



You matter | Ti'n cyfri

TPAS Cymru Supported Housing Staff Network

March 2022

**Event today is free and
exclusively for TPAS Cymru
members**





Diolch yn
fawr i'n
noddwyr

Thank you
to our
sponsors



Ariennir yn Rhannol gan
Lywodraeth Cymru
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Welsh Government



Outline for session.....

What we're looking at today

- How are you engaging with your tenants/clients?
- How are you involving tenants/clients in shaping and influencing landlord/housing services?
- Useful information for your service users/tenants to know?
- TPAS Cymru – what do you want from us?

**Croeso
Welcome**

Where are you from?

Who do you support?
e.g. young people?,
homeless?, learning
disabilities?

Client/Tenant engagement

How are you
'involving' your
clients?

- Coffee/chips 'n chat
- Gardening projects – Keep Wales Tidy
- Zoom get-togethers
- Bingo/Craft events
- Project/house meetings
- Welsh Sports Association for People with Learning Disabilities (WSAPLD)
- Digital Inclusion – Digital Communities Wales (DCW)

Client/Tenant engagement

How are you
'involving' your
clients?

- The Big Lunch
- National Trust – Well-being Pass
- Walk 'n talk
- Focus groups (on-line?)
- Task and finish groups (on-line?)
- Surveys/questionnaires
- Affordability groups
- Anything else???

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Things your service
users/tenants need
to know.....

- Rent and Service charge setting
- Renting Homes (Wales) Act –
15th July
- Repairs and maintenance –
current status?
- WHQS 2 – consultation in May
- Local Authority elections 5th
May
- Floored Report

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What do you want
from us??

For our members - networks for
Supported Housing staff:

What would you like next??

Frequency?

Content?

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Next steps.....

Please fill out the
evaluation survey

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<http://doo.vote/gwerthusiad>

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