



TENANT ENGAGEMENT EXPERTS
tpas

Tpas Member

Free DIY Engagement Review

www.tpas.org.uk

The Tpas National Engagement Standards

We have seven areas of business, centred around Culture, that we believe give a good overall view of how an organisation values the voices of its residents, ensuring transparency, influence and accountability.

Within each area there are key markers to look for and it is these areas that help to evidence continuous and consistent commitment to effective resident engagement.

What is involved in a DIY Engagement Review for Tpas members

- It is a series of reflective questions for you to consider and decide if you feel engagement in your organisation meets the standards, or whether there is room for improvement.
- We advise that you take the time to discuss each theme with key staff and tenants involved in that area – each theme should take around 30 mins to an hour to consider how you feel you meet each criteria, and record observations/comments.



What are the benefits of completing the Review?

- If done honestly it provides an overview of where you fit as an organisation against the Tpas National Engagement standards.
- It provides an opportunity for meaningful conversation between staff and tenants to highlight areas of good practice in tenant engagement as well as providing a useful tool for identifying potential areas for improvement within your organisation.
- It can provide evidence to gain further investment and resources.
- Once completed you can utilise your Tpas Time hours included in your membership to request a review from a member of our Consultancy and Training team, who can talk you through where you are and what next steps could be on your Journey
- This is a FREE resource for Tpas Members to identify the opportunities, levels, range and extent of tenant engagement activity within their organisation.

When can the Review take place?

Anytime! For current members, it can be downloaded via the members' area on the Tpas website. It is automatically offered to new members as part of the package of benefits.

What next?

The free DIY Engagement Review is one of a suite of support packages to help Tpas members evidence an understanding of their engagement approach and develop their own pathway or journey to excellence. Once you have completed the review you may want to move onto other improvement tools offered by Tpas, such as the Scrutiny Assured Quality Mark, Smart Review or Accreditation - more details are provided at the end of this document.



Review – self-reflection and scoring

Governance and Transparency	Criteria met?
Key areas to consider	Yes / No / Partial
1. Is there a clearly stated role/roles for tenant influence in the governance and management arrangements? • Was this agreed with tenants. • Are tenant roles in governance widely publicised (website, newsletters, staff, etc.) • Are any recruitment activities open and tailored to the diversity of your resident base.	
2. Are tenants able to effectively hold the organisation to account? • Does the organisation make it clear that it is open to being held to account by tenants. • Does the organisation provide accessible key performance information to tenants. • Are tenants involved in risk-mapping.	
3. Are relationships based on openness, honesty, transparency, and respect? • Does the organisation ensure staff have the appropriate skills, knowledge and behaviours to engage effectively with tenants (including the requirements of the Competence and Conduct Standard). • Is Equality, Diversity and Inclusion training/mentoring in place to mitigate for any negative stereotyping, unconscious bias, and to ensure understanding of different needs. • Are systems in place to challenge and deal with inappropriate language and behaviours?	
4. Is the organisation transparent? • Do you engage with residents on key compliance areas e.g. Building Safety. • Do you ensure consultations are accessible and inclusive to enable the full resident base to respond. • Do you make the obligations C expectations of the Regulator of Social Housing clear to residents.	



Governance and Transparency

Area	Observations / Comments
1.	
2.	
3.	
4.	

Desktop Response (Tpas to complete)



Scrutiny	Criteria met?
Key areas to consider	Yes / No / Partial
1. Can you evidence that your scrutiny model respects the 5 key principles below? • Independent – scrutiny reviews are evidence-based and carried out separate from the governance function, but with close links. • Inclusive – scrutiny activities understand the diversity of the resident base and use opportunities to engage more widely, including those with recent lived experience, removing barriers to engagement as well as embedding equality, diversity and inclusion into its activities. • Positive – scrutiny is solution-focused, identifying good practice as well as areas for improvement. • Constructive – scrutiny is conducted as a ‘critical friend’ with meaningful recommendations focused on impact. • Purpose – the role, responsibilities and activities relating to scrutiny are clearly communicated to staff and residents.	
2. Does your scrutiny model reflect the organisation’s commitments? • Does the organisation make it clear that it is open to being held to account by tenants. • Does the organisation provide accessible key performance information to tenants. • Are tenants involved in risk-mapping.	
3. Does your scrutiny model meet your residents’ needs? • Can you evidence that equality, diversity and inclusion considerations are built into your scrutiny model and processes? • Do you ensure that all residents understand what scrutiny does and can achieve?	



Scrutiny

Area	Observations / Comments
1.	
2.	
3.	

Desktop Response (Tpas to complete)



Business and Strategy	Criteria met?
Key areas to consider	Yes / No / Partial
1. Does your Engagement Strategy and Framework sit across the whole organisation? • Is the approach to engagement consistent across service areas. • Do all staff understand the strategy and framework and their role within it. • Was it co-created with staff and residents.	
2. Do you provide a range of meaningful opportunities for residents to engage and influence? • Does the organisation make it clear that it is open to being held to account by tenants. • Does the organisation provide accessible key performance information to tenants. • Are tenants involved in risk-mapping.	
3. Can you evidence the impact of tenant engagement? • Is there a mechanism for recording impact adopted by all areas of the business? • Can you demonstrate that outcomes are fair for diverse groups and those with protected characteristics. • Do you publicly share the improvements made due to resident engagement.	



