



TENANT ENGAGEMENT EXPERTS

tpas



Tpas – working with us

What to expect and how we can help

This is a guide for tenants, residents and communities who are working with Tpas during major changes affecting the future of their homes, management, ownership or area regeneration.

The aim of this guide is to set out our offer, standards and principles that underpin our service.

Who We Are

We are independent advisers working with you and your housing provider during this important change. We are completely separate from the your landlord—we don't work for them, we work for you and other residents.

Our job is to make sure your views, concerns and ideas are properly heard and genuinely influence decisions. We'll be at drop-in events, running surveys, and available to chat one-to-one on the phone or via email if that's what works for you.

What We Offer You

- **Independent support:** We listen to you without bias. We're not here to persuade you or push a particular view—we're here to understand what matters to you.
- **Information you can trust:** We provide clear, honest information about what's happening and why. We'll explain things in plain language and answer your questions.
- **Multiple ways to have your say:** Whether you prefer coming to events, chatting on the phone, completing a survey, or having a one-to-one conversation, we can work with you.



- **Accessible support:** We can provide large print, translated materials, or chat in a way that works for you. If you need extra support, just let us know.
- **Confidentiality:** What you share with us is handled carefully. We won't use your name or details without your permission.

How You Can Get Involved

There are lots of ways to have your say:

- **Drop-in events:** Come along at a time that suits you. You don't need to book in advance. We'll be there to chat about the changes and answer questions. Daytime and evening sessions available.
- **Online survey:** Prefer to fill in a form? We have an online survey (takes about 10-15 minutes) or paper version if that's easier.
- **Phone or email:** Want to chat over the phone or send us a question? We're here to help and will get back to you quickly.
- **One-to-one conversations:** If you'd prefer to talk things through privately, or if it's hard to get out, we can arrange to meet with you or chat at home.
- **Representative group meetings:** Want to get more involved? We're recruiting residents to join a representative group that will have regular meetings and help shape key decisions.

What Happens to Your Feedback

Your feedback won't just disappear. Here's what we do:

1. We gather views from lots of residents through surveys, events, conversations and meetings
2. We analyse what we've heard and identify the key themes and concerns
3. We report back regularly to residents and leadership, showing what we've learned
4. We make sure your views are considered when decisions are made
5. We pull together a final report with clear findings and recommendations

Our Standards

Here's what you can expect from us:

- We will always be honest and upfront with you
- We will never make promises we can't deliver
- We will keep what you tell us confidential (unless there's a safety concern)
- We will listen without judgment
- We will represent your views fairly, not our own opinions
- We will be transparent about how we work and who we're talking to



- We will challenge misinformation and provide facts
- We will make sure everyone has an equal opportunity to have their say—no one gets left out

Getting in Touch

Want to chat or have questions? We're here to help.

Freephone: 0800 731 1619

Email: merger-consultation@tpas.org.uk

Or come to one of our drop-in events

Calls returned within one working day. Emails answered within two working days.

What if You Need Extra Support?

We want everyone to have their say, so tell us if you need anything to make it easier:

- Large print or different formats
- Information translated into another language
- An interpreter or advocate
- Extra time to understand information
- One-to-one conversation instead of a group event
- Any other adjustment that would help

Just let us know. There's no such thing as too much to ask.

Your Rights

- You have the right to be heard and have your views respected
- You have the right to information that's clear and honest
- You have the right to access support that helps you participate
- You have the right to confidentiality
- You have the right to change your mind
- You have the right to know how your feedback is being used

Have Questions?

Common questions we hear:

- What exactly is changing and why?
- What does this mean for me and my home?
- How will my views be used?
- Can I get involved in decisions?



- What happens if I disagree?
- How long will this process take?

We're happy to answer any of these—just ask at a drop-in event, call us, or email. No question is too small.

We're here to listen. Your voice matters.

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