



## Tenant Services Authority (TSA)



The Tenant Services Authority (TSA) was launched in December 2008, taking over the regulatory powers of the Housing Corporation, with a goal of raising the standards of service for tenants.



TSA is responsible for ensuring that social housing landlords provide decent homes and services to their tenants. Its remit includes social housing that is provided by local authorities and by private bodies.



### What did we do for the TSA?

We have worked with the TSA (formerly the Housing Corporation) since 2003 and have delivered a range of training and development interventions for different levels of managers to help them improve their management effectiveness. For example, we have provided :

- ◆ Appraisal skills workshops to develop the skills and confidence of managers to appraise and manage the performance of their staff effectively.
- ◆ Target setting workshops to develop the ability of managers to set clear and unambiguous team and personal targets in line with the TSA's corporate plan.
- ◆ Executive career coaching to support senior executives to be clear about the career options available and decide on the most appropriate plan.
- ◆ Team development workshops to enable managers to develop more effective and productive working relationships.

### Our work provided benefits to the TSA in terms of:

- ◆ Greater consistency in how managers appraised their staff.
- ◆ Clear performance expectations set in line with the corporate plan.
- ◆ Managers and staff aligned and motivated to deliver the corporate plan.
- ◆ More effective and productive working relationships across work teams.

