

**Assessment Criteria and Nomination Form for:**

**INVOLVING TENANTS IN SHAPING SERVICES**

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| **Assessment Criteria**This award will be made to a **social landlord and/or a tenant group** who has successfully involved tenants/residents in shaping services e.g. designing new services, identifying service improvements, scrutinising or testing services. This could focus on one or more services which tenants receive such as rent and service charge setting, testing online services, complaints monitoring, reviewing service charge servicesJudges will consider:1. How tenants were included in shaping 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 shaped as a result of the tenant involvement e.g. rent/service charge setting
3. What difference it has made/will make - the outcomes of the involvement and how those outcomes were shared with the wider tenant body
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| * Please ensure that your entry is submitted by completing this nomination form and under the headings noted. The headings are the criteria which the judges will use.
* Focus on the facts – we don’t need lengthy text, detailed bullet points are fine
* Feel free to include supporting information e.g. share links to publications, flyers, websites etc
* Please include at least one photo/image/screenshot.
* Please also see Guidance Booklet for tips and conditions of entry
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| **Interested in this category? Please complete the nomination form on the next page** |
| **Title of Entry:** |  |
| **Contact name:** |  |
| **Contact number:** |  |
| **Contact e-mail address:**  |  |
| **An aim of the Awards is to share good practice with others. Will you be happy for us to share your contact details? Yes** **[ ]  No** **[ ]**  |

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| **1. Summary of the aims/purpose of the project/work *(MAX 100 words)***Type here |
| **2a. How tenants were included in shaping 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 *(unlimited amount of words)***Type here |
| **2b. How services have been shaped as a result of the tenant involvement e.g. rent/service charge setting *(unlimited amount of words)***Type here |
| **2c. What difference it has made/will make - the outcomes of the involvement and how those outcomes were shared with the wider tenant body *(unlimited amount of words)***Type here |
| **3. Any further information you would like to share, please include it here *(unlimited amount of words)***Type here |
| Please complete and return by noon 18th May 2022 to iona@tpas.cymru **No late entries will be considered****This event is kindly sponsored by:** **Logo, company name  Description automatically generated** |