

Grampian Housing Association – Excellence in Participation

Grampian Housing Association has become the latest landlord to achieve TPAS Accreditation, reflecting their commitment to customer involvement. Colin worked closely with Grampian's customers, staff, and Board members during January and February working towards meeting the Accreditation criteria.

The past few years have seen Grampian Housing Association introduce many improvements in the way it involves its customers. Its customer panel "Count me in" has proven very effective in consulting with customers. Building on this success, their newly developed participation strategy has introduced further innovative methods of engaging with customers such as "village voices", a method of consulting with communities through elected customer representatives.

During the combined audit and accreditation, focus group discussions were held throughout Grampian in Aberdeen, Huntly, Peterhead and Elgin. The results highlighted an excellent approach to engaging with customers, specifically in rural settings, with significant resources in place to remove barriers to participation.

"Grampian Housing Association has effectively removed barriers to participation. There is a range of ways for its customers to get involved both within formal groups and as individuals. Customers are able to choose the level of involvement that suits them and are experiencing the benefits". - Colin Cassie, TPAS

TPAS Accreditation is a service aimed at social landlords and other housing organisations. It recognises organisations that deliver best practice in involving tenants and other customers. In return, qualifying organisations receive the recognition they deserve, as well as structured feedback and recommendations from TPAS.

If you would like more information about TPAS Accreditation please phone us on 0141 552 3633.

Photograph to follow.

