

A brilliant Tpas Accredited Landlord



Organisation	City West Housing Trust (part of ForViva Group)
Achieved accreditation	August 2015

A bit of background

City West Housing Trust is a housing association and a ForViva group member, which operates in the west of Salford, Greater Manchester. Its stock consists of approximately 14,600 properties. ForViva is a forward thinking social business established to positively impact communities in which they operate and are driven by this passion, working closely with customers and partners to deliver excellent services to improve lives. ForViva group members are: City West Housing Trust, Villages Housing Association and City West Works Ltd trading as ForWorks. Villages Housing Association joined the ForViva group during 2015, and the association provides housing services in Oldham, Knowsley and St Helens.

Inspiring Involvement

CWHT evaluated the difference made by non-social housing investment through social accounts. The exercise reported on 16 activities delivering social value, The Valley project in particular looked at community capital and cohesion. The social accounts have been externally audited and social value is measured in a range of ways. Residents are involved in developing the indicators through an annual panel exercise and are also involved in agreeing Neighbourhood Promises. This highlights in particular the embedded partnership between City West and its tenants and residents; ensuring that they influence and challenge any changes to services from the start of the process and the Involvement Ethos within the organisation of staff that really 'believe' that involvement is the key to better services and partnership working.

The Difference

"The Tpas accreditation has been an invaluable experience for City West Housing Trust. It has provided us with an important level of external validation that our ethos in respect of customers is embedded across the organisation. Furthermore, it has enabled us to demonstrate that during a period of change and in a challenging operating environment, customer involvement remains a high priority for us. The approach of the assessor was a supportive one and we welcomed their findings and recommendations which will enable us to further shape services in the future."

Matt Jones, Director of Customer Operations