

Healthy Engagement

Helping landlords meet regulatory requirements

The Charter has a clear focus on engaging with your tenants. The Scottish Housing Regulator is increasing the focus it puts on tenant engagement in its regulatory processes and we're here to help.

Our six-step tenant engagement health check is the perfect way to audit your engagement approaches to highlight success and identify gaps in policy and practice that need attention. The outcome would be an action plan to help you improve your participation and engagement activities.

We involve your people in our process to make sure their experiences informs our work and develops shared ownership of our recommended actions.

STEP 1 - We review the effectiveness of your tenant engagement strategy and policies and give you a health check report.

STEP 2 - We involve your people. A workshop to understand the range of staff perspectives.

STEP 3 - We involve your tenants. A workshop to understand their expectations, frustrations and aspirations.

STEP 4 - Your full health check report and recommendations produced by our experts.

STEP 5 - We bring together your tenants, staff and managers to talk about your full health check report, what it means and agree what to do about it.

STEP 6 - We present you with an action plan informed by all these activities.

This five-day project is the perfect short-term intervention to identify and address gaps in your tenant engagement that could be raised by the SHR.

We can tailor the programme to your specific needs and circumstances.

Discounted rates apply for TPAS members.

**Further details: in the first instance please contact Elaine Scoular:
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