

Member Spotlight

April 2023



TPTracker





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We asked Jamie Owen at [TPTracker](#) to share what they are up to. If you'd like to contact Jamie about any of the below, click [here](#)

Give us a little known fact about your organisation.

TPTracker is celebrating 20 years in business this year. Our software has been specifically developed for the needs of social housing providers and incorporates several toolkits that help our clients to engage effectively with their tenants.

We take a very modular approach to our services so that whether you're involved in resident support, community engagement or part of a tenant survey team, you can track and evaluate responses and participation from customers. It can also be used as a multi-team solution, with an annual licence fee that has no limit to the number of users.

Initially designed as a contact database, TPTracker has been developed over the years into a much more comprehensive CRM system that can be integrated with in-house databases or used as a stand-alone package. This includes modules for surveying and reporting – ideal for assessing Tenant Satisfaction Measures.

Multi-channel surveying options can be added at any time and our easy to use intuitive software provides reporting options to help assess value and overall results.

We pride ourselves on our customer service and attention to detail and offer friendly advice to clients using our extensive experience. Our support team, programmers, data servers, and designers are all UK based so provide hands-on easy access to clients.

Tell us about a time that engagement has made a difference to your services or communities?

The pandemic enabled the capabilities of TPTracker to really shine and was a vital tool to help our clients communicate and engage with their tenants. Social housing providers used our software to manage tenant interactions, using our tools to inform them of restrictions in place and most importantly, check in with individuals to make sure that they were ok or if assistance was required.

Customer responses logged on to the cloud based database created actionable feedback that helped both resident and community involvement teams to navigate this challenging time in everybody's life.



What are you currently working on when it comes to engagement?

We always use client feedback to help develop our online software platform. We are taking steps to improve the graphics available within our survey module so that interpreting data becomes even easier as well as improving the client experience when recording engagement.

We're also focused on ensuring social housing providers can swiftly and easily set up our software for their organisation so that they are fully prepared for Tenant Satisfaction Measure reporting. Our support team provides hands-on training and set up, working with IT teams when required to integrate in-house databases with our software.

Why did you decide to join Tpas?

We have been delighted to join Tpas as an affiliate member as we recognised that the organisation's values were very closely aligned with our own. We want to champion the benefits of engagement and help our clients to continuously improve how they interact and record communications with their tenants.

What is your top engagement tip?

Our top engagement tip would be to always make sure that you are communicating with your tenants in their preferred method of communication. We'd also recommend planning interactions in a timely way so respondents do not feel they're being pestered, otherwise their responses will start to dwindle.

What's the one thing you are most proud of when it comes to engagement?

We're extremely proud of the TPTracker software as it has been shaped and designed through positive client relationships. Whenever we've planned to introduce a new development, we've first spoken to our clients and garnered their feedback. This client engagement has been invaluable to us and helped us to establish a platform that is fully geared to their needs and the best it can be in form and function.



Multi-team cloud-based software specifically designed for social housing providers.



Easy to use interface that can integrate with in-house databases.



Tailored modules to measure tenant engagement and resident support in the community.



Established over 20 years, excellent customer service and project management assistance.

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