TENANT ENGAGEMENT EXPERTS

tpas

Member Spotlight

November 2026



Mountjoy

We asked Kirsty Hill from Recoup Mountjoy to share some of the work they are currently doing.

If you'd like to contact Caroline about any of the below, click here.

Give us a little known fact about your organisation.

People often know us for repairs and maintenance, but we are also huge advocates of apprenticeships. We have recently launched a podcast called "WORKWISE" created with City of Portsmouth College and Express FM bringing local career stories to life. It gives apprentices and young people a platform to share honest experiences of training and employment, helping others discover opportunities on their doorstep. It is a different way of delivering our purpose, enhancing people's lives in the community. That mission starts with the young people in our communities.

Tell us about a time that engagement has made a difference to your services or communities?

Our resident engagement workshops have given residents the opportunity to review the policies and processes that affect their everyday experience of our services, rather than simply commenting on a finished document. Feedback from our resident engagement sessions have informed amendments to our Resident Engagement Strategy in June 2026. Residents have also helped shape our approach to customer care, conduct and communication. This brings lived experience directly into how we work and helps us focus on what matters to the people whose homes we enter.

What are you currently working on when it comes to engagement?

Following our Tpas Contractor Accreditation in July 2026, our focus is on building on the learning, making resident information clearer and easier to access, creating more opportunities for Mountjoy-led engagement, and strengthening consistency across our teams and supply chain. Alongside this, we are developing our 2027 social value programme around closer collaboration with local charities and community partners. Our aim is to connect engagement with practical opportunities and lasting community benefits, with clearer evidence of the difference our work makes.

Why did you decide to join Tpas?

We wanted to challenge ourselves to make resident involvement a meaningful part of service delivery, not a tick-box exercise. Tpas offered the opportunity to learn from others, access specialist support and test our approach against recognised engagement standards. As a contractor working in people's homes, we have a responsibility to listen, communicate respectfully and act on feedback. Our accreditation journey has helped us recognise our strengths while being honest about where we can do better.Engagement involves both talking and listening, talking is easy, but listening is usually the most important part. It is only through listening that you can fully understand the

point of view for the person you are speaking to and engage with them in a way that makes what you are discussing truly relevant.

What is your engagement top tip?

Listen to understand, not just to respond and always close the loop. Ask people what matters to them, make it easy to take part and explain what happened because of their feedback. If something cannot change, be open about why. Trust grows when people can see that their time and experiences have been taken seriously.

What is the one thing you are really proud of when it comes to engagement?

We are proud that resident engagement is recognised as everyone's responsibility, not just the role of one team. Our Tpas assessment highlighted a culture of looking at services through the customer's eyes, with residents involved alongside clients and colleagues in the accreditation process. Achieving accreditation was an important milestone, but what matters most is continuing to turn that shared commitment into respectful conversations, better services and meaningful opportunities for residents to influence how we work.