

Tenant Involvement Desktop Audit Service



**Now is the time to assess and refresh
your involvement offer**

**The social housing sector is also undergoing change and
facing new challenges and opportunities ahead.**

Now is the time to ensure your organisation's tenant involvement approach is fit for purpose, meeting regulatory expectations and is evolving to meet the changing needs of your tenants, your communities and your organisation.

In response, our new updated 'Desktop' Audit service has been designed to support your organisation to assess your current tenant involvement offer; to help you focus on what matters and to help you demonstrate you are meeting changing expectations.

It will also provide a range of recommendations to help you to explore new ways of doing things including digital engagement opportunities.



What will the audit provide?

- A review and assessment of your organisation's approach to tenant involvement against current Welsh Government and Regulatory expectations
- An independent assessment by us, the Welsh Government appointed tenant involvement organisation in Wales.
- Ideas and recommendations based on UK sector good practice to help your organisation develop and move forward.

What's included?

The practical approach to conducting the audit can be tailored to your particular needs. However, each assessment includes the following:

- A challenging yet constructive audit review utilising the wide expertise of TPAS Cymru staff, not just a single consultant.
- A desk top assessment of evidence provided by yourselves. Typically, examples of evidence required from a landlord are – current Tenant Involvement strategy, organisation business plan, governance structures, action plans, tenant profile data.
- Up to 3 interviews or focus groups with colleagues – staff and/or tenants by phone/ video call
- A summary report, including key recommendations.

Additional tasks can be added.

Why now? – don't delay

1. Now is the time to take stock and consider new approaches of how effective tenant engagement can be maximized and how the voice of tenants can help shape services and value for money.
2. This review could save you costs, resources and time going forward as we focus on doing what matters.
3. It also demonstrates to your Regulator & your Board/Cabinet that you are looking at new approaches to ensure you meet Welsh Government and your tenant's expectations.

Cost?

Our prices are dependent on the particular requirements for your organisation. We operate a discounted rate for member organisations so make the most of being a member.

For more information please contact:

David Lloyd, Programme Director: david@tpas.cymru