National Tenant Involvement Week 2026

Leading the Way

Celebrating and strengthening tenant engagement

Lovell and Midland Heart

Why Contractor Accreditation?

Social housing landlords look to partner with organisations who:

- Understand and respect their residents and their operating environment
- Have similar beliefs, ethics and behaviours
- Can support them to meet their regulatory and legal responsibilities
- **We also have a landlord accreditation programme, the only one of its kind**

Contractor Accreditation Standards



Landlord Accreditation Standards



Working with Tpas

- Tpas National Engagement standards
  - built on the back of decades of work with hundreds of landlords, and thousands of residents.
- Several options; independent, external validation of the scope and quality of your approach to ensuring residents influence, scrutinise and hold you to account.
- A clear framework of standards that enables you to conduct a self-assessment and review your framework.
- Develop and maintain high standards for all your staff and partners, protecting and building your reputation for quality homes and services across the sector.
- Assurance that your approaches are inclusive, evidencing your commitment to understanding and meeting all your residents' diverse needs.







Lovell and Midland Heart – Leading The Way….

- Partnership demonstrated outcomes and positive impacts:
  - Understood and respected their residents and each others operating environment
  - Have similar beliefs, ethics and behaviours
  - Supported each other to meet their regulatory and legal responsibilities

- Strong culture of partnership working, demonstrated collaboration between residents and organisations

- Shared commitment to effective tenant engagement, independent standards and continuous improvement

