TENANT ENGAGEMENT EXPERTS



Tpas Case Study Regeneration

South Lambeth: London Borough of Lambeth 2012 - Present

Tpas works with the residents of the South Lambeth Estate to ensure they are fully involved in and an equal partner to the proposed regeneration. The project includes day to day working with residents (tenants and leaseholders) to;

- fully understand and influence the option appraisal process
- ensure residents are well informed and aware of impact of regeneration
- support resident members and representatives of the project team



South Lambeth has a large proportion of elderly and vulnerable tenants and leaseholders on the estate. Tpas obtained information about residents needs from the local authority then personally contacted every resident including carers. We worked with community leaders and local translation services where required.

Develop the Resident Panel

Tpas reviewed, with residents, the Terms of reference, roles and membership to improve clarity. After approval Tpas then carried out targeted and wider recruitment resulting in increased membership and minimised disputes.





Design process

Monthly design workshops and field trips have been carried out to capture residents' preferences and create champions along the way. This has led to residents more confident that they can have a real say into the design process. Staff are more confident of meeting realistic requests within the design process. Tpas are continuing to work with residents on communal space and supporting them to take leading roles in how it will be managed and what the facility will provide. Recently working to secure a community office and initiate a partnership with a Local Social Enterprise to develop Youth programmes on the estates.

Key Guarantees

Tpas have worked extensively with LB Lambeth to ensure that resident needs and aspirations are met within the context of the Key Guarantees document. The development of the document involved extensive liaison with other organisations working on other regeneration areas in Lambeth, LB Lambeth and other stakeholders. The document sets out rights to return, compensation, decanting promises alongside rights to involved and additional support for vulnerable residents.

The Tpas team works continuously at ensuring that their knowledge on legal issues; best practice; funding; tenancy rights; housing development and improvement; and community development and training is the most up to date it can be. We also have access to specialist advisors e.g. legal, finance, stock condition when we need to validate information and data on behalf of residents. This means that residents have access to a wealth of knowledge and experience to a help them as they undertake this process.

Tpas had the contract extended on this project and can provide Landlord and Resident references.