



Copy for tenant's newsletter

Can you help?

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 arm's-length management organisation (ALMO) landlords too.

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 Tenant Services Authority is going to listen to 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 will start on 19 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 tenants can take part in the **National Conversation**. We will be holding a series of regional events for a number of tenants and other events for landlords. We are asking landlords to nominate tenants to the regional events and they will have details of how you can get involved.

We'd also like tenants to get involved in **Local Conversations**. To find out about events in your area, **contact your landlord**. 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'd like to organise your own event, from 12 January onwards, 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**