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**Assessment Criteria and Nomination Form for:**

**COMMUNICATING WITH TENANTS AND RESIDENTS**

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| **Assessment Criteria**  This award recognises how effectively a **social landlord** communicates with its tenants and residents/service users. This could include a range of communication methods such as video, social media, newsletters, Facebook live and, direct ‘in person’ contact in communities etc.  It could also include a specific communication project to raise awareness or understanding of a particular topical issue, for example - the Renting Homes (Wales) Act, fuel poverty, damp & mould  Tell us about how you communicate with your tenants and what difference it is making, such as; raising awareness of services or the support you offer, building relationships and understanding; or being accountable about your organisation’s performance and plans. This award is inclusive of all methods of communication.  Judges will consider:   1. The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication. 2. The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc. 3. Any lessons learnt | |
| * Please ensure that your entry is submitted by completing this nomination form and under the headings noted. The headings are the criteria which the judges will use. * Focus on the facts – we don’t need lengthy text, detailed bullet points are fine * Feel free to include supporting information e.g. share links to publications, flyers, websites etc * Please include at least one photo/image/screenshot. * Please also see Guidance Booklet for tips and conditions of entry | |
| **Interested in this category? Please complete the nomination form on the next page** | |
| **Title of Entry:** |  |
| **Contact name:** |  |
| **Contact number:** |  |
| **Contact e-mail address:** |  |
| **An aim of the Awards is to share good practice with others. Will you be happy for us to share your contact details? Yes**  **No** | |

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| **1a. The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during**  Type here |
| **1b. The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc**  Type here |
| **1c. Any lessons learnt**  Type here |
| **2. Any further information you would like to share, please include it here**  Type here |
| Please complete and return by noon 17th May 2023 to [iona@tpas.cymru](mailto:iona@tpas.cymru)  **No late entries will be considered**  **This event is kindly sponsored by:**  **Logo, company name  Description automatically generated** |