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**Assessment Criteria and Nomination Form for:**

**COMMUNICATING WITH TENANTS AND RESIDENTS**

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| **Category Details**  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 - 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:**   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. The difference the communication has made | |
| * Please ensure that your entry is submitted by completing this nomination form * Make sure you reference the assessment 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, websites etc * Please include at least one photo/image/screenshot. * Please also see Guidance Booklet for tips and conditions of entry | |
| **Please complete the nomination form on the next page** | |
| Title of your Entry:  *(this is what the nomination will be referred to in publications)* |  |
| Contact Details of person submitting the nomination: | |
| Name: |  |
| Telephone / Mobile number: |  |
| 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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| **PROVIDE FULL DETAILS OF THE NOMINATION**  **Make sure you clearly cover all of the information in the assessment criteria for the category**  Type here (there is an unlimited wordcount) |
| **Please include at least one photo/image/screenshot – embed here or email separately** |
| Please complete and return by noon 30th April 2025 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** |