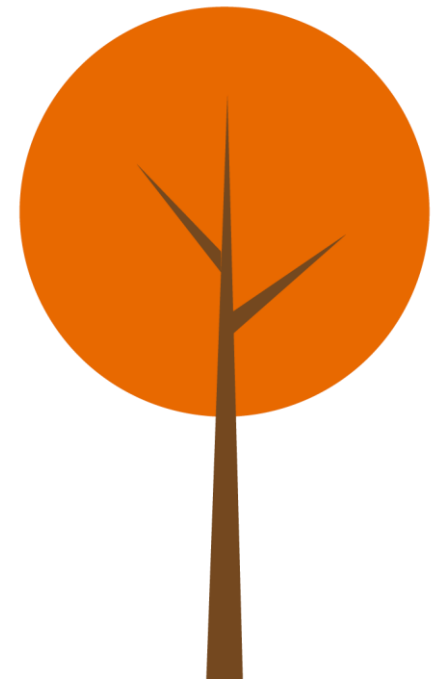


You matter | Ti'n cyfri

TPAS Cymru - tenant participation in the PRS

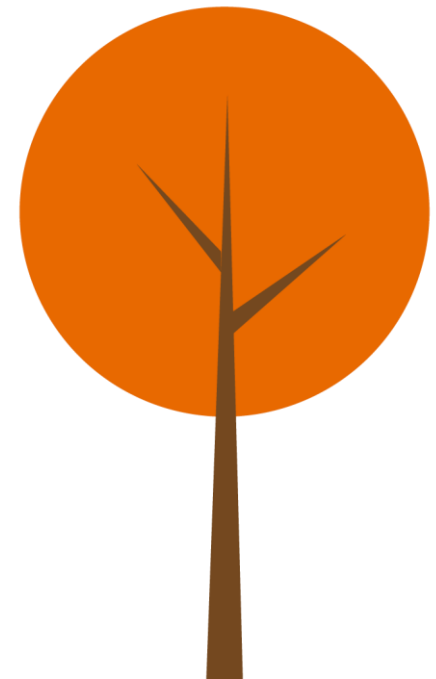
Today

1. Who is TPAS Cymru?
2. What is tenant participation?
3. Why should PRS landlords get involved?
4. What models of tenant participation are there for the PRS?
5. What have we got to offer you?



Who is TPAS Cymru?

- We are a membership organisation backed by Welsh Government working to promote excellence in tenant engagement .
- Historically we have worked closely with Social Housing Landlords and Tenants in Wales to help shape housing services.
- We offer training, support, practical projects and work on policy development to boost tenant participation and collaborative working.





You matter | Ti'n cyfri

98%
RSLs

Most
Councils
with
Housing

Supported
housing
organisations

New
relationships
in PRS



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government



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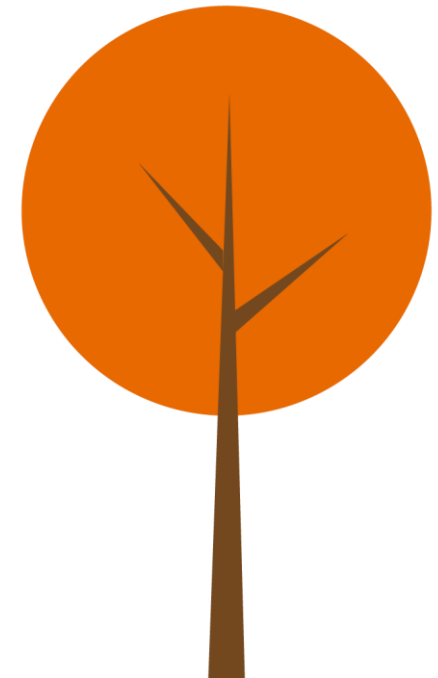


