

TPAS Conference- Customer Experience

Six customers and staff travelled to Coventry to the annual Tpas conference. Let's hear some of their feedback.

Andy, Customer - I believe that our managers would benefit greatly from attending



I attended both days this year and thoroughly enjoyed meeting other people from other Housing Associations. Each day you can choose workshops to attend dependent on your interests. I enjoyed the community ambassador workshop and floor covering in social housing. Moving forward I would like to see more certified training for customers, but it was great to see how well we were doing.



Sharon, Customer. - Greatwell Homes are streets ahead, when it comes to scrutiny!

I attended the anti-burn-out scrutiny workshop, which was a real eye-opener. Greatwell Homes is doing the right thing and shows lots of good practices. The lady who led the workshop confirmed that we have it right, in the amount of Scrutiny topics, two a year is enough. We don't ask people to do more than they can do. 12 weeks is our limit; within that time, you can do as much or as little as you choose. We offer so much, from policy reviews to questionnaires to learning how to write reports. It's really your choice! We always ask how much time you have to commit; everyone is welcome, and it's a great place to make new friends!



Lorraine, Community Involvement Officer - Great learning & networking.



Well, where can I start. I attended day two with our customers who travelled down on the coach provided by Greatwell Homes. It is always great fun spending time with our involved customers. We all have such a good relationship that have built up over the years, which is great. From a staff members point of view, for me it is the learning I can bring back, and how this can be applied. Great speakers from the Housing sector, totally enjoyed!

Lauren - New involved customer.
First time to the conference.

I am new to Customer Involvement, and was excited to be invited to travel to Coventry to the TPAS Conference, I didn't know what to expect. It was great travelling with the other customers and this experience has taught me a lot. I sit on the Scrutiny panel and it was great hearing all the positive comments about Greatwell Homes. I would definitely do this again.





TPAS Conference July 23



Gemma, Community Involvement Officer - Great to hear industry news

It was a great experience meeting staff of other Housing Providers face-to-face, instead of emails and video calls like usual. I also liked hearing industry news and updates, its always good to look at the bigger picture. Learning about preventable repairs was very insightful and learning how other Housing Associations operate was invaluable.



Lou - Customer Experience Manager- It was great spending time with our customers.

I enjoyed spending quality time with our customers and seeing first-hand where other Housing Associations and local authorities are sitting with complaint handling, repairs etc... One thing that I did take away from my time at TPAS, was just how well Greatwell Homes are doing in so many areas, we are a relatively small Housing Association, but what we have achieved so far, and what we do every day, to ensure our customers feel valued and listened too, I feel is outstanding, and that for me was very satisfying.

Catherine - Customer

I would have benefited more by going both days. It was talking to other Housing Associations, getting ideas for working smarter, videoing the properties when we have void properties, and allowing prospective tenants to view the videos would save time instead of having to return so many times. Also, Places for People have trained mediators, including involved customers who facilitate mediation face to face or on teams for neighbour disputes. Just felt I could've got more out of it if I'd gone for both days. I only had two workshops, but I wish I'd had more.

For more information about Community Involvement, please get in touch with us: