

TENANT PARTICIPATION ADVISORY SERVICE

CASE STUDIES 2025/26



OVERVIEW

In August 2025, and following a thorough assessment, we were proud to be awarded an accreditation in Tenant Engagement by the Tenant Participation Advisory Service (Tpas).

As England's leading tenant engagement experts, Tpas promote, support and champion tenant involvement and empowerment in social housing and their membership base covering around three million homes.

Our accreditation in Tenant Engagement, which last for a period of three years, meant that Tpas have thoroughly assessed how we engage and involve our tenants, and found that we're doing enough to meet their standards. The pass rate for accreditation is 80%, with us scoring a proud 97%, our highest score ever.



THE ACCREDITATION PROCESS

Our bid for accreditation was led by our Tenant Scrutiny team, with Tpas meeting with colleagues and tenants to discuss our approach to tenant engagement, and also being present at our Involved Tenant meetings.

As part of the process, we also submitted evidence to show our tenant engagement across seven themes:



- **Governance and transparency**



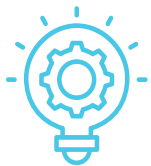
- **Information and communication**



- **Scrutiny**



- **Resources for engagement**



- **Business and strategy**



- **Community and wider engagement**



- **Complaints**

Our work was praised in a variety of areas, all of which contributed to the accreditation. The Tpas team commented specifically on:

- **Our governance and transparency**
- **Our responsive approach to tenant feedback**
- **Tenant involvement in recruitment and induction days**
- **Our tenant scrutiny model and high quality reviews**
- **Demonstratable outcomes and impact**
- **Intervention schemes and locality work, and;**
- **Community engagement and interaction**

WHAT DID OUR TENANTS SAY?

Below are just some comments from our tenants who took part in the process with Tpas:

"I value being involved personally, and making a difference to the community"

**"Working together, with not for MH'.
'The framework is working perfectly"**

"I love being involved. We can challenge them; they listen and act"

"Seeing a real shift in the last five years, the change is earth shattering"

"Before MH had to, now they do it because they care"



WHAT ARE THE NEXT STEPS?

Although we achieved 97% in our assessment, we also received a number of recommendations from Tpas that they felt could improve our approach to tenant engagement even more.

Three of these recommendations were:

- Providing extra information around how tenants can access the Independent Housing Ombudsman
- Making sure we provide information about My Voice in different ways to reach our diverse tenant base, and;
- Introducing an independent tenant advice service to consult on significant changes to our services

We'll be working internally on every Tpas recommendation to understand how we can implement some of these and the value it would add to our tenant engagement offering.

We hold our Tpas accreditation for three years, at which point we will be re-assessed.







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