



You matter | Ti'n cyfri



Utilising your TPAS Cymru membership

18th October 2023

Eleanor Speer

Eleanor@tpas.cymru



About TPAS Cymru



TPAS Cymru team



Elizabeth Taylor
Policy Officer



Helen Williams,
Engagement Officer

Cymraeg



David Lloyd,
Programme Director



Eleanor Speer,
Engagement Officer



Hannah Richardson
Net Zero Engagement
Officer

Cymraeg



Iona Robertson,
Business Support
Officer



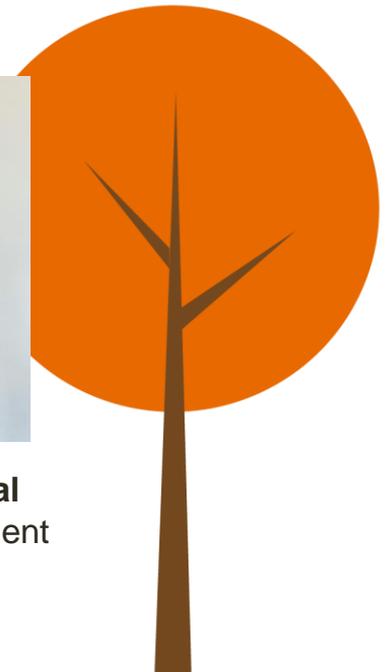
Martin Little,
Finance & Business
Manager



David Wilton,
Chief Executive



Akshita Lakhiwal
Net Zero Engagement
Officer



Not pictured are our associates!

Tenant Pulse




**TPAS CYMRU'S RENT
SETTING CONSULTATION
SURVEY**
OUR MOST IMPORTANT TENANT PULSE TO DATE
OCTOBER 2022
TENANT VOICE SPONSOR 




**NATIONAL TENANT PULSE
ON ATTITUDES TO THE
ENERGY CRISIS AND NET
ZERO CHALLENGE**
AUGUST 2022
WWW.TPAS.CYMRU 
TENANT VOICE SPONSOR



**ANNUAL ALL WALES
TENANT VOICE: ISSUE 1**



THE BASICS MATTER
FULL REPORT

October 2021
www.tpas.cymru 
TENANT VOICE SPONSOR

Knowledge & Insight



Net Zero Week

The perfect opportunity to learn about innovation, tenant engagement, and policy in Net Zero housing. Our guest speakers are leading the way at decarbonising Welsh housing, don't miss out!

June 12th-15th
#NetZeroWeek

FEB/MARCH 2021

POLICY BRIEFING



FLOORED

The provision of appropriate flooring in social housing

Tenant Engagement Standards Assessment TESA



Demonstrating commitment to and quality in Tenant Engagement

The social housing sector is undergoing change and facing new opportunities and expectations, including an increased focus on tenant engagement to ensure the tenants' voice is heard. Landlord organisations will need to demonstrate they are meeting Welsh Government's new 'Regulatory Standards' including those relating to effective Tenant Engagement.

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

Our new 'Tenant Engagement Standards Assessment' service has been designed to support your organisation to assess your current tenant involvement offer and, to help you demonstrate that you are meeting the up-to-date Regulatory Standards.

We can also provide a range of recommendations to help you explore new ways of doing things, including digital engagement opportunities and hearing the voice of a diverse range of tenants.

TESA - Find out all about TPAS Cymru's tenant engagement verification for landlords

Thursday, 9 November 2023: 12pm-12:45pm



The TESA (Tenant Engagement Standards Assessment) support and verification service by TPAS Cymru provides social landlords with advice and evidence to help you demonstrate your organisation's commitment to tenant engagement.

Our **Tenant Engagement Standards Assessment** will provide you with key benefits including:

- Having a clear understanding of where your organisation is right now.
- Have evidence that your organisation complies with Welsh Government's regulatory requirements.
- Show that your organisation is one that is committed to hearing the tenants' voice.
- Promote your achievements and commitment using the TESA verification symbol.

To find out more about TESA and how it works in practice you're invited to join our short online briefing session – we'll talk you through the benefits, the process and take any questions you may have.

Who's the session for? This session is for staff involved in tenant engagement, performance, regulation.

This event is free and exclusive for TPAS Cymru members.

An event for everyone...

