

A brilliant Tpas Accredited Landlord



Organisation	Trent and Dove Housing
Achieved accreditation	August 2015

A bit of background

Trent & Dove Housing Association was set up in 2001 following a tenant ballot in favour of large scale voluntary transfer in 2001. The organisation manages approximately 5,500 properties in the local area. 3,750 are located in Burton on Trent, 800 are in Uttoxeter, 900 are scattered throughout the villages of East Staffordshire and 50 are in neighbouring South Derbyshire predominantly Hilton, Woodville and Swadlincote. The head office is in Burton upon Trent.

Inspiring Involvement

Trent & Dove residents are involved through the governance and co-regulatory groups to help review corporate direction as Board Members, Operational Forum (resident members and officers), Involvement Club (IC), Policy and Scrutiny Group and the Performance & Standards Group.

There is a 'Notice for Action' mechanism in place at the organisation that ensures collective concerns of residents receive an appropriate response by the landlord. This mechanism ensures strong landlord accountability to residents where serious issues of concern emerge.

The Difference

"The accreditation gives validity and value to the opportunities that we make available for customers to share with us their views on our services and any matters that affect them and their communities. The robust method that TPAS uses to assessing our opportunities and to how we engage with our customers provides assurance that resident involvement is meeting our business needs and those of our customers and communities."

Trent and Dove Housing Association