspective and for tenants' benefit.

We develop best practice at landlord, tenant group and project level through practical advice, support, training and project work. Across Wales, we improve and support community empowerment and improve the quality of tenant participation through disseminating and promoting good practice.

By channelling the experience and needs of tenants and landlords, and working with partners, we can influence policy change at Government level.

We hope you have found this information of interest and enjoyed reading about some of the fantastic work done across Wales.

Should you wish to discuss anything further, please get in touch with TPAS Cymru. We are available to support or develop options for your organisation.

If you wish us to present or talk to your board, leadership team, tenant or community group we would love to hear from you.

Contact us at enquiries@tpas.cymru or 01492 593046 / 02920 237303

Once again thank you to our sponsor, Wales & West Housing