25 October 2023

Damp & Mould – getting the
service right for tenants

Training

24 October 2023

Being a Board Member: an
introduction

Training

07 November 2023

Digital Engagement – Local
Authority Staff

Information and insight

01 November 2023

Tenant Engagement Officers
Network

Influence and scrutiny

11 January 2024

Developing Trust with Tenants- 3
lunch time sessions: Masterclass

Training



SPONSORED BY



PLACEMAKING WITH PEOPLE

Making communities liveable for all

THURSDAY 30TH MARCH 2023
CITY HALL, CARDIFF



Sponsored by



ASB GOOD PRACTICE SUMMIT

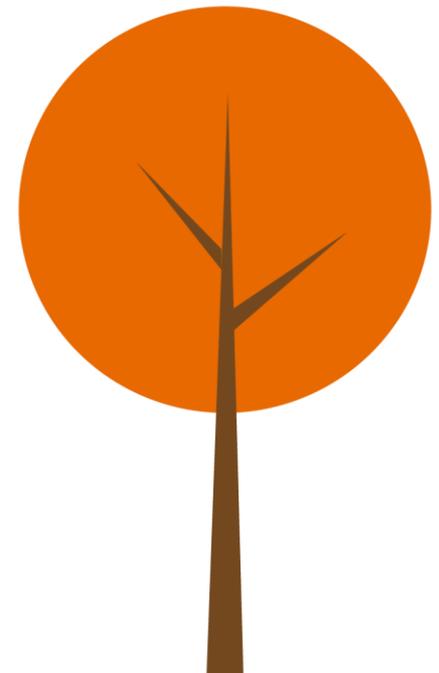
Making our communities safer, together

THURSDAY 12TH OCTOBER 2023
10:30AM - 12:30PM

& more to come in 2024!

Included in membership

- Tenant Engagement Officers Network
- Community Development Officers Network
- Net Zero Knowledge Exchange
- Tenants Network
- Disability Network
- Comms Club
- Free training credit for each organisation
- Information requests
- Access to resources



OUR DEDICATED FACEBOOK GROUPS



Digital, Technology & Communications Network



Renting Homes Act Implementation Staff Network



Tenant Engagement Network (for tenants)

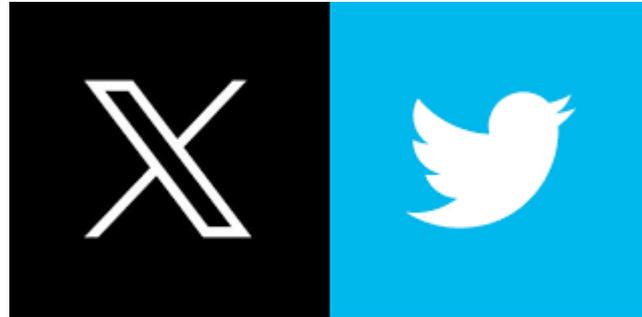


Officers Network (Housing)



Net Zero Housing Network

Stay connected and up to date



Videos



3 events coming up not to be missed



Webinar: Using Time Credits to reward volunteers



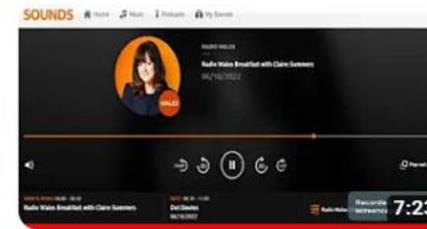
Housing & LGBTQ+ History month
21 views • 8 months ago



Cargo Bikes with Benthgy Penarth
52 views • 1 month ago



Robert Price Sustainable Energy Centre: Learn about Net Zero Tech!



TPAS Cymru & NRLA discuss PRS Rent freeze : Radio Wales 6/10/22



Important Message to Tenants on Rent Prices



Is Radiant Heating the Answer to Low Energy Heating?



Visit to PassivePlus, Zero Carbon, Fully Demountable Project



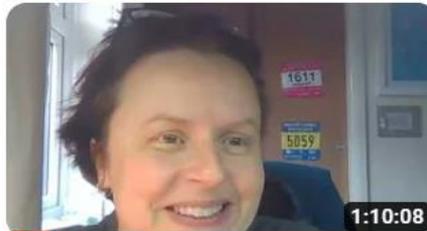
Building Safety Update for social housing tenants



3 Reasons why you should join us at our National Good Practice Award...



Tenant message by Julie James MS at TPAS Cymru conference



How Housing Associations get their money & spend it?



