

Appendix 4 - Acknowledgements

Tenant Participation Advisory Service (TPAS) Accreditation

In April 2015 the Tenant Involvement team applied to TPAS for Landlord Accreditation.

To achieve this accreditation, there was a review of 26 Themes and over 99 individual expected Involvement outcomes.

The first stage of the accreditation consisted of the team completing a comprehensive self-assessment. This was then followed by a desktop review by TPAS. The final stage involved an intense three-day reality checking exercise where TPAS conducted interviews with tenants, leaseholders, operational staff, managers, senior managers, a director and a Ward Councillor.

In January 2016 the Tenant Involvement Team became one of only three Local Authorities to receive the TPAS Landlord Accreditation.

TPAS (Tenant Participation Advisory Service) Regional Awards

In February 2016 the Tenant Involvement Team were shortlisted in three categories at the Regional TPAS Awards 2016:

- Team of the year.
- Tenant of the year.
- Contractor Engagement of the year.

Although the team did not actually win any of the categories, to be shortlisted from hundreds of entries across the housing sector is a great achievement .

Tenant Participation Advisory Service National Conference

TPAS have invited the Tenant Involvement team to deliver workshops on Successful Tenant Engagement at their National Conference in July 2016,

The team are focused on delivering these workshops jointly with tenants.

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