

# A brilliant Tpas Accredited Landlord



Organisation	Oxford City Council
Achieved accreditation	November 2015

## A bit of background

Oxford City Council are a District Council with responsibility for services such as local planning, housing, environmental health, electoral registration, refuse collection, leisure and parks, markets and fairs, tourism and cemeteries. The Tenant Involvement Team reports to the Head of Housing and Property within the City Regeneration and Housing Directorate. Oxford City Council are one of the first Councils to build and have a 1000 home programme, while across services there are good examples of great practice such as the partnership with the Rental Exchange.

## Inspiring Involvement

Oxford City Council have an extremely positive staff culture with resident involvement and customer care embedded across the organisation. The resident involvement team particularly is energetic and is driven by both involved and non-involved residents. Residents are involved in all aspects of services and have been included on the 'Tower Block' project for prioritising works and procurements of building contractors and the 'Oxford Standard' development – a joint review in service standards with involved residents, the scrutiny group and local Councillors. Oxford CC have also developed local community plans where community and customer intelligence is collected and targets are set to increase sustainability.

## The Difference

"I am delighted that the Council is now Tpas accredited and has achieved this award. It reflects the hard work of residents and officers together over many months. The Council will use this award to continue to raise our standards of service working with tenants and residents."

**David Edwards, Executive Director of Regeneration & Housing**