Rent Setting Consultation Pulse Debrief



What do tenants really think about Net Zero? - Bothered/Not Bothered

Bitesize information



#MiniMic How can tenants make their voice heard?

199 views

C
2



#Shorts Why should I come to Net Zero Week?

Deep dives and explanations



A Deep Retrofit Home by Bron Afon

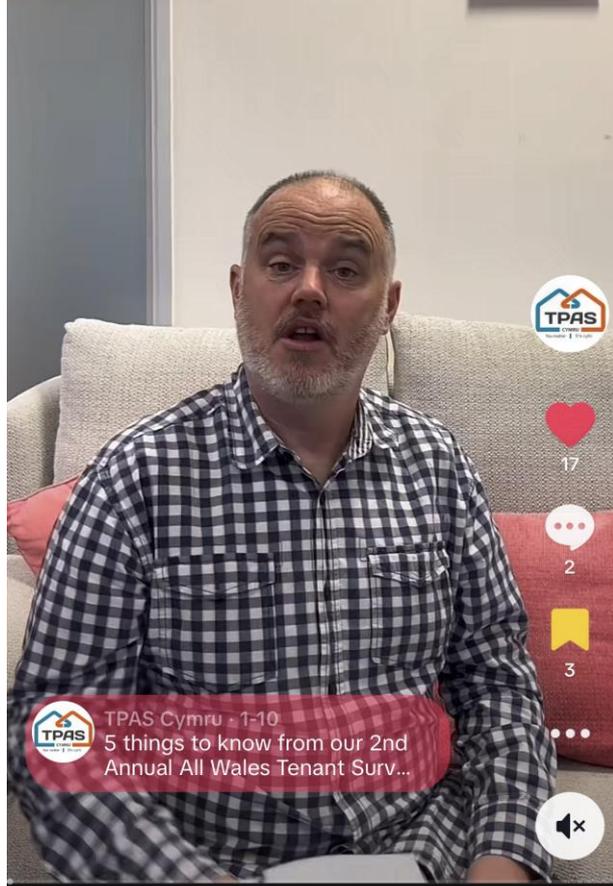


With David Will **4:21**

3:16

Find related content

5 things to know from our 2nd Annual All Wales Tenant Survey



TPAS

17

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TPAS Cymru · 1-10
5 things to know from our 2nd Annual All Wales Tenant Surv...

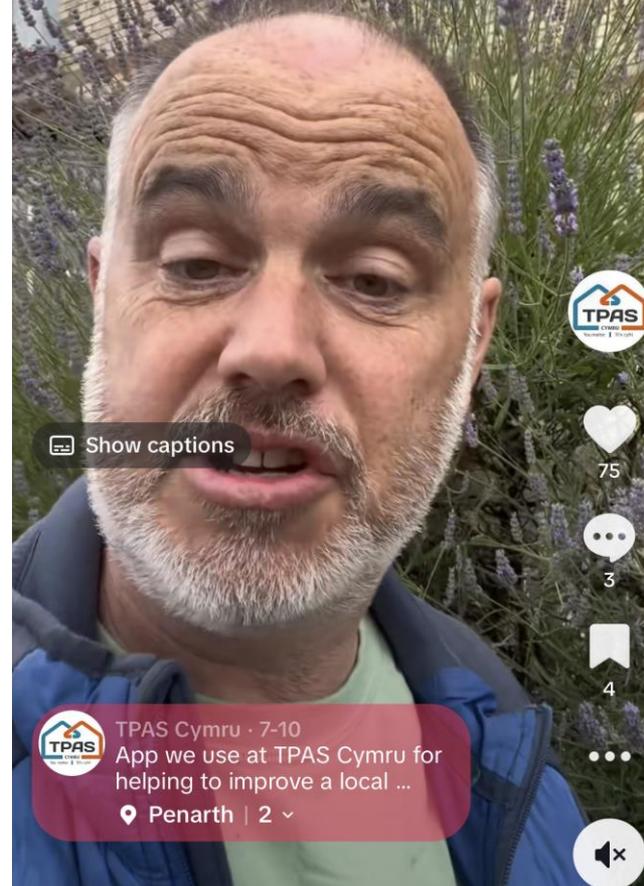
1586 views

More data

3:17

Find related content

Essential community improvement tool : FixMyStreet app



TPAS

75

3

4

Show captions

TPAS Cymru · 7-10
App we use at TPAS Cymru for helping to improve a local ...
Penarth | 2

