



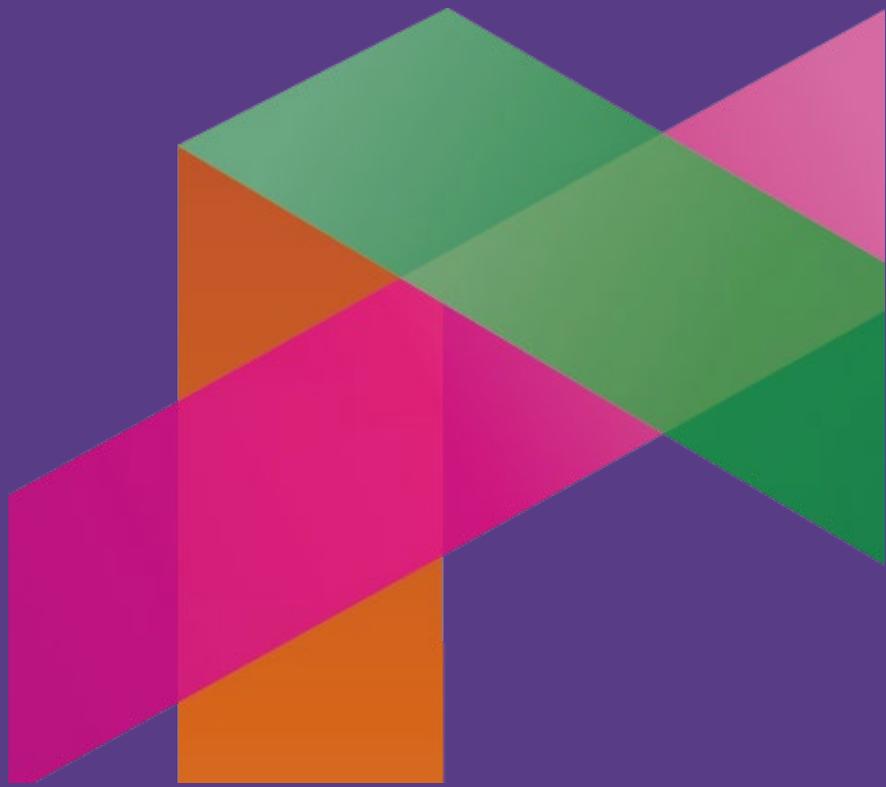
TENANT ENGAGEMENT EXPERTS

tpas

Engagement Business Improvement

Our Services

www.tpas.org.uk



Tpas Business Improvement Packages

At Tpas we have a range of services to help you and your organisation evidence your own commitment to engagement excellence. We have a pathway that helps you move at a pace that suits you, your circumstances and your tenants.

The foundation is built on the themes of the Tpas National Engagement Standards:



This is where the journey will start.

All members are encouraged to carry out their own *Self-Assessment* against the Standards.

The next stage would be for you to either have your assessment tested by us through a *Smart Review* or move forward for Accreditation.

Accreditation is an in-depth assessment against all 7 Tpas National Engagement Standards themes.



SELF-ASSESSMENT

FREE TO MEMBERS

All Tpas members have access to this free of charge as part of their membership. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. We would hope that landlord organisations, your tenants and other key stakeholders would carry out this assessment together. This is a vital stage of developing a sound understanding of the current organisational situation, current areas of strength and also where improvements might be made.



SMART REVIEW

£2,500 + VAT

The SMART Review takes the Self-Assessment to the next level. It asks you as an organisation to assess yourself against each of the Tpas Standards and decide whether you can confidently demonstrate that you can meet them. Each desktop assessment is followed up with reality checking by us.

We will provide an assessment on how your organisation meets the standards and an improvement plan if there are areas where the standards have not been met.



ACCREDITATION

FROM £3,500 + VAT

This is for those organisations that may be further down their engagement journey and believe that they have processes in place that can demonstrate they meet the full standards.

The journey each organisation takes is completely in their hands and will be supported with advice from your Tpas Assessor.



Our main focus is to raise engagement standards across the social housing sector. We encourage organisations to determine their own path to excellence and with the services we have on offer, we believe there is something for everyone.

Our Consultancy Managers are on hand to chat through the accreditation process to make sure each organisation has independent advice and a clear route to achieve all they are looking for.

Once Tpas Landlord Accreditation is achieved, an organisation is accredited for 3 years.

If the organisation does not meet the criteria for accreditation, your organisation will receive *Recommendations and an Improvement Plan* for each standard that isn't met. Reviews of the parts not met will be carried out within 12 months. Where the organisation subsequently meets all the remaining Standards, they will gain full Accreditation, which will last for the remaining two years.

Ready to take the next step? Contact us on info@tpas.org.uk or 0161 868 3500

The Accreditation Process



There are six parts to our accreditation process, all of which are carried out through Tpas staff and associates, all skilled tenant engagement experts.

The process consists of:

1

INTRODUCTORY BRIEFING

Set out the scope and answer any questions or queries

2

SELF ASSESSMENT

Desktop based self-assessment against the Standards, which you will need to complete and return

3

SURVEY

Sent to strategic and operational staff in your organisation as well as members of your governance arrangements

4

REVIEW

We will conduct a review of your self-assessment and minimum two day on-site reality check to speak to a range of staff and tenants. We will present our findings.

5

CHALLENGE

You will have the right to challenge our findings with further evidence, after which we will present our conclusions after internal verification and provide a rating

6

RE-VISIT

12 months after your final report we will re-visit to see how you are progressing

Costs for Landlord Accreditation

Up to 1,000 homes	£3,500
1,000 to 10,000	£4,999
10,001 to 50,000 homes	£5,999
50,001 to 100,000 homes	£6,999
Over 100,001 homes	£8,499