

Introducing your independent community advisors

This leaflet is for residents who live in the regeneration areas of Matson and Podsmead. It has been produced by Jenny and Mal, your Independent Community Advisors from Tpas.

Tpas are England's leading resident engagement experts; providing independent and impartial advice, support, consultancy advice and training.

Tpas were chosen by the residents, with support from Gloucester City Homes, as part of a competitive tendering process.

Tpas, Mal and Jenny, together with local residents from the Community Advisory Group, will be working together.

Independent advice is available to all residents of Matson and Podsmead, as well as to families, key workers and carers who support residents.

Residents include, leaseholders, home owners, private tenants and tenants of other housing providers.

Independent Community Advisors and Community Action Group will ensure that all residents in the community are fairly and equally represented and have equal access to information.

Independent Community Advisors will be available and have resources in place to support all households, individuals and families, vulnerable or disadvantaged people, people with disabilities, or people with sensory impairments.

What are we here to do?

Our role is to:

- provide you with independent advice, explaining the facts in a clear, impartial way, supporting you through what can be a very difficult time and process
- help you to become more confident to engage with and help shape regeneration plans.
- feed back on community issues, concerns and comments about the impact of regeneration generally

Your opinions matter because ultimately it is the future of your home and neighbourhood that is being determined. We don't take sides for or against regeneration- this is not what we are here for – but we will explain all of the options and advise you from an independent perspective on your rights for all options open to you.



Jenny Vernon
Lead Independent Community Advisor

With over 30 years' experience in social housing and 10 years' experience providing independent advice. Jenny is passionate about supporting communities facing regeneration.



Mal Harrison
Independent Community Advisor

With 25 years' experience in social housing, Mal works as a trainer and mentor focusing on Community Development, Tenant Involvement & Empowerment, and Scrutiny.

How will we do this?

We will:

- Agree our priorities for action with the Community Advisory Group
- Examine and assess information provided by Gloucester City Homes and others to make sure it is accurate
- Hold drop-ins, pop-up sessions and other events to ensure you know what is happening and can ask any questions you might have
- Offer clear, unbiased, accessible and independent information and guidance, including information leaflets, newsletters and a bespoke Tpas web page
- Knock on doors and call into community events to get your views - and ensure you are able to influence the regeneration project either in person or by sharing your views on your behalf
- Meet with individuals or members of their family (at their request)
- Bring together designers, architects, residents groups, Gloucester City Homes and all stakeholders for discussions, to raise awareness and to share information.
- Be there to support you at Gloucester City Homes meetings, consultations events and exhibitions
- Offer group and personal development opportunities.

How can you get in touch with us?

Call **0800 731 1619**

Email **gloucester@tpas.co.uk**

Tpas has set up a freephone number and email address to make it easy to contact us.

The freephone number is 0800 731 1619. This number is free from a landline. If you ring from a mobile number you will be charged, so if you leave your name and mobile number (and say you live in Matson/Podsmead in Gloucester) we will call you back.

The email address is gloucester@tpas.org.uk so please call or email us with any questions or concerns you might have.

If you phone, we will call you back within 24 hours. If you write or email, we will get back to you within 3 days.

If you would prefer to write to us, our address is 7D Paragon House, 48 Seymour Grove, Old Trafford, M16 0LN

This leaflet is available in other languages and formats upon request