

Date
28th June 2010

And the winner is..... New Charter Housing Trust Group

When it comes to success through teamwork then a certain Mr. Capello should pay a discreet visit to New Charter Housing Trust Group, their team just can't seem to stop their successful run of winning awards.

Earlier in the year the company were named 6th in the prestigious Sunday Times Best Companies to work for, most improved company in the UK, winners of 3 Gold awards from RoSPA and now they have been awarded the TPAS landlord accreditation.



New Charter's Tenant Participation Manager Louise Heenan says:

"Everyone has worked extremely hard to gain this accreditation and I am really proud to say we have formally achieved this kite-mark in resident involvement. It has proved that through providing a wide range of involvement opportunities and empowering our tenants we have made a difference, and that the culture here at New Charter has a clear resident involvement ethos throughout the whole organisation."



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Press Release



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Over the past 12 months New Charter has been through a vigorous process involving:

- An independent assessment of the organisation's performance in engaging residents.
- Validation of landlord self-assessments against the Accreditation standard.
- Inspecting and evaluating resident involvement against the challenging Accreditation standard.

A lot of hard teamwork has gone into this project and it has paid off with New Charter now having the landlord Accreditation in place for the next three years. An accreditation that only a handful of organisations hold.

The Tenants Participation Advisory Service (TPAS) act as the vital hub between tenants, landlords and Government helping create successful relationships.

Editors Notes:

- Achieving TPAS Accreditation involves organisations opening their doors to independent scrutiny of how tenants are involved in influencing their housing service.
- The TPAS **Resident Involvement Quality Standard (RIQ)** is new and it assesses the approach to resident involvement and helps organisations deliver continuous improvement. The approach has been developed through partnership with Central Government, the Audit Commission, Chartered Institute of Housing (CIH), National Housing Federation (NHF), Tenants and Residents Organisations of England (TAROE) and the leading Tenants organisations. The Accreditation has only been achieved by a small number of Housing Organisations.



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