



Here is our brand-new digital national training programme for 2026. Designed and built on our **seven national tenant engagement standards**. You can be assured that Tpas learning has all the key components of engagement excellence covered. Whether its preparing for a new regulatory framework and tenant satisfaction measures, or striving to make your existing engagement even better, our mix of webinar sessions and more traditional courses, all delivered by our experienced and engaging trainers, will get you there.

 Governance and Transparency	 Business and Strategy	 Complaints	 Scrutiny	 Information and Communication	 Resources For Engagement	 Community and Wider Engagement
Effective Challenging and Questioning	Housing Policy and Regulation	Meeting Current Expectations in Complaint Handling	Introduction to Scrutiny	Meeting and Committee Skills	Chairing Skills	Running a Successful Tenants Association
Holding your Landlord to Account	Building Safety and Engagement	The Housing Ombudsman Webinar	Productive Teams and Positive Engagement		Mystery Shopping	Equity, Diversion and Inclusion for Involved Residents
Creating a Positive Engagement Culture	Strategic Thinking and Decision Making	Investigating Complaints and Resolving Disputes	Performance Information and Data – A Guide for Customers		Dealing with Difficult Situations	Meeting and Committee Skills
Introduction to Being a Board Member of a Housing Association	Procurement and the Role of Customers		Ensuring Resident Scrutiny Works in Housing Organisations		Using Behavioural Insights to Increase Involvement	Finding the funds for Tenant/Community Groups
Role of Tenants on Council Housing Boards and Committees	Measuring Impact of Engagement				All About Engagement	
					Engaging with Shared Owners and Leaseholders	
					Finding and Managing Volunteers	

National Training Programme 2026

Simply visit our website www.tpas.org.uk/tpas-events/training-and-events to book your place and boost your knowledge and skills in 2026.