

# Regional Meeting Round Up

Midlands region, Coventry, 22<sup>nd</sup> June 2016





Our Midlands Regional Meeting took us to the Moat House Leisure Centre in Coventry for an afternoon of learning, sharing and networking. There were 30 members in attendance from across 13 housing providers including tenants and officers.

Kate welcomed everyone to the meeting and each person introduced themselves – it was great to see Wates and a member from Birmingham City Council at the meeting and other new faces too.

## **Presentation 1 - TPAS Talks**

Our Consultancy Manager for the Central region Kate Newbolt took us through some of the key challenges we currently face in the housing sector.

- Service cuts
- Tenant sustainability
- Lack of housing
- Home ownership
- Involvement and influence
- Impact and innovation
- Value for money

Kate also talked about the introduction of the new Tpas standards which will be launched at the Tpas Conference in July.

Rae Watson from Tpas also gave the group a whistle stop tour of the new Tpas website which launched in April – there is a very useful resource library along with forums for both tenants and landlords.

Check out [www.tpas.org.uk](http://www.tpas.org.uk)

## **Presentation 2 – Orbit**

We welcomed Rupert Weedon from Orbit who talked about their recent review of services and the implementation of their new 'PCT' – Performance Challenge Team. This is a team of 6/8 customers who look at the 39 service standards and carry out reviews. All members of the PCT are fully trained and can challenge the head of service on any aspect of the service. This has been a very successful change in the way they work and has dramatically reduced the time reviews take – each project now takes between 6-8 weeks and only a cover sheet of recommendations and list of agreed actions is issued.

If anyone would like further information on this group and their successes, Rupert would be happy to discuss this with you (contact [lisa.holt@tpas.org.uk](mailto:lisa.holt@tpas.org.uk) for Rupert's contact details)

## **Presentation 3 – NFTMO**

We welcomed Nick Reynolds and Steve OHagan from NFTMO – National Federation of Tenant Management Organisations. Steve talked to the group about the NFTMO and the different forms of TMOs across the country. Currently council tenants have the right to manage their services, however HA do not have the right, however they can take over the services of their HA agrees to it.

## TENANT ENGAGEMENT EXPERTS



TMO's have been very successful and research often shows they out perform their landlords and use budgets more effectively.

For further information, please see the NFTMO website  
<http://www.nftmo.com/>

### Round up

Here's what attendees found useful and enjoyable about the event

"It was good to be able to network with other organisations and tenants"

"The opportunity to make contact with other Tpas members was very useful"

"It was informative across a broad range of topics"

### A few pictures from the day



If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email [info@tpas.org.uk](mailto:info@tpas.org.uk)