



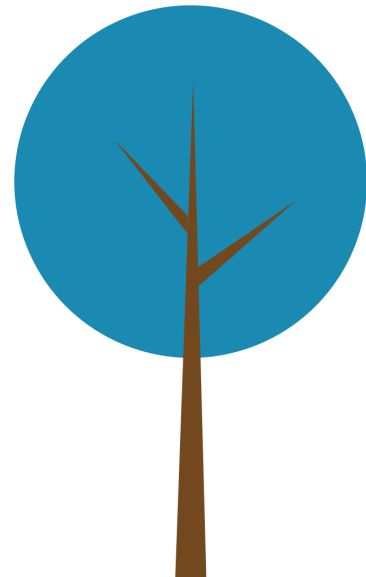
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The Big TPAS Cymru Governance themed Update

**David Lloyd
September 2021**

What I'll update you on.....

1. Governance support – existing support & ideas
2. Review of Regulatory Framework – Tenant feedback
3. National Tenant Survey Wales – 'Tenant Pulse' online survey community



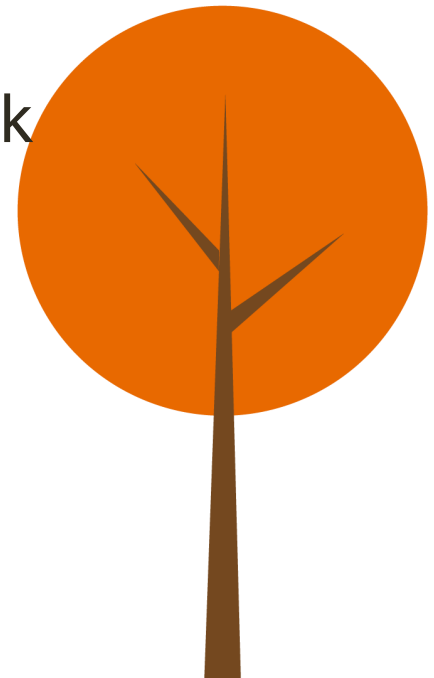


Governance support: existing support & ideas.



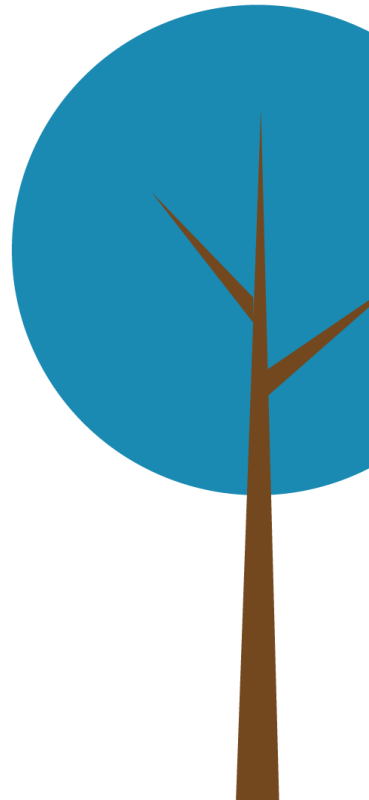
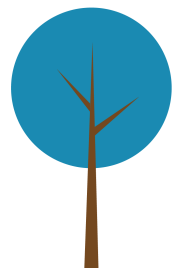
Governance support: examples

- Training workshops – programme and in-house. Examples:
 - How to be a tenant focused board and board member: The 5 'A's of good tenant focused governance
 - Thinking About Being a Board Member? All you need to know.
- Policy awareness sessions – e.g. Decarb Week
- Informal advice and information.
- Recruitment & selection - independent support
- Coaching/1:1 support – new board members



