

TPAS SCOTLAND ACCREDITATION



This year we're launching a brand new product called TPAS Accreditation. It is a robust and structured process for assessing how well organisations involve tenants and residents in their services.

Who is TPAS Accreditation for?

TPAS Accreditation is aimed at landlords and contractors. The requirements for landlords and contractors are naturally different, although both follow the same process which is outlined on the back of this flyer.

Becoming TPAS Accredited

There are certain steps that take place in the accreditation process.

Organisations are asked to complete a self assessment framework explaining how they involve tenants and residents. They will have to demonstrate how they pass certain 'competencies' in resident involvement. There are 11 competencies that landlords have to pass and 10 for contractors.

We will then hold 'focus group' interviews with tenants, staff and other key stakeholders. The aim of these sessions is to 'test' whether resident involvement measures are running as intended.

A feedback report will be completed explaining whether organisations have passed or failed the required competencies. If your organisation fails certain elements we will outline what measures should be put in place to meet the required standard and revisit you in 3 to 6 months.

Is TPAS Accreditation independent?

When we have made our initial assessment, the process will be reviewed by an independent scrutiny panel. The scrutiny panel will consist of three individuals that were not involved in the assessment process.

The panel will be checking to see whether the assessment process is robust and whether they agree with our findings.

What are the benefits of accreditation?

We are recognised as an expert in promoting resident involvement. Our accreditation will highlight that your organisation involves residents effectively and flag up any opportunities for improvement.

How can I find out more about TPAS Accreditation?

For more information please speak to a TPAS staff member or contact us at 74-78 Saltmarket, Glasgow G15LD. Telephone 0141 552 3633 Fax 0141 552 0073 or email enquiries@tpasscotland.org.uk

Organisations that successfully complete our criteria will qualify for our prestigious Accreditation mark for 3 years

How do organisations qualify for this award?

