



Introduction to Resident Scrutiny and Inspection training

Monday 12th June and Monday 19th June

11am - 1.15pm lunch included



BRIGHTON & HOVE
SEASIDE COMMUNITY
HOMES

About Tpas

We're Tpas, England's leading tenant engagement experts. We've been representing our members across England since 1988 and our membership is made up of local tenants and landlord organisations, covering over 2.2 million homes.

We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Aims

An excellent introductory course to help you understand what scrutiny is and how you can be involved. If you are curious about why your landlord works the way it does and how to change things, this course is for you!

Learning Outcomes - on this course you will:

- Find out how scrutiny works and some of the fundamental principles
- Explore different methods of collecting evidence
- Scope an actual project
- Understand the Desk Top review aspect of scrutiny including hands on learning for your first topic.





PROGRAMME

Part One – Monday 12th June

11.00am	Arrivals and welcome
11.10am	What is scrutiny? What does it achieve?
11.30am	Exercise – a different way of looking at things.
12.00pm	LUNCH
12.15pm	How to do it – different methods
12.45pm	What do you need from your landlord?
13.15pm	Close

Part Two – Monday 19th June

11.00am	Arrivals and welcome
11.05am	Quick recap quiz
11.20am	Choosing a topic
11.40am	Desk to review
12.00pm	LUNCH
12.15pm	Scoping your complaints review – methods, timetable
12.45pm	Collecting results and report writing
13.15pm	Close