

# Quality Framework Guide

## Tenant and Resident Associations (TRA)

The TRA self-assessment is designed to support you as a committee, to get the best out of your time as volunteers. It is also a useful tool for you to use in discussions with your fellow committee members, about how well you are doing in achieving the aims of the TRA. These discussions will help you to decide what training, support or development you may want as individuals or as a committee. It will help you as a group to proactively take responsibility for your own TRA development - in a way that suits your time commitments and help you recognise your strengths and achievements.

Once you have completed the form you can discuss the results as a committee and decide what skills you may wish to acquire for personal / group development, or share good practice with other new TRAs in your area.

### Using the self-assessment

There are six key areas that relate to the principles of good governance and these are evaluated first:

1. Understanding the role of the committee
2. Doing what the organisation is set up to do
3. Working effectively together
4. Control
5. Behaving with integrity
6. Openness and accountability

We have included a further 4 areas based on the feedback we received from you on the 3 main points you thought were important to be a good TRA:

1. Events/fun days
2. TRA hall management
3. Community relationships
4. Inclusion

To complete the assessment you only need to complete the parts relevant to your TRA. For example, if your TRA does not have a TRA hall or room, you do not need to complete the section on managing TRA halls.

The assessment uses a one to five scale ranging from 1 'strongly disagree' to 5 'strongly agree'. The scale reflects how well you think your TRA meets each section. You should use the scale to indicate how much you agree with each of the questions by putting an X in the score box.

**1= strongly disagree 2= disagree 3= moderately agree 4= agree 5= strongly agree**

It is best to complete each question honestly, as this will give you a more accurate and useful indication about how well your TRA is doing to reach its full potential. When answering the questions, think about how your TRA currently does its activities and not how you think you could do things better. Also think about what evidence you have to support your score. It is very important to remember that the self-assessment is not a test; it is designed to help you identify and address the development of your TRA.

### Understanding your scores

Add up the scores to work out a total score for **each** area. Then go to the back page to find out what the scores mean.