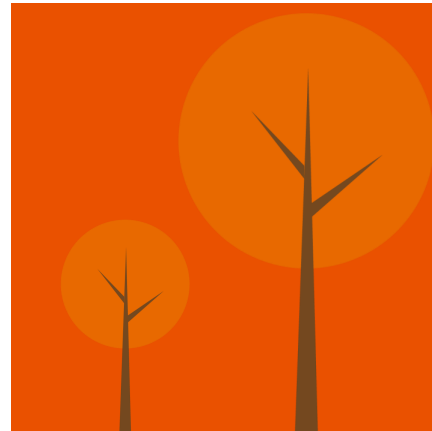
Cymraeg

Iona Robertson,
Rheolwr Swyddfa
/ Office Manager



Laura Kilvington

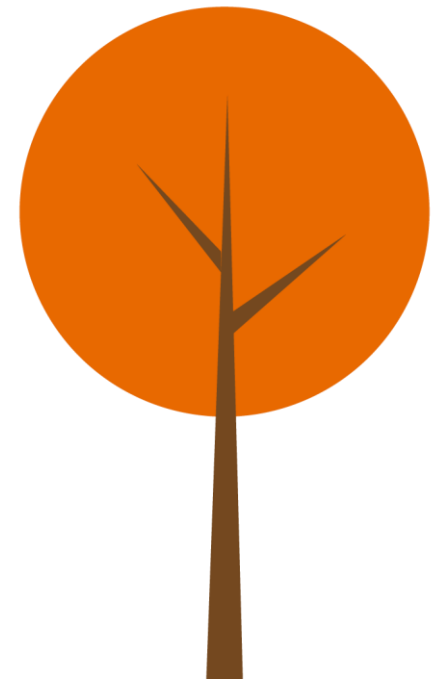


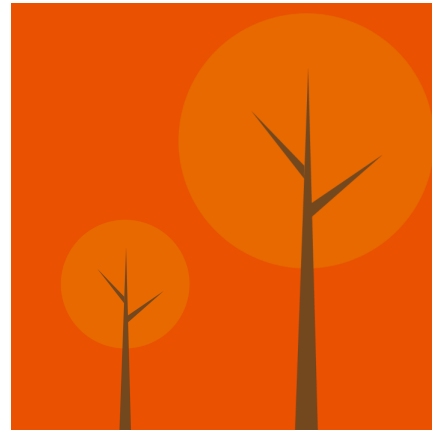


What is tenant participation?

What is tenant participation?

- A way for tenants and landlords to share ideas and co-operate.
- Allows tenants to be involved in shaping services, having their voice heard when landlords make decisions on the standard of their homes, the services they receive and the rent they pay.
- Allows landlords to ensure that the services they provide deliver value for money and enables them to develop positive relationships with their tenants and the broader community.

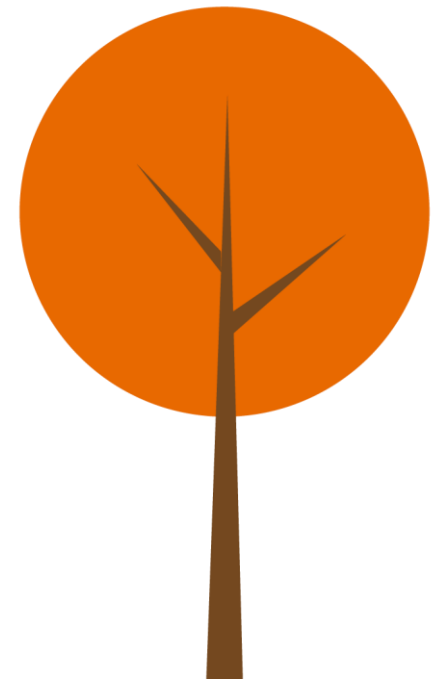


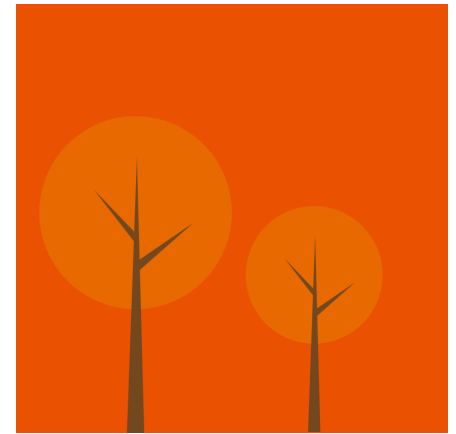


**Why should PRS
landlords get involved?**

Why should PRS landlords get involved?

