

## **Tenant Empowerment – have your say in setting the standards.**

The Tenant Services Authority (TSA) is the new national social housing regulator. It is currently producing a new regulatory framework under which all social housing providers, such as Trent & Dove, will be required to operate when delivering housing services.

This framework will be made up of local as well as national standards over a range of issues which include:

- Quality of Accommodation
- Repairs and Maintenance
- Allocations
- Anti Social Behaviour and Security
- Tenant Empowerment
- Neighbourhood and Estate Management
- Tenant Choice and Customer Service

Over the last few months housing organisations across England have submitted bids to the TSA in order to carry out pilot schemes across the entire range.

Trent & Dove along with other organisations in the Midlands, known as the Matrix Partnership made bids in all of the areas listed. However, we have been selected to carry out a pilot scheme in the standard area of Tenant Empowerment. Within this standard there are basically TWO main outcomes that we need to deliver:

- Locally-agreed standards on resident empowerment
- A tested and robust framework in which the many and various local standards can sit which is capable of replication and national benchmarking

The project involves us working with many tenants and service users over the coming weeks and months to find out what's important to them and how they want to be involved in influencing the way housing associations work. This will then help the TSA to develop a framework which can be used by housing providers locally, regionally and nationally.

Our project is one of 37 housing projects from across the country that has been selected as a Local Standards Pilot by the TSA.

To help us with our pilot we would be grateful if you could spend a few minutes of your time to complete the survey included in our website.

If you would like to be involved with us in either the rolling out of the pilot or in the delivery of your housing services please contact Resident Involvement Officer Dawn Maddin on 01283 528652 or e-mail [dawn.maddin@trentanddove.org](mailto:dawn.maddin@trentanddove.org)