



TENANT ENGAGEMENT EXPERTS

tpas

commercial membership

Join Tpas to demonstrate your
commitment to resident engagement

www.tpas.org.uk



Join Tpas to demonstrate credibility, professionalism and commitment to resident engagement

Our membership is made up of tenants and landlord organisations, covering over 2.5 million homes. We've been promoting, supporting and championing tenant engagement across England for over 30 years.

Network with Social Housing Landlords and Tenant Influencers

Joining as a commercial member gives you access to our network of over 220 social housing landlords, their staff and tenant influencers at our packed schedule of events. This puts you in the room with the people who make decisions, and allows plenty of exposure to help build and develop new contacts.

Enhance your reputation

Showcase your organisation

We recognise that all contractors are unique and working with us gives you the platform to highlight the added benefits and points of difference that sets you apart from the rest.

Keep your finger on the pulse

We are plugged in to the heart of the Social Housing sector which keeps us ahead of the game. Our new Sector briefings will give you the heads up on the challenges facing Landlords and those that work with them.

Expand your brand

Get your brand and expertise out to a network of over 2,800 individuals including tenant chairs, housing officers, training managers, board members and chief executives.

Key Commercial Benefits:

- Be in the room with Landlord and tenant influencers at regional events
- The opportunity to showcase what sets you apart from the crowd
- Chance to use our social media connections
- Access to leading engagement sector good practice, reports and case studies
- Use of our logo and a listing on our website

Our packages:

We have three distinct products.

- **Contractor** – These are the organisations who will be the main contracting partner of the Housing Client
- **Sub-Contractor** – These are the organisations who only work to a main contractor but who in many cases are the customer-facing organisation
- **Affiliates** – These are organisations that value the work that we do. These may be suppliers with no direct customer facing roles or organisations that want to support our work.

Our simple annual fee structure allows you to bolt on benefits on a pay-as-you-go basis for things you may only use now and then. All services are liable to **VAT**. If you are not a member you can still benefit from some of the services we offer. Please see overleaf for more information.



Our membership packages

| Package Benefits | Contractor £1,250 | Sub-Contractor £500 | Affiliate £500 |
|--|----------------------|------------------------|-------------------|
| <p>Invite to Regional Members Events We host 12 'Regionals' around the country. These are attended by our Landlord and tenant members to debate tenant engagement topics of local and national interest</p> | ✓ | ✓ | ✓ |
| <p>Sector Briefing (Once a year) A diarised session hosted by a member of our Senior Team that will share current challenges and emerging priorities within social housing. A session to be held in both the North and South of the country</p> | ✓ | Bolt on | Bolt on |
| <p>Use of Tpas Member Logo You can place this on documents and website to show your commitment to engagement</p> | ✓ | ✓ | ✓ |
| <p>Tpas Social Media Opportunities to have your articles and news circulated on our social media platforms which reach over 220 Landlord member organisations</p> | ✓ | ✓ | ✓ |
| <p>Round Table (Once per year) Held in the Midlands, this will provide a chance to debate issues that affect members. The agenda will be led by members with an emphasis on creating joint solutions</p> | ✓ | Bolt on | Bolt on |
| <p>Resource Hub Access to good practice, case studies, standards, how-to guides, sector briefings, Legislation updates and national reports</p> | ✓ | ✓ | ✓ |
| <p>Ezine Electronic newsletter with up to date news and information from the engagement world with a chance to provide content to highlight your work</p> | ✓ | ✓ | ✓ |
| <p>Website Presence Your logo displayed as a member and advocate of meaningful engagement</p> | ✓ | ✓ | ✓ |
| Bolt-on options for Sub-Contractor and Affiliate members | | | |
| <p>Sector Briefing / Round Table See descriptions in membership section above</p> | Included | £99 p/person | £99 p/person |

“ It can be easy for large organisations to pay lip service to social value and tenant engagement. Our membership of Tpas, and in particular our involvement in the contractor quality mark, not only gives us access to the latest thinking and best practice in this area, but also challenges us to continuously check that the work we do is truly tenant centred. ”





Further services we offer to commercial organisations

Every commercial organisation we work with is unique. We understand there is no such thing as a one-size-fits-all project when it comes to working with our commercial partners. That's why we offer a variety of services to commercial organisations as members and non members alike. All the following services are developed and delivered with you in mind. Tailor made support services, designed especially for you.

Services we offer to members and non-members

| | | | | |
|---|--|---|---|--------------------------|
| Bid Writing support | We will carry out a robust review of the Tenant Engagement section of your bid and provide feedback to ensure that you are meeting the sector good practice for effective engagement | From £550 Per project | From £550 Per project | From £550 Per project |
| Contractor Accreditation | An in-depth review set against regulatory expectations and sector good practice. It can show that you go the extra mile to ensure that engagement is regarded highly and effectively delivered. Includes a self-assessment, on-site reality checking and 12 month re-visit. These last for two years | From £2500 Depending on turnover of organisation | Not applicable | Not applicable |
| Engagement Health check | These reviews consider your current engagement arrangements via a self-assessment as well as an on-site visit. These identify areas of strength as well as possible opportunities to improve. | £699 | £299 Off-site process | Not applicable |
| Sub-Contractor Quality Mark | This takes our Health-Check to the next level. This will enable you to demonstrate your credibility, professionalism and commitment to resident engagement and involvement. These last for two years and provides a framed certificate | Not applicable | From £450 depending on turnover of organisation | Not applicable |
| Training | We can deliver generic training or we can work with you to develop a bespoke session. Prices are per day and do not include food, venue or trainer expenses | From £599 | From £599 | Not applicable |
| Research projects | We occasionally carry out research and supporting these can provide national coverage. You could be part of ground-breaking research that brings changes to the housing sector | Project dependent | Project dependent | Project dependent |
| Facilitation | Test your new products or ideas with tenant influencers. We can host a facilitated session with some of our members who will give you immediate and focused feedback | Call for details | Call for details | Call for details |
| Sponsor Events | We hold several regional and national events that gain favourable publicity. Your brand could be the headline sponsor which will give you pride of place and an opportunity to showcase the great work you do. Prices depend on the event, starting price refers to Regional events | From £250 Per event | From £250 Per event | From £250 Per event |
| Resident Liaison Accredited Training | This new service due to be available from Autumn 2019 provides assurance that your RLO's are working to National Standards for engagement and recognises your commitment to professionalising the great work these people carry out | Call for details | Call for details | Call for details |

Looking for something else?

We recognise that not all organisations are the same. We are more than happy to discuss developing bespoke services if you do not see something that fits your needs. Book in a call or a visit with one of our team to discuss your ideas.

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