

# Tenant Onboarding



The Government's Charter for Social Housing sets out what every resident can expect from their landlord:

**“To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board.”**

(The Charter for Social Housing Residents Social Housing White Paper 2020)

TAROE Trust, an independent charity working on behalf of tenants, has developed this training session specifically for tenants to:

- Outline the operating context of landlord organisations
- Set out the legal, regulatory and practical requirements and obligations of board membership
- Explain principles and best practice for managing conflicts of interest

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