

Press release

22 January 2009

Hackney Homes encourages tenants to join the national conversation

The Tenant Services Authority (TSA), the new regulator for homes has recently launched the *national conversation* to consult with tenants across the country about the services that they expect and Hackney Homes is encouraging all tenants to take part.

Having your say is simple and easy to do. All Hackney Homes tenants can take part in local conversations via their Tenants and Residents (TRA) meetings taking place throughout January to March.

Residents can also take part in two hour sessions taking place on 19 February 2009 at City Edge, Mare Street. To register to attend this, you can contact the Resident Participation Team on 020 8356 7845 or email getinvolved@hackneyhomes.org.uk

You may also want to organise your own local conversation in your area and Hackney Homes will support you with this. These don't have to be formal – they could be a group of tenants getting together over a cup of tea in somebody's home or in a community centre.

Details of other activities planned for Hackney Homes tenants are available via our website at www.hackneyhomes.org.uk and clicking on the link for Get Involved.

The Tenant Services Authority is going to listen to tenants across England to help them understand what you want to see in the new standards. This is your opportunity to help set the standards for all social landlords and make sure that services for tenants continue to improve. So do get involved.

For further information, check the website www.nationalconversation.co.uk

Ends

Press queries to Olaide Oyekanmi on 0208 356 3522, 0777 2565514 or email Olaide.Oyekanmi@hackneyhomes.org.uk

Notes to Editors

What is the Tenants Services Authority (TSA)?

The **Tenant Services Authority (TSA)** is the new regulator for homes owned by housing associations and co-ops. From spring 2010, they are likely to be responsible for local council and arm's-length management organisation (ALMO) landlords too.

The first thing the TSA needs to do is draw up a brand new set of standards for all social landlords. These standards are very important, as the TSA will be monitoring how landlords do in achieving them – and taking action against any who don't.

What is the National Conversation?

The Tenant Services Authority is going to listen to tenants across England to help them understand what you want to see in the new standards. It is calling this the **National Conversation**, and it will start on 19 January 2009.

This is your opportunity to help set the standards for all social landlords and make sure that services for tenants continue to improve. So do get involved.

How can I get involved?

There are lots of ways tenants can take part in the **National Conversation**. The TSA will be holding a series of regional events for a number of tenants and other events for landlords. We are asking landlords to nominate tenants to the regional events and they will have details of how you can get involved. Further information about this is available on the Hackney Homes website www.hackneyhomes.org.uk

We'd also like tenants to get involved in **Local Conversations**. Further information about this is available on the Hackney Homes website www.hackneyhomes.org.uk