

The Voice of Housing in the North joins the National Conversation!

Northern Housing Consortium (NHC), in conjunction with Housing Quality Network (HQN), have been appointed to assist the newly created TSA in the delivery of the National Conversation. The National Conversation is intended to capture information from tenants, providers and other key stakeholders to inform and shape the TSA's new standards framework, and to increase awareness of TSA's tenant-centred focus. The National Conversation will involve a massive programme of consultation with tenants, prospective tenants and shared owners.

Charlotte Howse, NHC's Director of Policy & Practice, commented, "We are very excited to be involved in such an important piece of work. The National Conversation will provide the opportunity to engage with thousands of tenants and will ultimately be instrumental in transforming the quality of service that is available for them. I'm sure TSA were impressed by our previous experience - we have a strong track record in delivering participative, community based research, and particularly in engaging hard to reach groups, such as our work with Gypsy and Traveller communities. We have some innovative ideas for how we will approach the National Conversation and we are really looking forward to working with HQN and delivering a successful series of enjoyable events."

TSA Chief Executive, Peter Marsh said, "I am delighted to bring together these specialist experts to support us as we work with all our partners and stakeholders to deliver our National Conversation. There are around 15 million existing and potential social tenants throughout the country. Listening to their needs and aspirations through this process will ensure they are right at the heart of the development of our new standards framework."

Ends.

Notes to Editors

1. The Tenant Services Authority (TSA) is a new independent regulator charged with promoting and championing the interests of tenants in social housing in England. Following the Housing & Regeneration Bill being granted Royal Assent in July 2008 the TSA will be formally launched on 1st December 2008.

2. The primary objective of the National Conversation is to capture information from both existing and prospective tenants, shared owners, and housing providers to directly feed into and influence the focus and shape of the TSA's new standard framework. The National Conversation will also help to raise awareness of the TSA's tenant centred focus on delivering improved services to tenants.