



# Are you prepared to meet the challenge of co-regulation?

What does co-regulation, the involvement & empowerment standard and local offers mean to your organisation?



“ Nic worked with tenants and staff here to set us up, and he helped us to develop strong foundations.

Everyone remembers his dedication, commitment, and general housing knowledge as being first rate, and we continue to work with Nic. I have no doubt that he would be an excellent person to provide support to landlords and tenants in considering the TSA standards.

**Diane Bellinger -  
Chief Executive -  
Community Gateway Association**

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# Are you prepared to meet the challenge of co-regulation?

**What does co-regulation, the involvement & empowerment standard and local offers mean to your organisation?**

“ We have worked with Nic over many years, and have always found him to be practical, innovative, organised, industrious and hard working. He is someone who is good at understanding how to make relationships between associations and residents work, and he has high level strategic and political skill. Nic has contributed to shaping the TSA standards, and is definitely someone who could help residents and landlords understand them and get the best from them

**Dr Chris Handy OBE -  
Group Chief Executive -  
Accord Housing Group**

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April 2010 sees both the start of the Tenant Services Authority's co-regulation, ushering in an era of "robust self-regulation" with tenants, and the launch of the National Tenant Voice, focussing attention on empowerment.

**Open Communities is a national organisation that provides high quality advice and support to landlords and tenants. We can offer you a one day "standards" session to help:**

- understand co-regulation and the TSA standards
- reconsider methods of tenant consultation
- review and challenge your existing plans and approaches
- plan out how tenants and landlords will work together to develop your local standards and offers

Our standards team includes high quality staff all over the country and is led by leading national tenant representative and empowerment expert Nic Bliss. Nic has a long track record of working with tenants and landlords to help them work in partnership, and he was a member of the Tenant Services Authority working group that established the Involvement & Empowerment Standard.

**For further information or a brief chat, contact:**

**Nic Bliss at [enquiries@opencommunities.org](mailto:enquiries@opencommunities.org)**

**Freephone 0800 073 1051**



“ Nic is working with us to help us plan how we work with our residents to develop our standards. He has done some excellent work with us before, and his knowledge of the TSA and his approach is really useful to us in helping to develop our already strong relationship with our residents

**Juliana Crowe**  
**Director of Housing & Communities**  
**Rooftop Housing Group**



“ I've worked with Nic over many years, and I know him to be passionate about getting the best for tenants. But he is also practical and recognises that tenants need to work in partnership with landlords to get what they want. Nic is an ideal person to work with landlords and tenants on helping both to get the best out of the TSA standards.

**Michael Gelling -**  
**Chair, Tenants & Residents**  
**Organisations of England**



## Open Communities Standards team:



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“ Nic and Open Communities are working with us and our residents on our resident involvement approach. They have been particularly effective at explaining the TSA standards to a mixed audience of tenants, councillors and staff, and considering how we can apply them to meet our needs in Kingston.

**Simon Oelman –  
Head of Housing Management –  
Royal Borough of Kingston** ”

“ Nic is a top man in anything to do with housing. We would not have been in the position we are in today without the input he put in. He inspired us. His passion for getting tenants what they wanted helped us to get on the road

**Christine Blackett - Chair -  
Gateway Tenant Committee  
Watford Community Housing Trust** ”

“ We have been really pleased with the work that Open Communities has done with us so far. Their approach is helping residents to see how we can use the TSA standards to build a genuine partnership approach with our landlord and get our tenants what they want.

**Derrick Johnson – Chair,  
Kingston Residents Federation** ”