

NTO Challenge yourself - become Approved™

Delivering the best housing services requires effective Tenant Panels. Tenants need dynamic and accountable Tenant Panels so that they can get the best out of the resources available. Landlords need Tenant Panels to make their businesses more effective.

The National Tenant Organisations (NTOs) have developed NTOApproved™ as a basic checklist to help tenants and landlords work together to develop their systems for accountability, self-regulation and scrutiny.

By becoming NTOApproved™, you are supporting the tenant movement and the landlord sector to work together to define standards and provide clarity about what tenants and landlords should expect from Tenant Panels.

For further information,
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Tenant Panels can be set up in many different ways. We summarised some of them in our Department for Communities & Local Government funded guide “Tenant Panels: Options for Accountability” available at www.nationaltenants.org/tenantpanels.

NTOApproved™ is a non-prescriptive approach to independently assessing the basic principles behind Tenant Panels. We have developed these principles using the knowledge and expertise of the NTOs, gathered through much work and discussion with many tenants and landlords. We also worked with the housing professional bodies – the Local Government Association, the National Housing Federation, the Chartered Institute of Housing and the National Federation of ALMOs. NTOApproved™ is tenant and housing sector led.

This is what tenants and staff from the NTOApproved™ pilots said:

“The NTO Approved process was important to us as it allowed tenants and officers to work together to develop a true picture of our service in partnership”. Andrea Hunt
Tenant representative Hull City Council

“Tenants have led the development of Soha’s co-regulation. It’s good to have a check on what we’re doing from their viewpoint.”
Victor Breach Chair of Tenants’ Forum Soha

“We pride ourselves on the ways we involve tenants at a very high level. It was helpful to get the NTO Approval and the process was genuinely thought provoking.” Richard Peacock Chief Executive Soha

“At Salix Homes we are always striving to deliver excellent services to our customers. This is why we wanted to gain external verification for the excellent work our customers have done and continue to do in scrutinising services and making recommendations for improvements. The NTO approval process was useful for reflecting on our governance arrangements and our Senators found it really useful to have a discussion with an independent assessor to validate their activities” Alison Hamnett
Director of Business Services
Salix Homes

“Gaining NTO Approved status was a really positive experience for us. We particularly liked how residents were heavily involved in the process. It gave them an opportunity to understand what’s involved in seeking an accreditation and also gave them a good opportunity to reflect on themselves.”
Mark Jones Managing Director Wherry

The National Tenant Organisations are:

