



**TPAS**



# Recognition for your Tenant Panel Resolving complaints locally



# From 1 April 2013, tenants are able to play a new role to help resolve tenant complaints about social landlords.



- You will be able to use your local knowledge to work with tenants and your landlord to find local solutions.
- You will be able to constructively challenge landlords and tenants to sort things out
- You will be part of a local democratic framework providing support to tenants
- By becoming recognised as a “**designated person**”, your tenant panel’s role will be to assist in resolving tenant complaints, providing a fresh, impartial and independent perspective on problems.
- With the consent of the complainant, a designated tenant panel may refer complaints to the Housing Ombudsman
- Your tenant panel will also be able to develop relationships with local councillors and MPs who will also be “**designated persons**”.
- Your landlord will be enthusiastic to explain to tenants what “designated tenant panels” are and to help tenants decide how to set them up. They are also expected to provide support to them.
- For further information, go to:  
[www.nationaltenants.org/designatedperson](http://www.nationaltenants.org/designatedperson)