Governance linked support

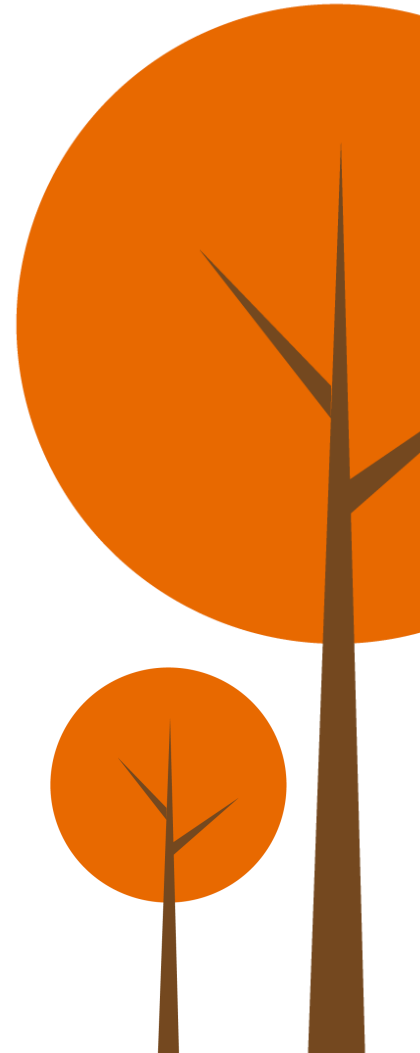
- Growing emergence of newly established Tenant Groups linked to governance – Committees /sub-board.
- Initial advice – reality check!.....
 - ✓ Purpose!! – what difference will it make? , what's it's remit?
 - ✓ Practical - how will it work? programme or work? Agenda content?
- Ongoing support – independent facilitation , mentoring , periodic review.






Governance support - ideas?

1. Forum/networking session for Tenant Groups linked to Governance – *Committees /sub-boards* etc - Tenants and/or staff
2. Session – “How to make the best links between tenants and boards” - examples of current practice
3. Session – How to involve tenants in strategic decision making.
4. ‘Desk top audit’ – governance links to tenants.

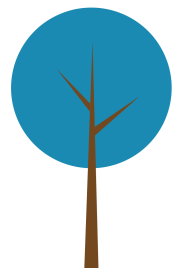


Regulatory Framework Review - Tenant Feedback

A photograph of a row of terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. A large, semi-transparent red rectangle is overlaid on the upper portion of the image, serving as a background for the title text. The scene is set under a clear blue sky, and a stone wall is visible in the foreground.

Q1. Are the revised Regulatory (Judgement) Statuses easy to understand....?

- ✓ *"The colour coding and explanation of compliant and non-compliant is helpful"*
- ✓ *"Red, amber, green is universal and more meaningful, user friendly."*
- ✗ "If a landlord is not fully complying, we as tenants should know, especially if failing in something like the safety of homes, they are our homes!".
- ✗ "Tenants should know what areas our landlord is not complying with, so that we can hold them to account and look to work with them to improve things".



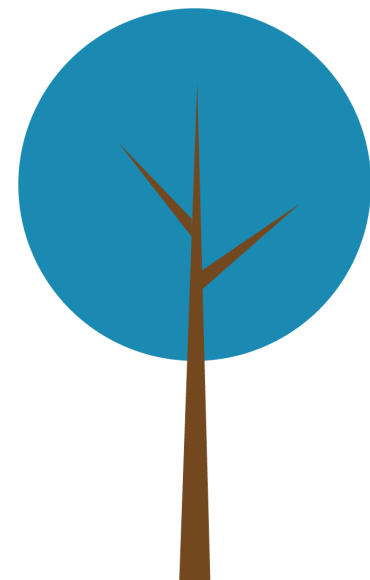
Q2. Are the revised Regulatory Standards easy to understand...?

- Some terminology used is not always familiar to those who do not work at a senior level in the sector.
- Language and terminology used doesn't help with understanding of what standards landlords should meet.
- ? Publication of a simpler/ 'easy read' version with more user-friendly terminology and explanation.
- ? Welsh Government should raise greater awareness of the standards with tenants - highlighting those standards which directly impact on tenants.



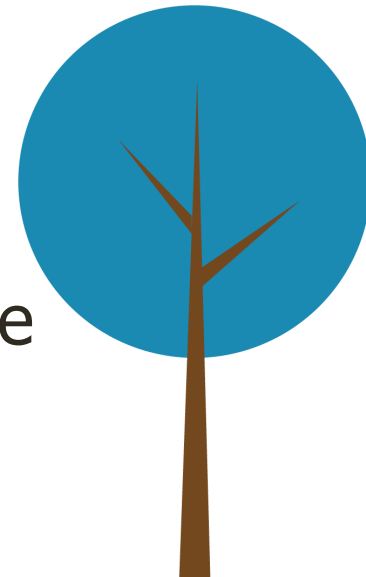
Q3. Do you agree the revised Regulatory Standards provide for tenants to have an appropriate level of influence and involvement?

