

## TPAS Landlord Accreditation Go for Gold!

TPAS Landlord accreditation recognises and rewards excellence in tenant participation. It provides a full critical assessment of landlords' tenant participation practices, recognises best practice, identifies opportunities for improvement and provides recommendations.

TPAS accreditation provides landlords with an accurate and independent assessment of how well they are involving tenants. We provide recommendations for improvement, which landlords can work towards over the subsequent years. Our recommendations are based on findings that we have gathered from staff and tenants, giving you assurance that your tenant participation strategy is shaped by your tenants and other customers.

Accreditation is awarded as **bronze, silver and gold grades**. We accredit landlords based on 10 tenant participation standards. These are measured on a 6 point scale, against set criteria, allowing us to grade your performance. Additionally, we can involve your tenants to measure and 'score' how well you're achieving the standards.

Our landlord accreditation is one of the best ways for you to review your tenant participation strategy, carry out a health check, or improve the way you involve tenants. And if you're confident about how well you're doing already, why not go for gold?

If you'd like more information, or want to have an informal chat about what's required, just give us a call. Tel 0141 552 3633 or email [enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk)

### The 10 Accreditation Standards

1. The landlord has a tenant participation strategy
2. The landlord provides good information to tenants
3. There are effective tenant involvement structures
4. Tenants are involved in making decisions
5. The landlord works in partnership with tenants
6. Tenants are involved in the scrutiny of their landlord's performance and self-assessment
7. There are sufficient resources and support to enable tenant participation
8. Staff have good awareness of tenant participation
9. The landlord has realistic timescales for tenant participation
10. The landlord is committed to promoting equal opportunities



## Key Stages for TPAS Accreditation

The key stages for landlords to achieve TPAS Scotland Accreditation are outlined below:

1. You will complete a self-assessment framework, 'score' your performance for each accreditation standard and compile documentary evidence to support the self-assessment. This forms the basis of your submission.
2. TPAS will use information in your submission to carry out a series of focus group discussions to identify the views of staff, tenants and other customers.
3. We will carry out a desk top assessment and produce an interim report providing an overview of tenant participation policy and practices in relation to our accreditation standards. TPAS will discuss findings with you and seek additional evidence or clarification if necessary.
4. Based on all the evidence gathered, TPAS Accreditation will be considered and awarded as appropriate by an independent accreditation panel.
5. We will produce a findings and feedback report, providing critical assessment and highlighting strengths and opportunities to improve your approach to tenant participation. The report will provide recommendations for improvement.
6. TPAS Accreditation, once awarded is valid for 3 years. If successful, you will receive a certificate, a logo to carry on publicity material and presentation of an award plaque at our annual conference.
7. If desired, we will return to your organisation to present our findings and recommendations verbally to all those that took part in focus groups and any other interested people.

## Measuring Performance against the 10 TPAS Accreditation Standards

The quality of tenant participation activities is evaluated against the following six levels of performance:

<b>Level 6 excellent</b> <i>Outstanding, sector leading</i>	<b>GOLD</b>
<b>Level 5 very good</b> <i>Major strengths</i>	
<b>Level 4 good</b> <i>Important strengths with areas for improvement</i>	<b>SILVER</b>
<b>Level 3 above average</b> <i>Strengths outweigh weaknesses</i>	
<b>Level 2 average</b> <i>Basic provision</i>	<b>BRONZE</b>
<b>Level 1 in development</b> <i>Requires improvement</i>	