Business and Strategy

Area	Observations / Comments
1.	
2.	
3.	

Desktop Response (Tpas to complete)



Complaints	Criteria met?
Key areas to consider	Yes / No / Partial
1. Do you encourage complaints? • Are there are range of accessible ways for tenants to complain. • Do you promote how to make a complaint. • Do you advertise the Housing Ombudsman and explain its role.	
2. Do you use complaints to learn and improve? • Can staff explain the role complaints have in driving positive change. • Are tenants involved in your approach to complaints.	

Area	Observations / Comments
1.	
2.	



Complaints

Desktop Response (Tpas to complete)



Information and Communication	Criteria met?
Key areas to consider	Yes / No / Partial
1. Does the organisation provide transparent and accessible information to ensure tenants are well informed and able to hold the organisation to account? - Are tenants actively involved in determining the information provided, the method, and frequency of communications. - Does the information provide relevant information based on what is important to tenants.	
2. Are your communications tailored to meet the diverse needs of your tenants? - Do you use a variety of channels (e.g. newsletters, website, social media) to share information. - Is the format adapted to suit different needs.	

Area	Observations / Comments
1.	
2.	



Information and Communication

Desktop Response (Tpas to complete)



Resources for Engagement	Criteria met?
Key areas to consider	Yes / No / Partial
2. Are the resources available appropriate to the engagement framework? - Do residents take part in the decision-making around resources for engagement. - Is there a comprehensive and consistent approach to incentivising/rewarding involvement. - Do tenants have access to appropriate training, support and networking.	
2. Is engagement understood across the organisation? - Is engagement included in staff inductions. - Is engagement included in staff inductions. - Do all staff receive engagement training.	

Area	Observations / Comments
1.	
2.	



Resources for Engagement

Desktop Response (Tpas to complete)



Community and Wider Engagement	Criteria met?
Key areas to consider	Yes / No / Partial
1. Can you evidence your role in supporting local communities? • Can you demonstrate an understanding of the local needs of residents and communities. • Is there evidence that working in partnership in communities has influenced strategic planning and service improvement.	
2. Does your engagement approach provide a wide range of opportunities to enable all residents to influence? • How flexible are you to adapt your approach to encourage wider involvement. • How do you use tenant insight and information to develop opportunities. • Do you keep data up to date with regards to tenants' involvement preferences.	
3. Do you encourage tenants to engage in wider and national housing consultation and conversations? • Do you promote the benefits of being a Tpas member to all tenants. • Do you share information about wider engagement opportunities. • Do you support tenants to get involved in wider events, consultations and panels.	



Community and Wider Engagement

Area	Observations / Comments
1.	
2.	
3.	

Desktop Response (Tpas to complete)



Other Tpas support available

SMART Review

- **A structured review** designed to help organisations assess the maturity and effectiveness of their tenant engagement and influence arrangements.
- The process supports organisations to; reflect on how tenant engagement works in practice, identify strengths and areas for improvement, understand engagement maturity and develop clear improvement priorities
- It is not intended to be a compliance checklist. **It is designed to encourage honest reflection and learning.**
- The process consists of a short reflection on your organisation's tenant engagement approach considering the strengths of your engagement approach, areas that are still developing and your main priorities for improvement. The Tpas assessor will then review your self-assessment and evidence, discuss findings with key stakeholders, assess your organisation's engagement maturity across the SMART themes and produce a SMART report including strengths, improvement priorities and recommendations.

Tpas Landlord Accreditation

Tpas is the only organisation in England offering an accreditation focused on tenant engagement. The accreditation offers:

- **A clear framework of standards** that enables you to conduct a self-assessment and review your tenant engagement approaches.
- **An independent, external validation** of the scope and quality of your approach to involving residents in the design, delivery and scrutiny of the homes and services you provide against the **Tpas National Tenant Engagement Standards**.
- **A visible reference** that is clear to see on all your website letterheads, marketing materials, and publications.
- **A system that helps you to develop and maintain high standards for all your staff and partners**, protecting and building your reputation quality service across the sector.
- **Assurance that your approaches are inclusive**, evidencing your commitment to ensuring that your services meet residents' diverse needs.



Other Tpas support available continued

Scrutiny Support

Tpas helps tenants and organisations build scrutiny that is confidence, credible and influential – scrutiny that residents trust, staff respect, and decision-makers listen to. Our packages include:

- **Ignite Package** – launches or refreshes your scrutiny function with strong foundations covering establishing a resident-led scrutiny framework, associated documents/processes/toolkits, and tailored training
- **Elevate Package** – strengthens capability through specialist support and targeted interventions including tailored training, mentoring, report building and evidence-led reviews
- **Assure Package** – provides high-level diagnostic insight and a pathway to mature, consistent scrutiny practice with our Scrutiny Assured Quality Mark – **the only independent, evidence-based accreditation scheme that assesses your organisation's scrutiny arrangements.** The Quality Mark offers independent validation and scoring and the provision of an improvement roadmap.

Contact Tpas

If you are interested in any of these products, or other support from Tpas, please email consultancy@tpas.org.uk for more information.

A member of the team will then arrange to meet with you to discuss your requirements in more detail and develop a tailored proposal with costs.





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