

National Conversation - phase two

Residents are invited to fine tune the Tenant Services Authority's draft standards.

The second phase of the Tenant Services Authority's National Conversation starts on 9 June and will run until 1 September 2009. This is your chance to help the Tenant Services Authority (TSA) fine-tune the standards it has drawn up for social housing landlords. These draft standards are based on what residents told the TSA earlier this year about the things that matter most to them.

the national
conversation

There are many ways you can take part. The TSA will be at a number of events this summer, where they will be talking to tenants and landlords. Details of where they will be and when and how you can join them are available online at: www.nationalconversation.co.uk

You can also get involved in the National Conversation using the [dedicated website](#). You'll find a short questionnaire you can fill in, or you can have your say on one of the forums or by uploading a video of yourself. You can also take part by texting short answers to questions on the website.

There's a document with more questions that you can download too, if you want to.

You can hold your own local events as well. The TSA has called these 'Local Conversations'. They don't have to be very formal – they could be a group of you getting together in somebody's home or they could be part of another meeting that's already been planned.

To help you, the TSA has put together [a resource pack you can download](#), which contains some important questions, information notes, a leaflet, a form to fill in and a prepaid envelope to send the form back in (you do not need a stamp).

Would you like to know more about how we are helping the TSA set standards? Contact [Tom Woodman](#) with any questions.