



T_{PAS} & chat
Listening to you & acting!

Where: Grampian Housing Association
When: Friday, 3 June 2011
Between: 2.00pm - 4.00pm

Tenants, staff and members invited to T & chat.

We listen to Council and housing association tenants, staff and members. Tell us:

- How we can help you
- How you prefer landlords to consult
- What is important to you
- Where tenants have improved services

Please come along, we are eager to hear from:

- Young tenants
- Families
- Councillors and Board members
- Tenants with physical or sensory problems
- Tenants from different ethnic backgrounds
- Sheltered housing tenants
- Front line housing staff
- Anyone who is or has been homeless
- Senior managers

**All Views
Matter At
TPAS**

We would love to meet you and hear your views. You're welcome if you're in a group or would never wish to be part of one – your views still matter to us. We will use your views to improve our services and increase tenants' influence over landlord's services.

It costs nothing to come along, take part – it's free!

If you would like to come along please let us know, so we have enough biscuits, by phoning Elaine on 0141 552 3633 or email elaine.scoular@tpasscotland.org.uk, but you can just turn up. Visit our website or [facebook](#) for further details. www.tpasscotland.org.uk

What TPAS does

Something for all

We're a membership run organisation working with Scottish tenants and landlords across Scotland from the Borders to Shetland. Our aim is to maximise tenants' participation in services and building communities.

We offer:

- Information and training on what is important to you
- Support tenants to be involved in way that suit them
- Advice and help to develop strategies and policies
- National, area and local conferences and events
- Independent tenant advice
- Help to plan and carry out tenants' events
- Testing customers' experience of services via focus groups, surveys
- Newsletters and briefing papers
- Dedicated help with Tenant Led Inspections and Mystery Shopping
- Landlord Accreditation
- Contractors Accreditation

Write to:

TPAS Scotland
74 -78 Saltmarket
Glasgow G1 5LD

View our website to find out more:

www.tpasscotland.org.uk

Call: 0141 552 3633

Email: enquiries@tpasscotland.org.uk

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