**Full details and criteria for each award category**

1. **Involving Tenants in Shaping or Scrutinising Services**

This award will be made to a **social landlord and/or tenant led group** who has successfully involved tenants/residents in shaping or scrutinising services e.g. designing new services, identifying service improvements, scrutinising or testing services. This could focus on one or more services which tenants receive. Examples could include - repairs services, online services, complaints reporting, reviewing service charge services.

**Assessment Criteria:**

1. How tenants were included in shaping or scrutinising the service i.e. the level of involvement/ consultation, support offered to enable tenants to participate, and how inclusive the methods for getting involved were
2. How services have been improved as a result of the tenant involvement
3. What difference it has made/will make - the outcomes of the involvement
4. **Communities Supporting Communities**

This award recognises and celebrates the achievements of a **community led group or project** that has supported other individuals or groups within their community.  This support could include examples such as: running community activities; providing local facilities; environmental/gardening projects, wellbeing support etc. If something is being done by the community for the community, we’d love to hear about it!

**Assessment Criteria:**

1. The type of support provided
2. How the needs of the communities/individuals were met
3. The impact the support has had on individuals/communities
4. Whether the projects can be sustained/adapted for the future
5. **NEW! - Tenant Team of the Year**

This award recognises a **Team of Tenants** who work to ensure the voices of tenants are heard in shaping housing services or influencing their landlord’s decisions. The team of tenants could be any dedicated body of tenants working together such as a Panel, Committee, Forum, Group etc. The tenant team could be working independently or in partnership with their landlord.

**Assessment Criteria**:

1. The commitment of the team
2. The difference the team’s work is making
3. The range of work undertaken by the team, including any future plans
4. **Communicating with Tenants & Residents**

This award recognises how effectively a **social landlord** communicates with its tenants and residents/service users. This could include a range of communication methods such as video, social media, newsletters, Facebook live and, direct ‘in person’ contact in communities etc.

It could also include a specific communication project to raise awareness or understanding of a particular topical issue, for example - the Renting Homes (Wales) Act, fuel poverty, damp & mould.

Tell us about how you communicate with your tenants and what difference it is making, such as: raising awareness of services or the support you offer; building relationships and understanding; or being accountable about your organisation’s performance and plans. This award is inclusive of all methods of communication.

**Assessment Criteria:**

1. The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication
2. The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc.
3. Any lessons learnt
4. **NEW! Tenant Voice**

This award will be made to a **social landlord** who can demonstrate that their tenants/ residents are actively supported to be engaged, involved, and empowered to influence services and decisions which affect them.

We want to know how the landlord is working to ensure the tenant voice is heard, listened to, and acted upon at all levels of the organisation. We also want to hear what you have in place to enable that to happen.

**Assessment Criteria:**

1. How the organisation is working to ensure the tenant voice is heard, listened to, and acted upon at all levels of the organisation.
2. How tenants are encouraged and supported to be involved. How do you raise awareness and get tenants engaged and involved? What support and training do you provide?
3. How the organisation is working to ensure the range of tenant’s voices are heard, making engagement inclusive for the tenants and communities it serves.
4. **Tenant of the Year**

This award will be made to an individual **tenant/resident of a social landlord** who has made a significant contribution to Tenant Participation.

**Assessment Criteria:**

1. The commitment and dedication they have shown
2. What difference their commitment has made to the tenant community and/or groups they have worked with
3. How inclusive they’ve been and how they’ve considered the needs of others
4. **NEW! – Net Zero Tenant Engagement**

This award recognises a **social landlord** that is engaging their tenants in Net Zero and sustainable housing. The pathway to Net Zero is different for everyone, so we want to hear how landlords have been involving their tenants in Net Zero conversations, while listening to any feedback that tenants have given. Examples of engagement can include: information days on Net Zero; staff going door to door to discuss what works may be done to the home; community sustainability days; groups to raise awareness of climate change and sustainability, etc.

We would also like to hear of any examples of how landlords have been listening to feedback from tenants living with the Net Zero systems. Some examples of these systems include: heat pumps; solar panels; batteries; insulation; or any works that have been done to ‘retrofit’ a home.

**Assessment criteria:**

1. How tenants have been engaged in Net Zero
2. How you are working to ensure engagement methods are inclusive for the tenants and communities the organisation serves
3. The difference tenant engagement in Net Zero has made/is making
4. Follow up and future plans for tenant engagement in NetZero and sustainable housing
5. **Resident Support/Advice Programme**

This award will be made to a **social landlord** which is investing in and supporting tenants and communities. We are looking for well-established support/advice programmes that are helping residents to overcome challenges and enhance their lives and/or enhance opportunities.

Nominations should be able to demonstrate an effective approach to support/advice. We’re looking at anything from, managing money and tackling debt to digital inclusion; warm hubs to education and employability. What we want to see is evidence of the positive impact that the programme has had on the lives of residents.

**Assessment Criteria:**

1. Evidence of the impact and positive outcomes for tenants, residents, or communities
2. Whether the support can be sustained/adapted for the future
3. How the support/advice has been inclusive of those it serves.