

# A brilliant Tpas Accredited Landlord



Organisation	Yorkshire Coast Homes
Achieved accreditation	July 2015

## A bit of background

Yorkshire Coast Homes is a charitable Housing organisation that owns over 4300 properties across the Borough of Scarborough and are the largest provider of social housing in the area. YCH provide management services to over 200 leaseholders and also to Broadacres residents living in the local area.

Yorkshire Coast Homes Vision - *'The key to a better life'*

## Inspiring Involvement

Yorkshire Coast Homes have demonstrated a robust and embedded partnership between the organisation and its tenants and residents, ensuring that they influence and challenge any changes to services from the start of the process. Examples of this includes the Strategy Map which highlights the "Golden Thread" and the ways in which YCH links and measures the success of its strategies with its Corporate Plan.

YCH also have impressive wider community development programmes around anti-poverty and worklessness, they have also placed a must greater emphasis on Equality & Diversity which has led to them achieving the 'Leaders in Diversity award'.

## The Difference

"Yorkshire Coast Homes continues to find value and worth in the TPAS accreditation. As a landlord that values and recognises the work that residents contribute to development of the association it's important we understand what steps can take to improve and develop the ways they can influence services. The recommendations and suggestions proposed by TPAS throughout the process have really helped YCH push its involvement and develop new ways that residents can make decisions and change services for the benefit of all customers. We look forward to holding the accreditation for a further three years and look forward to working with our residents to make the Yorkshire Coast an even better place to live".

**Richard Mair - Policy, PR and Investment Manager**