

Making Change Happen



Your chance to have your say about standards in housing



The Tenant Services Authority (TSA) is the new regulator / monitoring body for homes owned by housing associations.

The first thing the TSA needs to do is draw up a brand new set of standards for all housing associations. These standards are very important, as the TSA will be monitoring how housing associations deliver excellent services and taking action against any who don't perform.

The TSA is going to listen to tenants and shared owners across England to help them understand what YOU want to see in the new standards. It is calling this the National Conversation. Cosmopolitan can give you more information about this event or you can visit the TSA's website:

www.nationalconversation.co.uk



Cosmopolitan is committed to giving all of our tenants and shared owners the opportunity to get involved and we are holding our own Local Conversations. This is YOUR opportunity to get involved and help set standards for all housing associations and make sure that services continue to improve.

Cosmopolitan's Local Conversations:

You are welcome to attend any of the events listed below. Please contact Cosmopolitan's Resident Involvement Team for further details and to reserve a place. Contact details are on the back page.

Liverpool 3: John Moores University, Marybone Lecture Theatre,
5.30pm, Wednesday 11th February 2009

Sefton Park: Sefton Park Community Centre, Croxteth Drive,
Liverpool, L17
1.00pm Wednesday 25th February 2009

Liverpool 8: Date and venue to be advised

Runcorn: Halton Lodge Community Centre,
12.00 noon Tuesday 3rd March 2009

Olive Mount: Olive Mount Community Centre, Wavertree,
1.00pm Tuesday 10th March 2009

The TSA wish to complete the process determining the standards for tenants and shared owners by 12th March 2009. This is a tight time-scale and some of the dates and times may not be convenient for you.

If you are unable to attend any of the above Local Conversations and you would like us to arrange an event in your area or provide further information, please contact the Resident Involvement Team.

If you would like information in another language or format, please ask us:

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه

Haddii aad rabtid in warar lagu siyo hab luuqadeed o kale, fadlan na soo waydiiso.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Resident Involvement Team:

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