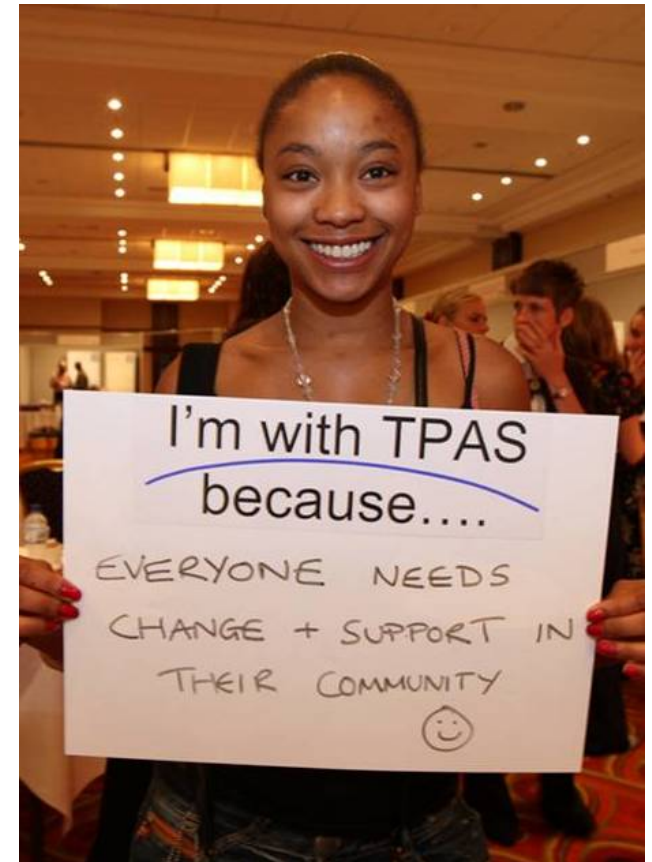


Tenant Inspection

Debbie Lucas
Head of Training

TPAS

- Membership organisation
- National, England
- 26 years old
- Aim to develop good tenant involvement
- Work with landlords and tenants
- Not for profit
- Training, events, consultancy, research and information



Our Expertise

- Audit commission – tenant inspectors
- Tenant Inspector toolkit
- Training throughout England
- Co-Regulation

What is Tenant Inspection

- Your projects?
 - Type
 - Key achievements
 - Difference made



Many types of inspection
Junior wardens

Hull CC – Tenant Quality Champions

- Council/HA received a good service
- Homeowners received a good service
- Insight into performance



Hull CC – Tenant Quality Champions



Housing Investment Team performance

- Repairs and maintenance
- Empty homes
- Planned works
- Gas servicing
- Communal maintenance

Integral to managing performance and improving service

Hull CC – Tenant Quality Champions

- What's improved?
- The quality of work
- Satisfaction
- Tenant confidence



Thames Valley Housing

Resident Estate Inspectors

- More than estate walkabouts
- Tenant led
- Grounds maintenance and cleaning
- 132 inspectors/600 inspections a month
- Love where you live

Success



- Significant improvement in cleaning and grounds maintenance
- Increased satisfaction
- Co regulation working

Why it Works

- Partnership approach
- Dedicated staff
- Good training
- Support
- Annual event
- RI rep at contractor meetings





Stafford and Rural Homes Initial 2 day intensive Training Session

Stafford and Rural Homes Customer Inspectors

- Repairs (x2)
- Lettable standard (x2)
- Aids and Adaptations
- Estate Walkabouts
- Communication in Asset Management
- Independent Living Service
- Garden assistance scheme (Age UK)

Inspection Projects

- Plan for an outcome
- Variety
- Partnership approach
- Tenant Led
- Dedicated support
- Communication

Comments and Questions

