



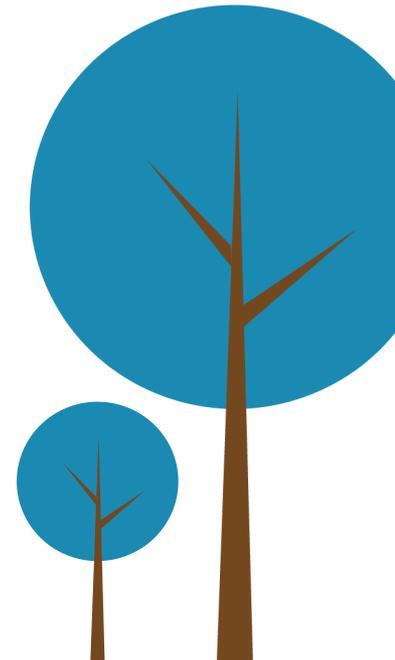
You matter | Ti'n cyfri

# **New Regulatory Standards & Guidance: what will they mean for Landlords and Tenants in Wales?**

Tuesday 17<sup>th</sup> of June

# Programme for the session:

1. Presentation by Welsh Government regulation team
2. Q&As
3. 3 things to think about..... by TPAS Cymru



# Lets hear from our speakers



Ian Walters  
Head of Regulation  
Strategy & Policy at  
Welsh Government

Stephen Tranah  
Senior Regulation  
Strategy Manager  
Housing Policy

# 3 things to think about - in advance of publication of revised regulatory standards .....

1. Demonstrating your organisation's culture - how it supports and empowers tenants to influence the design and delivery of services – RS4
2. Demonstrating the difference tenant involvement is making to the design and delivery of services. RS4
3. Preparedness for the added 'Tenant Assurance' in revised regulatory assessment model



A photograph of a modern residential building with a blue semi-transparent overlay containing text. The building is multi-story with balconies and a brick base. The text is white and bold, set against the blue background.

RS4.

The organisation's **culture** supports and empowers tenants to influence the design and delivery of services

## RS4

The organisation's  
**culture** supports  
and empowers  
tenants to influence  
the design and  
delivery of services

In development to  
support our members

.....

**'Culture Assessment':  
evidencing your  
culture of Tenant  
Engagement**



## RS4

The organisation's **culture** supports and empowers tenants to influence the design and delivery of services

- Behaviours and norms – default is to engage and empower Tenants?
- Psychological and social environment – authenticity :what does getting involved feel like for Tenants, empowered or tokenistic?.
- Visibility of Tenant Engagement activity and outcomes

## RS4

The organisation's **culture** supports and empowers tenants to influence the design and delivery of services

- Shared values and beliefs – clear purpose for Tenant Engagement
- Resource commitment – budgets, skills, time
- Accountability to Tenants on decisions and performance is the norm, is encouraged, is honest and open
- Clear Strategy/Framework, Policies and Procedures
- Leadership Commitment: visibility & communication

## RS4

The organisation's **culture** supports and empowers tenants to influence the design and delivery of services

- Employee & Contractor Commitment
- Training and Learning – Staff & Tenants...and Contractors!
- Support for Tenants: practical, training, 1:1 support, expenses
- Promoting and supporting opportunities for Tenants to shape national housing policy

## RS4

The organisation's **culture** supports and empowers tenants to influence the design and delivery of services

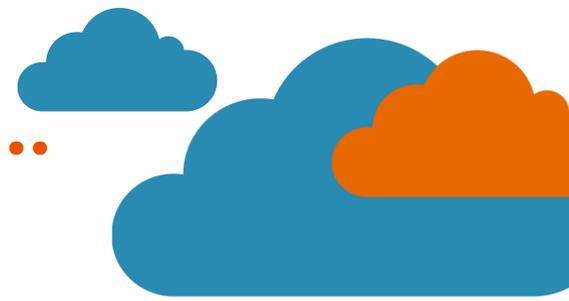
- Employee & Contractor Recruitment – reference in all recruitment paperwork, Tenants are provided with opportunities to be part of recruitment

A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is set against a clear blue sky. A semi-transparent red overlay covers the top half of the image, where the text is placed. The houses have multiple windows and doors, some with small porches. A stone wall is visible in the foreground.

RS4

b) Can demonstrate **the difference** tenant involvement is making to the design and delivery of services including listening and acting on tenants' feedback and the lessons learnt from complaints.

# Demonstrating the difference.....



- 1. What difference are you trying to make? What's is your baseline?:** low tenant satisfaction, high service delivery cost, poor value for money, new legislation e.g. WHQS, new service ideas and opportunities e.g. in-house,digital/ AI
- 2. Tenant Engagement activity in service design & delivery** –for example; Cocreating revised/new services, Tenant Scrutiny, ‘Tenant Testers’, Equality co-reviews, Co-designing communications, Complaint Panels, Monitoring of service by Tenants.
- 3. So what!?? - Demonstrating the difference tenant involvement is making to the design and delivery of services** – improved tenant satisfaction, reduced service delivery cost, better value for money, better equality of service, new legislation/ideas implemented and working . Unintended outcomes!– Trust , better relationships, skills, confidence



**Preparedness for  
added 'Tenant  
Assurance' in revised  
assessment model ?**

**Preparedness  
for added  
'Tenant  
Assurance' in  
revised  
assessment  
model ?**

- Tenants are aware their landlord is regulated and by whom? *Estyn*
- Existing Tenant group? – with a broad understanding of Tenants needs and context
- Special interest Tenant Group/Panel? - diversity /lived experiences of Tenants
- Tenants trusting to engage? and are used to having a say?



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**Thank you for attending this session. Let us know how you found it via zoom feedback.**