- PRS is increasing in popularity in Wales with around 15% of people living in the sector.
- Research suggests that tenants are staying in the PRS longer than had previously been the case.
- Welsh Government wants to professionalise the sector – for example the Housing (Wales) Act 2014 and the Renting Homes (Wales) Act 2016.
- Welsh Government is eager to see the growth of tenant participation within the PRS.

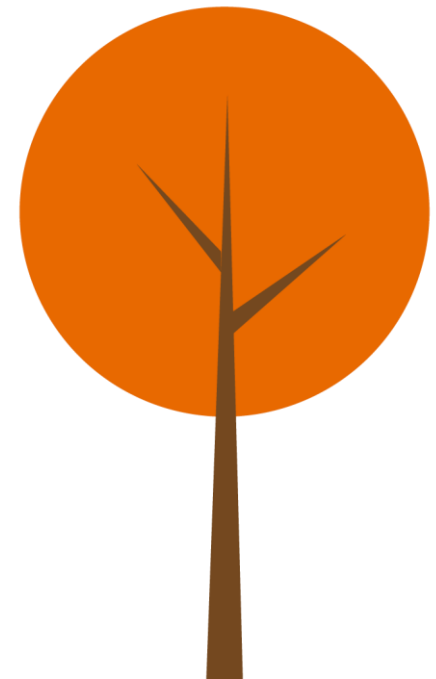


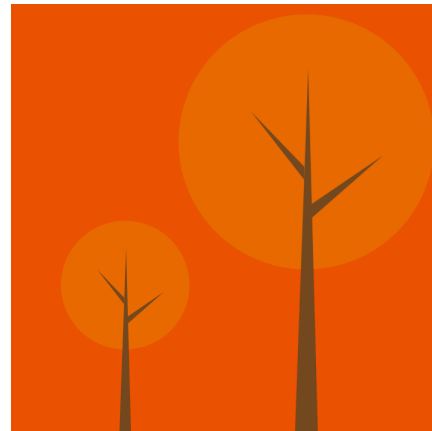


**What are the benefits
to PRS landlords?**

What would be the benefits to you?

1. A good relationship with your tenant.
2. A long term tenant.
3. A better maintained property.
4. Value for money – deliver what your tenants actually want.
5. It is good for your reputation.
6. It does not have to be time consuming or costly.
7. Improving the community.
8. It's in the interests of your tenants too.
9. Reduces the 'us and them'



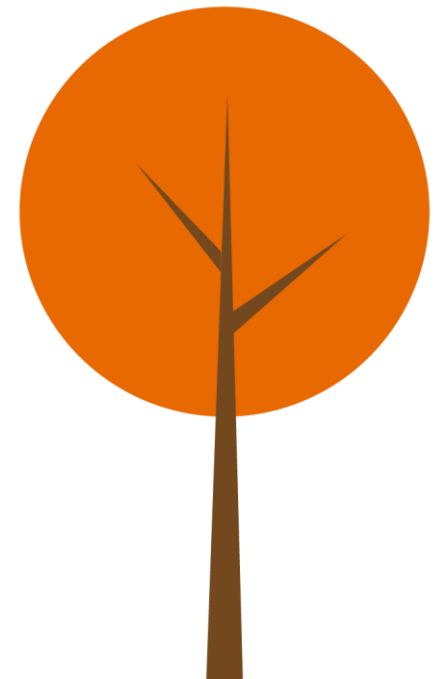


What models of tenant participation are there for the PRS?