1054 views

More data

Skills development

1. Writing Effective Surveys
2. Constructive Questioning Skills
3. How to run successful hybrid meetings
4. TikTok as tool for education & campaigning
5. Scrutiny and engagement skills

Tailor made to you



NetZero - the biggest impact on tenants in decades

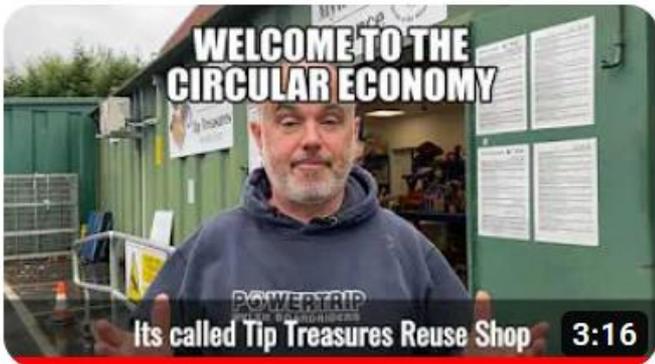


SUPPORTING THE TENANT'S VOICE
CEFNOGI LLAIS Y TENANT

- ✓ Dedicated resource focus on tenant and engagement ('Net Zero Hwb')
- ✓ Special educational events that landlords could not do themselves
- ✓ Best practice hub and information exchange
- ✓ Training events for tenants and staff
- ✓ Support landlord work and consultations
- ✓ Tenant insight and experience



Our impact is wider than just homes



Tip Treasures - visit to Swansea reuse shop



Creating Sustainable Communities for a Net Zero Future - The Reality ...



Circular Economy - Implementing 'reduce, reuse, recycle'



Can Community Energy Work in Social Housing?





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Sharing knowledge and resources

Avoid reinventing the wheel

- Bank of strategies and documents from across the UK
- Seek and obtain permission to share



Optimised Retrofit Project

Tenant Information Pack



Tapping into knowledge



We run regular lunchtime online sessions for staff under the theme of 'Ask us anything'.

We bring along different TPAS subject leads and knowledge leads from WG and external links, along with our knowledge and experience from across the sector.





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**Fast to react on
topical subjects**

Unpacking WG consultations



Reacting to issues

Sessions for landlords on
Damp & Mould and ASB.

We deliver landlord
specific sessions with
cross-skilled teams looking
at communications and
best practice processes
across the sector

We also run similar
sessions for tenants and
those in the sector.

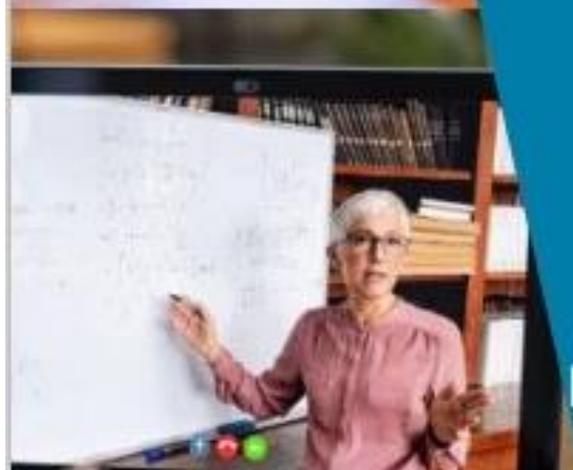
"Not even fit for animals to live in"

Housing activist Kwajo Tweneboa describes the
appalling conditions his family were forced to live in.
He's now determined to help other tenants suffering in
poor social housing.

More: bbc.in/3ryExSL



Upcoming events



October 2023

- Involving Tenants in Value for Money - 4 Oct
- Tenant Groups Network: South - 4 Oct
- Officers Network - 5 Oct
- What you need to know about WHQS2 - 9 Oct
- Tenant Groups Network: North - 10 Oct
- ASB Good Practice Summit - 12 Oct
- Heat Pumps - 17 Oct
- Strategy Roundtable - 19 Oct
- Being on Board - 24 Oct
- Damp & Mould Customer Service - 25 Oct
- Involving Tenants in Monitoring Services - 26 Oct



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We are led by you

Eleanor@tpas.cymru