



Full details and criteria for the following award categories

Tenants Influencing Decision Making

This award recognises how effectively a **social landlord** has supported and empowered Tenants to influence key decisions. For example, this could include how Tenants have influenced or coproduced significant decisions on topics such as the organisation's Business/Corporate Plans, Rent Setting, organisational structure, a new policy or budget allocation.

Assessment Criteria: what to tell us...

- a) How tenants were supported and empowered to take part i.e. the methods used
- b) Any support offered to enable tenants to participate
- c) How the views of Tenants influenced decisions and the difference it has made or will make

Involving Tenants in Designing or Reviewing Services

This award will be made to a **social landlord and/or tenant led group** who has successfully involved tenants/residents in designing or reviewing services e.g. shaping 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, service charge services, reviewing Tenant Engagement strategies & plans.

Assessment Criteria: what to tell us...

- a) How tenants were included in designing or reviewing the service i.e. the methods used, any support offered to enable tenants to participate, 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

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, and, direct 'in person' contact out 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, building safety, WHQS 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 your tenants needs/preferences e.g. plain language/format/avoiding jargon during communication
- b) The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc
- c) The difference the communication has made or will make

Tenant of the Year

This award will be made to an individual **tenant/resident of a social landlord** who has made a positive contribution to Tenant and/or Community Engagement.

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

Engaging Tenants in Environmental Initiatives/Projects (includes Net Zero / ORP projects)

This 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 include activities such as, 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 - what difference has it made or will it make?

NEW - Resident Engagement in Safe & Healthy Homes

This new award recognises a **landlord organisation and/or Tenant group** which has successfully engaged Tenants/Residents in initiatives to ensure safe and healthy homes.

This could include activities such as involving tenants in co-designing safety information, working with tenants to raise awareness of safety issues, engaging tenants in safety improvements to homes.

This could focus on one or more safety issues, such as, fire safety, damp and mould, and other hazards.

So, if you have involved Tenants/Residents to ensure safe and healthy homes, either across all homes or within a specific estate/community 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 any support to be as inclusive as possible
- b) Outline the impact of the engagement to date and what the future impact may be - what difference has it made or will it make?

This award will be made to one outstanding nomination

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, organising local events etc. It could be an ongoing initiative or a one-off community activity.

If something is being done by the community for the community, we want to hear about it!

Assessment Criteria: what to tell us...

- a) The type of support provided. How the needs of the communities/individuals were met
- b) The impact the support has had on individuals/communities – what difference it has made

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 any themes, such as managing money and tackling debt to digital inclusion; tenancy support, 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: what to tell us...

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

NEW - Tenant Focused Contractor

Who can apply?

This award is open to **DLO's and contractors** that are currently working with one or more of our member housing organisations at the time of nomination.

This award recognises contractors and DLO's who consistently put tenants first in the way they plan and deliver their work. It focuses on *how* work is delivered and experienced by tenants, not just what is delivered.

It celebrates organisations that go beyond completing works, those who deliver through a positive, respectful and supportive experience for tenants.

Assessment Criteria: what to tell us...

- a) Putting tenants at the centre - How tenants need, experiences, and circumstances are considered throughout the delivery of the service, including effective communication and building trust with Tenants
- b) Listening and responding - How tenant feedback or concerns are actively listened to and used to shape how work is delivered.
- c) Positive tenant experience - Evidence from tenants showing how they were supported before, during, or after works. For example, this could include tenant feedback, practical examples or short case studies

Contractors are welcome to submit nominations in collaboration with a member housing organisation.

This award will be made to one outstanding entry.