

# Corporate Plan

## 2021/22

Tpas believe in tenants, landlords and commercial housing organisations working in partnership to save money, improve services and create lasting change in communities.

Now more than ever our members need us to navigate Covid-19, the White Paper, Building Safety and the wider economic climate that will undoubtedly have a profound impact on tenants, housing staff and partners.

As we've demonstrated over the last nine months we will act decisively, with ambition and pace.





# Objective 1

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**We will raise the standard of engagement across the social housing sector.**

By producing practical and relevant policy and practice briefings, resources, networks and learning events, we will drive engagement excellence with our members and policy makers.

We'll promote our national engagement standards which outline clear and practical principles for how a landlord can embed a culture of meaningful engagement.

We will continue to work with our members to share their good practice across the sector. We will encourage and facilitate continuous improvement amongst our members, introduce new ideas, challenge and showcase opportunities for the future.

# Objective 2

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**We will deliver services that add value to our tenant, landlord and commercial members.**

We will translate our members needs, problems, creativity and vision into products that are relevant and deliver value for money. We will continue to work with our members to shape our user-friendly, credible, practical and timely information for our members and clients to learn from.

We'll build on the digital investments we have made to ensure that our projects, meetings, events and services are intuitive, responsive and accessible while we are unable to deliver services face-to-face.

# Objective 3

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**We will promote an engagement culture across the social housing sector.**

We'll continue to grow our free national platform to give tenants and housing professionals a network to understand how to improve services, save money and bring lasting change to communities together.

We will influence the sector by offering a platform and a voice for the tenants and landlords.

We'll continue to showcase the strength of good tenant and landlord partnership working through our national awards.





# How we're going to do it

## Membership

Strengthen and grow our **digital network** for tenants and housing professionals across the country.



Host **topical and relevant** monthly webinars.

Ensure our new dedicated policy lead produces incisive and timely content exclusively to Tpas members.

Offer all members our **self-assessment** tool to evaluate their engagement against the Tpas National Engagement Standards.

## Policy and Practice

Creating roundtables, focus groups and workshops to put Tpas members at the forefront of **national housing policy**.



## Research and Innovation

We'll look beyond housing to share the **best of the best** and continue to research the latest policy, practice and digital tools that raise the standard of tenant and community engagement.



## Consultancy

We'll **invest time and resources** to develop new products and support.



We'll utilise the **strength and scope** of our members experiences to encourage innovation and **future-proofing**.

We'll maintain our **values led approach**, combined with our commercial focus.

## Training

Enhance and revise all of our courses to **maximise the value** of digital learning.



Introduce new courses that reflect the skills and responsibilities **needed for the new demands in the sector**.

Explore new platforms that are **fully responsive** and **support you to succeed in your role**.

