

# News

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## Lovell wins national accolade for work with residents in Scotland



Glasgow affordable housing developer Lovell has again secured a national award for its involvement of residents and tenants during housing projects undertaken for local authorities and housing associations in Scotland. TPAS Scotland - the national tenant and landlord participation advisory service for Scotland - has presented the company with its TPAS Contractor accreditation for its first-class approach to working with residents. Lovell has now held the award since 2007, when it became the first contractor nationally to achieve it. The rigorous re-accreditation process involved interviews with residents as well as with the Lovell team and staff from the social landlords it works with. Lovell had to demonstrate that it successfully meets ten standards and satisfy an independent scrutiny panel.

TPAS Scotland chief executive Lesley Baird says: "Lovell has built a strong reputation in Scottish social housing for helping to transform the local communities they work in. A key aspect of this is the emphasis they place on tenant and resident participation. Whether it be meeting with local tenants and residents associations, giving talks at local schools, or just inviting residents for an informal chat and a cup of tea, TPAS has been impressed at the high level of engagement Lovell achieves. There is no doubt that this local accountability helps improve services and keeps standards high. The TPAS accreditation is recognition of Lovell's commitment to involving residents and the importance of this to their social landlord partners. It is not an easy award to achieve and Lovell continues to set high standards for resident involvement in the sector. "

The TPAS assessors' report highlighted a key strength of Lovell's approach as the range of ways that it involves residents, including the information provided, regular contact from Lovell staff and structured events such as meetings, presentations and open days. The report also praised the

company's resident liaison officers, who play a key part in ensuring communication is prompt and effective. Lovell was commended for its 'informal and welcoming' approach which encourages tenants to voice their opinions and provide valuable feedback and for the way it engages proactively with tenant and resident groups.

Lovell regional director Alan Taylor says: "We work in a way that puts residents first and it is extremely rewarding to be recognised by this continuing accreditation from TPAS Scotland. This award is the result of the hard work and expertise of our team and their belief that resident and tenant involvement is at the heart of successful project delivery."

Housing improvement projects currently under way by Lovell include a scheme of internal refurbishment work for homes in the Inverclyde area for River Clyde Homes and a repairs and improvements programme for five high-rise apartment blocks in Clydebank for West Dunbartonshire Council.