- ✓ spilt between tenant involvement and high-quality services welcomed - positive way to emphasise the importance of tenant involvement.
- ✓ the focus on tenants through a range of the proposed standards was welcomed.
- ✓ 'outcome' that landlords will "demonstrate the difference involvement is making" was seen as positive .



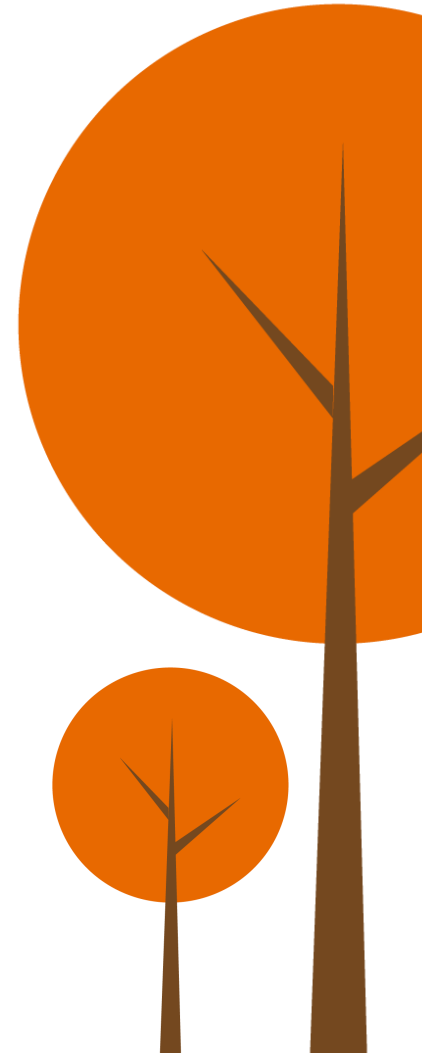
Q3. Do you agree the revised Regulatory Standards provide for tenants to have an appropriate level of influence and involvement?

- × *"As a tenant this standard doesn't make me feel empowered to have my voice heard....."*
- × *"Who will really decide what is 'appropriate', most likely the landlord?"*
- × Tenants knowing how the landlord is performing – accountability & transparency.
- × Opportunities for tenants to challenge / raise concerns and landlords to respond.



Q4. Do the range of outcomes in the revised Regulatory Standards reflect an appropriate range of RSL activities?

- ✗ **Complaint policy and complaint handling** – reference to landlords having a fair, inclusive and transparent complaint arrangements.
- ✗ **Anti-social behaviour prevention & support** - Landlords have effective ASB prevention and support services in place.





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A stylized illustration of a landscape. In the foreground, there are rolling green hills. On the left, three houses are visible: one is red with a black roof, and two are orange with black roofs. The houses have white windows. Behind the houses are several trees with circular canopies in shades of orange, yellow, and green. A large white cloud is in the top left corner of the image.

Tenant voice opportunities in Wales: Tenant Pulse

Tenant Pulse

- Wales wide insight programme managed by TPAS Cymru.
- Captures tenant views , sentiment and what matters the most to tenants from social and private housing in Wales
- Anonymous but users often can be profiled on factors such as tenure, LA area, particular landlord, diversity etc
- Results help shape services and policy

Tenants can sign up, view current surveys and past reports at www.tpas.cymru/pulse



National Tenant Survey 2021

- The latest is an all Wales, cross-tenure National Tenant Survey. Plan is to repeat annually each summer.
- It focused on tenants views of their home and their community. Designed to really get to heart of what matters most to them.
- Great response inc. private renters. This is important to help establish base lines and areas of similarity and difference including the tenant/landlord relationship.
- Due to be published in 2 weeks with supporting briefing sessions and discussion sessions.



Exclusive!

- The sector must remember the core services ; repairs, damp, building fabric, affordable rent setting, value for money etc.
- Lockdown has made people look at their home in a new light. People want better gardens, more space, and stronger action on anti-social behaviour.
- Retrofit and other decarbonisation projects offer significant opportunities to address energy efficiency & fuel poverty, but we need to ensure we have the efficiency basics right and not exasperate issues like damp/mould, which still remain an issue for many.
- Tenants want better communications and more of a say in shaping services.



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