



## Full details and criteria for the following award categories

### 1. 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: what to tell us...

- a) How the organisation is working to ensure the tenant voice is heard, listened to, and acted upon at all levels of the organisation.
- b) How tenants are encouraged and supported to be involved. How do you raise awareness and get tenants engaged and involved?
- c) How the organisation is working to ensure the range of tenant's voices are heard

### 2. **NEW** Engaging Tenants in Environmental initiatives / projects (includes Net Zero / ORP projects)

This new award recognises a **landlord, organisation or community group** which has successfully engaged Tenants/Residents in initiatives which benefit the environment, globally or locally!

We want to acknowledge those who are supporting tenants to engage in and benefit from environmentally focused initiatives. These could be: NetZero focussed projects, e.g. involving tenants in using low energy heating; reducing carbon footprints; tackling the climate emergency; biodiversity/nature projects or sustainable living.

So, tell us what you have been up to and what others could learn from it.

#### Assessment Criteria: what to tell us...

- a) Outline how you have engaged with tenants/residents and provided support to be as inclusive as possible.
- b) Outline the impact of the engagement to date and what the future impact may be.
- c) Include some testimonials/feedback comments from those you have engaged with.

### 3. Involving Tenants in Shaping or Reviewing Services

This award will be made to a **social landlord and/or tenant led group** who has successfully involved tenants/residents in shaping or reviewing 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 handling, reviewing service charge services.

#### Assessment Criteria: what to tell us...

- a) How tenants were included in shaping or reviewing 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
- b) How services have been improved as a result of the tenant involvement
- c) 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 cover 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: what to tell us...

- a) The type of support provided
- b) How the needs of the communities/individuals were met
- c) The impact the support has had on individuals/communities
- d) Whether the projects can be sustained/adapted for the future

### 5. 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 or a 'Task & Finish' project team. The tenant team could be working independently or in partnership with their landlord.

#### Assessment Criteria: what to tell us...

- a) The commitment of the team
- b) The difference the team's work is making
- c) The range of work undertaken by the team, including any future plans

## 6. 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 or campaign to raise awareness or understanding of a particular topical issue, for example - fuel poverty, damp & mould, cost-of-living information.

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: what to tell us...

- a) The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication.
- b) The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc.
- c) Any lessons learnt

## 7. 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:

- a) Evidence of the impact and positive outcomes for tenants, residents, or communities
- b) Whether the support can be sustained/adapted for the future
- c) How the support/advice has been inclusive of those it serves.

## 8. NEW Young Resident/Tenant of the Year

(open to young people living in social housing)

The Young Resident/Tenant of the year award recognises the contribution made by a **young person** which has benefited others or the wider community. We know lots of young people are doing great things for their community or to help others, so we are calling on you to nominate an unsung young person who deserves this award.

The nominee must:

- Be a social housing tenant/resident or live in social housing.
- Be under 25 years of age at the date of nomination.
- Have agreed to be nominated.

**Assessment criteria: what to tell us....**

- a) Outline how they have made a difference to others or their community.
- b) What skills, commitment and energy they have shown.
- c) Any personal challenges or social barriers they may have had to overcome in helping others or their community.

## 9. 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: what to tell us...**

- a) The commitment and dedication they have shown
- b) What difference their commitment has made to the tenant community and/or groups they have worked with
- c) How inclusive they've been and how they've considered the needs of others