

Tenant Services Authority - Have your say

This is your chance to have your say about standards in social housing. The Tenant Services Authority (TSA) is the new regulator for homes owned by housing associations and co-ops. From spring 2010, they are likely to be responsible for local council and arms-length management organisation (ALMO) landlords too.



The new regulator for Affordable Housing whose goal is to raise the standard of services for tenants.

The first thing the TSA needs to do is draw up a brand new set of standards for all social landlords. These standards are very important, as the TSA will be monitoring how landlords do in achieving them – and taking action against any who don't.

The TSA is going to listen to tenants, and prospective tenants, across England, to help them understand what you want to see in the new standards. It is calling this the **National Conversation**, and it started on Monday 19th January 2009.

This is your opportunity to help set the standards for all social landlords and make sure that services for tenants continue to improve. So do get involved. There are lots of ways that tenants, and prospective tenants, can take part in the **National Conversation**. The TSA will be holding regional events for a number of tenants and other events for landlords. Landlords are being asked to nominate tenants to the regional events and they will have details of how you can get involved.

The TSA would also like tenants to get involved in **Local Conversations**. To find out about events in this area, contact your landlords. Local conversations don't have to be formal – they could be a group of tenants getting together over a cup of tea in somebody's home or in a community centre. If you would like to organise your own event, you can order a resource pack from the TSA on 0845 230 7000 (Option 1) and get more information on the website: www.nationalconversation.co.uk