

A brilliant Tpas Accredited Landlord



Organisation	Howard Cottage Housing Association
Achieved accreditation	December 2015

A bit of background

Howard Cottage appointed Tpas in May 2014 in order to complete the re- accreditation process. Howard Cottage are based in Letchworth Garden City and employ around 40 staff managing around 1600 homes across Bedfordshire and Hertfordshire.

Inspiring Involvement

The Assessor identified numerous examples of good practice while carrying out the accreditation, these include;

- Work carried out to capture profile information enables this organisation to really target and work with 'hard to reach groups'.
- Excellent work carried out to train and support board members including the residents that are on the board.

The Difference

'The reaccreditation is great news and acknowledges the positive relationships we build with our residents to help us deliver excellent services. The judgement recognises that we have a culture of embracing involvement and this will stand us in good stead when engaging residents about the big changes to social housing on the horizon'.

John Welch, CEO Howard Cottage Housing Association

'The Tpas award shows Howard Cottage's ongoing commitment to our Community and I am delighted that we have been re accredited. It is an endorsement of the approach Howard Cottages takes to involving residents'

Barry Moss, Resident Board Member