



TENANT ENGAGEMENT EXPERTS

# tpas



TO CHECK BENEFIT OF RESIDENTS  
I NEED YOUR COOPERATION. YOUR FEEDBACK  
IS IMPORTANT AND YOU ARE INVITED TO CONTACT  
US FOR SUPPORT.

IF THIS MESSAGE IS FOUND PLEASE REPORT IT  
TO: 1, WINDSOR SQUARE, ANDOVER &  
CLEANING TEAM

ACCT  
KENTON VALLEY TEAM

**This is a guide for tenants, residents and communities who are working with Tpas Independent Advisers during major changes affecting the future of their homes, management, ownership or area regeneration.**

**The aim of this guide is to set out our offer, standards and principles that underpin our service.**

## **Tpas Service Offer for Independent Advice**

### **Scope**

1. The scope and role of the Adviser will be determined by the needs of the community and regeneration partners and will be set out in an initial work programme to ensure clarity on our role and our independence.
2. Our Advisers will always be open and transparent about contact they have with the council, landlord or other professional bodies involved in the project and will provide documented evidence of this.
3. Our Project Managers will provide clear and transparent information monthly (at least) on the use of funding and resources in relation to the project so that representatives can ensure good value for money on behalf of the wider community.
4. Our advisers would expect to be included in any project steering meeting or be provided unfettered access to relevant information concerning the project. We will need to be kept up to date with project developments.

### **Communication**

5. We will always provide a free telephone service - details of which will be published and communicated to all residents. We may also offer an email information service and project webpage.
6. Community representatives will always be provided with direct contact details for our advisers.

### **Engagement**

7. Our advisers will wear branded clothing and identification badges when engaging with the community.
8. Our Advisers will provide good quality materials to help representatives build up a 'Bank of Knowledge' and reference documents.
9. Our Advisers will always be sensitive to individual needs in the provision of information and in the delivery of meetings and activities.
10. Our Advisers will always ensure that any statutory and regulatory requirements are followed in addition to provision of good practice examples and alternative approaches, we will advise any landlord on these.

11. Our Advisers will always ensure that differences are valued and will promote inclusive involvement from all areas of the community. They will do this by highlighting potential areas of discrimination, harassment, bullying or exclusion.
12. Our Advisers will provide representative groups with monthly updates (at least) on the outcomes of consultations, discuss any changes that are required and highlight any areas that require targeting.
13. Empower and support the development of strong representative frameworks that are accountable, accessible and transparent.
14. Validate and check that all processes and guidelines are being adhered to, with routine feedback given to key tenants and residents.
15. Strategic direction on community engagement when working with partners and providing good quality advice on how to ensure an inclusive process.

### Capacity

16. Training and development on key issues will be offered by the adviser to ensure a fair and equitable process addressing and advising on any power imbalance.

### Decisions

17. Our Advisers will always take decisions with representatives, thoroughly advising on the pro's and con's of different approaches and decisions.
18. Factual analysis of information ensuring that it is published for communities and is factually correct, fair and unbiased in its' content and highlighting and supporting representatives where it is or could be misinterpreted.
19. Support the development of productive community and professional relationships by building and helping to manage these relationships with partners to bring deliverable and sustainable community- led processes.
20. Ensuring that decision-making frameworks are effective in making good use of any feedback given by the community in a model that suits the parties involved.
21. Ensuring where a landlord may be a Tpas member, we will ensure that all residents can access the membership benefits to ensure balance.

### Standards

22. Our Advisers will never make promises they cannot deliver and act with integrity.
23. Our Advisers will never attend or be part of any meetings or discussions without community representatives unless the content of these can be shared openly ensuring transparency.
24. Our Advisers will never offer their own personal opinions and will always ensure that the advice they provide is independent, unbiased, open and transparent.
25. Our Advisers will never enter into gossip, criticism or other personal conversations about any involved party and will challenge miss information.

26. Our Advisers will not accept gifts or other benefits as a result of their association or relationship with involved parties or professional bodies.
27. Our Advisers will always maintain high quality professional standards in the delivery of their work whilst representing Tpas and maintain the integrity of the service.
28. Where difficulties may arise, our Advisers will seek to resolve problems quickly and amicably and ensure the Tpas Project Manager is kept informed at all times.
29. Where difficulties emerge that cannot be quickly and satisfactorily resolved our Advisers will always ensure that the Tpas Project Manager is informed, who may intervene and present the Tpas Complaints Policy if necessary.



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**tpas**

**Tpas can work to improve your engagement and consultation with your tenants and communities through our Independent Advice Service.**

**We specialise in:**

Regeneration, stock transfers, mergers and demergers, structural or governance changes to organisations and communities.

To find out more about Tpas visit:

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

or call 0161 868 3500