



Full details and criteria for the following award categories

1. NEW 'Tenants Influencing Decision Making'

This award recognises how effectively a social landlord has supported and empowered Tenants to influence key decisions. For example, this could include how Tenants have influenced significant decisions on topics such as the organisation's business/corporate Plans, Rent Setting, organisational structure, budget allocation.

Assessment Criteria: what to tell us...

- a) How tenants were supported and empowered to take part i.e. the methods used
- b) Any support offered to enable tenants to participate
- c) How the views of Tenants influenced decisions and the difference it has made or will make

2. Engaging Tenants in Environmental Initiatives/Projects (includes Net Zero / ORP projects)

This new award recognises a **landlord, organisation or community group** which has successfully engaged Tenants/Residents in initiatives which benefit the environment, globally or locally!

We want to acknowledge those who are supporting tenants to engage in and benefit from environmentally focused initiatives. These could include activities such as, e.g. involving tenants in using low energy heating; reducing carbon footprints; tackling the climate emergency; biodiversity/nature projects or sustainable living.

So, tell us what you have been up to and what others could learn from it.

Assessment Criteria: what to tell us...

- a) Outline how you have engaged with tenants/residents and provided support to be as inclusive as possible
- b) Outline the impact of the engagement to date and what the future impact may be - what difference has it made or will it make?

3. Involving Tenants in Designing or Reviewing Services

This award will be made to a **social landlord and/or tenant led group** who has successfully involved tenants/residents in designing or reviewing services e.g. shaping new services, identifying service improvements, scrutinising or testing services. This could focus on one or more services which tenants receive. Examples could include - repairs services, online services, complaints handling, reviewing service charge services.

Assessment Criteria: what to tell us...

- a) How tenants were included in designing or reviewing the service i.e. the methods used, any support offered to enable tenants to participate, how inclusive the methods for getting involved were
- b) How services have been improved as a result of the tenant involvement
- c) What difference it has made/will make - the outcomes of the involvement

4. Communities Supporting Communities

This award recognises and celebrates the achievements of a **community led group or project** that has supported other individuals or groups within their community. This support could cover examples such as: running community activities; providing local facilities; environmental/gardening projects, wellbeing support etc. It could be an ongoing initiative or a one-off community activity.

If something is being done by the community for the community, we want to hear about it!

Assessment Criteria: what to tell us...

- a) The type of support provided. How the needs of the communities/individuals were met
- b) The impact the support has had on individuals/communities – what difference it has made

5. Communicating with Tenants & Residents

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 or campaign to raise awareness or understanding of a particular topical issue, for example - fuel poverty, damp & mould, WHQS information.

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.

Assessment Criteria: what to tell us...

- a) The appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication
- b) The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc
- c) The difference the communication has made

6. Resident Support/Advice Programme

This award will be made to a **social landlord** which is investing in and supporting tenants and communities. We are looking for well-established support/advice programmes that are helping residents to overcome challenges and enhance their lives and/or enhance opportunities.

Nominations should be able to demonstrate an effective approach to support/advice. We're looking at any themes, such as managing money and tackling debt to digital inclusion; tenancy support, warm hubs to education and employability.

What we want to see is evidence of the positive impact that the programme has had on the lives of residents.

Assessment Criteria: what to tell us...

- a) Evidence of the impact and positive outcomes for tenants, residents, or communities
- b) How the support/advice has been inclusive of those it serves.

7. Tenant of the Year

This award will be made to an individual **tenant/resident of a social landlord** who has made a positive contribution to Tenant and/or Community Engagement.

Assessment Criteria: what to tell us...

- a) The commitment and dedication they have shown
- b) What difference their commitment has made to the tenant community and/or groups they have worked with
- c) How inclusive they've been and how they've considered the needs of others

8. NEW Outstanding Staff Contribution

This exciting new award will recognise the commitment, enthusiasm and contribution by a member of staff who 'champions' Tenant Involvement within the landlord organisation.

This award will be made to ONE outstanding member of staff.

Assessment Criteria: what to tell us...

The judges will consider:

- a) Their on-going input and support to ensure that the Tenants Voice is heard within the organisation

- b) How the member of staff has encouraged and supported a range of different Tenants' voices – to be heard by the organisation
- c) The commitment to keeping Tenant Participation at the heart of the organisation and its culture

9. **NEW Outstanding Achievement Award - Tenant**

This important new award recognises a Tenant, who over many years, has put their heart & soul into Tenant Participation. Now's the chance to recognise and appreciate that person's long-term commitment and dedication.

This award will be awarded to ONE outstanding individual.

Assessment Criteria: what to tell us...

The judges will consider:

- a) The length of time of active involvement
- b) How they have demonstrated dedication and integrity
- c) The commitment they have shown to tenant participation and making a difference for all tenants