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**2024 TPAS Scotland Awards**

**Assessment Criteria and Nomination Form for:**

**COMMUNICATING WITH**

**TENANTS AND RESIDENTS**

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| **Assessment Criteria**  This award recognises how effectively a **social landlord** communicates with its tenants and residents/service users. This could include a range of communication methods such as video, social media, newsletters, Facebook live and, direct ‘in person’ contact in communities etc.  It could also include a specific communication project to raise awareness or understanding of a particular topical issue, for example - fuel poverty, damp & mould, cost of living information.  Tell us about how you communicate with your tenants and what difference it is making, such as raising awareness of services or the support you offer, building relationships and understanding; or being accountable about your organisation’s performance and plans. This award is inclusive of all methods of communication.  Judges will consider:   1. The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication. 2. The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc. 3. Any lessons learned | |
| * Please ensure that your entry is submitted by completing this nomination form and under the headings noted. The headings are the criteria which the judges will use. * Focus on the facts – we don’t need lengthy text, detailed bullet points are fine. * Feel free to include supporting information e.g. share links to publications, flyers, websites etc. * Please include at least one photo/image/screenshot. * Please also see Guidance Booklet for tips and conditions of entry | |
| **Interested in this category? Please complete the nomination form on the next page** | |
| **Title of Entry:** |  |
| **Contact name:** |  |
| **Contact number:** |  |
| **Contact e-mail address:** |  |
| **The aim of the Awards is to share good practice with others. Will you be happy for us to share your contact details? Yes**  **No** | |

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| **1a. The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication.**  Type here |
| **1b. The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc.**  Type here |
| **1c. Any lessons learned**  Type here |
| **2. Any further information you would like to share, please include it here**  Type here |
| Please complete and return by noon 6th May 2024 to enquiries@tpasscotland.org.uk  **No late entries will be considered** |