

Year in Review

2020

Despite being an unprecedented year for our members and clients, our team and our board we have delivered an incredible volume of achievements this year.

We are here to:

- Raise the standard of engagement across the social housing sector
- Deliver services that add value to our tenant, landlord and commercial members
- Promote an engagement culture across the social housing sector

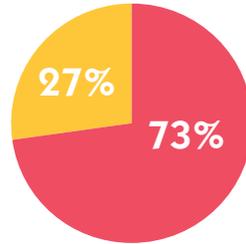




Highlights

As of January 2021 we have **242** landlord members and **20** commercial members.

66
Local
Authorities



176
Housing
Associations

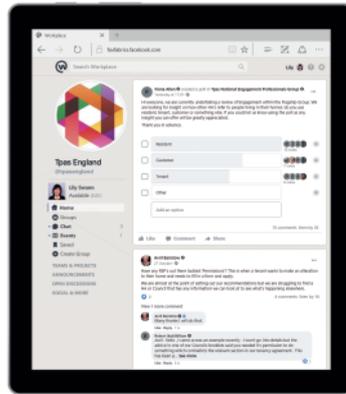
242 landlord members



Together, our landlord members manage **3 million** homes

We launched two national virtual networks. One for housing professionals working in engagement and one for involved tenants. Both have grown exceptionally fast and in constant use.

We will continue to grow both forums in 2021.



70+ Member ezines



26 New Landlord members in 2020



3 In person regional member events



20 Virtual events



20+ Member only policy briefings



40+ Webinars

“ I have definitely got more out of our membership this year. Online allows me to attend more frequently. ”

Plus...

- We've pioneered a new 'behavioural insight' approach to engagement.
- We've delivered a 'sector first' awards ceremony with live performances and food delivered across the country to peoples homes.
- We have become a leading voice in bringing tenants and landlords together to respond to the building safety crisis in UK Housing.
- We have kept Tpas members ahead of the curve on all the latest best practice in handling complaints.
- We've driven excellence in scrutiny forward with a national conference, research publications, a national scrutiny week, round table discussions and webinars.
- Our consultancy services continue to develop bespoke solutions for community, local authority and leasehold engagement whilst maximising the advantages of the similarities in the approach.
- We are plugging the huge gap in involving tenants for smarter and more efficient procurement in the future.



“ I find it reassuring that there is a constant access to resources and networks available to me. ”