Models for tenant participation

- Large landlords

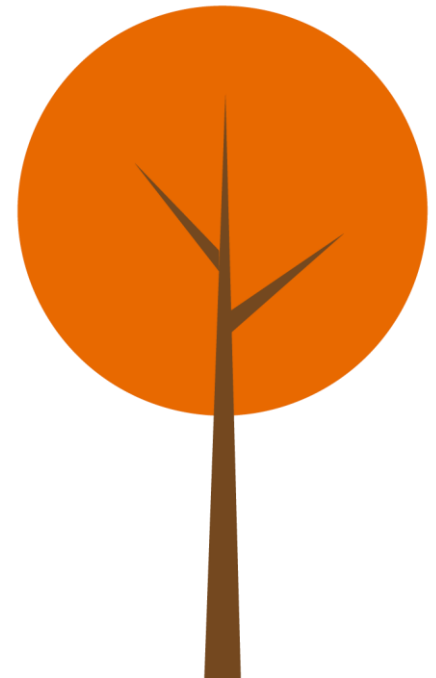
- Tenants and Residents Association
- Data Driven Insight
- Ongoing Service Improvement & Monitoring Groups Approach
- Digital Participation
- Focus Groups



Models for tenant participation - Small landlords

- Digital participation
- Landlord/ Tenant Forums

How else do you interact with your tenants?



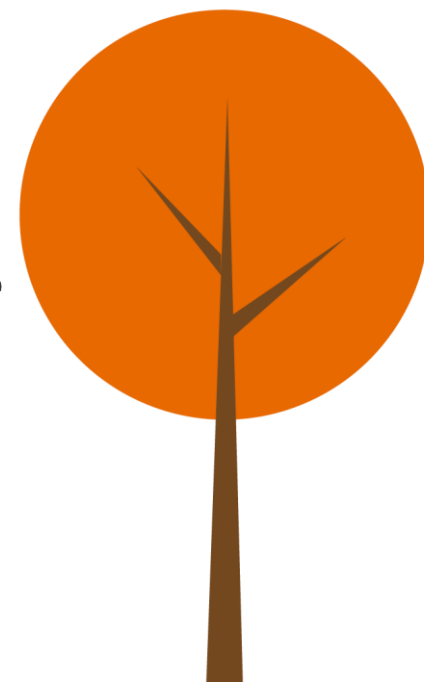


What have we got to offer you?

What can TPAS Cymru offer you?

- A low cost pilot PRS membership
- Training
- Networks
- Publications
- Consultancy

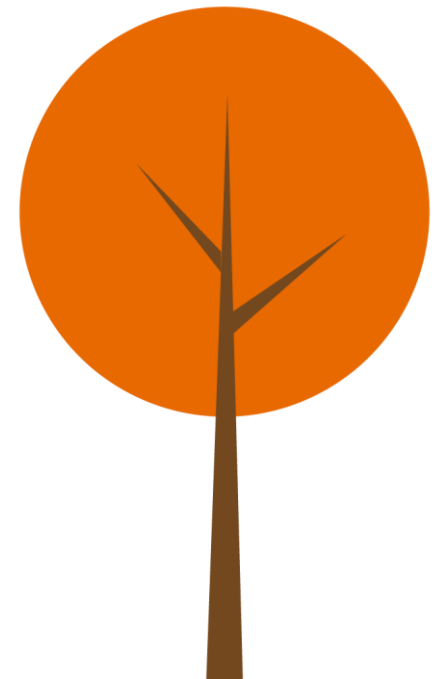
We want to hear your views as we develop our work in the PRS further





- Online survey network.
- The aim is to gather the views of tenants in Wales on housing issues which are important to them and to share these with the Welsh Government and the sector.
- Over 600 tenants have joined Tenant Pulse in its first 12 months with 10% of these being PRS tenants.
- Prize draw for those who join and for those that complete every subsequent survey.

<https://www.surveymonkey.co.uk/r/TenantPulse1>





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