



Ideas into Action

Value For Money

PEP's reputation for quality and excellence is linked directly to the high commitment and motivation of our staff. In support of our fieldworkers we have an experienced administrative team. The time that our clients pay for is dedicated to their project by staff equipped to deliver. As a result, our success rate on completion of projects is first-class, and our clients really do get value for money.

Our Values

The needs of our clients are paramount. In all of our work we are committed to: innovation and best practice, quality and excellence, consultation and participation, partnership, equal opportunities and delivering results.

Winning Ideas

PEP informs good practice and supports the development of innovative solutions. We welcome opportunities to share and debate ideas. PEP is an active contributor to debate about social policy.



**Introducing
Priority Estates
Project**



Communications

Newsletters, leaflets, reports, public speaking and presentations, liaison with press and media, conference organisation, exhibitions.

Developing Partnerships

Developing a vision, negotiating partnerships, shaping bids, leadership and teambuilding, action planning, information and training, monitoring and evaluation.

Research And Development

Surveys, analysis and evaluation, action research and pilots, modelling new ideas, good practice guidelines, reports and dissemination.

Local Teams

PEP is an organisation of Consultants and Associates covering England and Wales. That means we are resourced to work nationwide. We offer our clients the benefits of: local knowledge, accessibility, support from finance & administration team plus the advantages of our joint national resources.

Resourceful & Vibrant



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*Ideas into
Action*

PEP is a not for profit, independent organisation working throughout England.



Our vision is in line with government objectives to tackle social exclusion, support neighbourhood renewal and build sustainable communities.

We provide advice, hands-on project work, training and research services – based on over 30 years' experience of neighbourhoods across the country.

Our expertise and experience means that we can help you with:

Housing Management

Including how to access social housing, allocations and lettings, tenants rights and how to resolve any issues or complaints.

Resident Consultation And Participation

Producing positive outcomes for social housing landlords, residents and the wider community by using effective communications and strategies.



“Our mission is to foster vibrant, resourceful communities in areas of social and economic disadvantage.”



Neighbourhood Management

PEP can help to tackle social and economic exclusion in disadvantaged neighbourhoods and can implement strategies to aid the management of neighbourhoods.

Community Development

PEP can produce consultation programmes, help with options for involvement, participation strategies, feasibility studies, representative organisations, aid with grant applications, community mapping, and will even attend visits and be a mediator.

Independent Advice

PEP offer independent and impartial advice to tenants considering housing investment options, stock transfer, arms length management, private finance initiatives and housing boards.

We can deliver training to staff and council members on stock investments options and can support tenant management organisations during changes in landlord management and ownership.

Tenant Management Organisations

- ✓ Are you having difficulty in accessing the service standards you expect?
- ✓ Would you like to be in control of the housing management on your estate?
- ✓ Would you like to run your own management organisation?
- ✓ Would you like to improve your repairs response times?
- ✓ Would you like to take over grounds maintenance or caretaking?
- ✓ If the answer to these questions is YES then PEP has the answers you are looking for.

We can help you establish a Tenant Management Organisation or a simpler arrangement if you want to take on a limited range of services. Take a big step forward in improving life on your estate.

Regeneration Programmes

PEP works with tenants, residents, local authorities, registered social landlords and other service providers to aid in the production and management of regeneration programmes.

Resident Services Organisations

PEP works with tenant participation teams, supporting workers and tenants networks to help develop policies and strategies and provide help and advice for all options.

Critical Friend To Organisations

We provide independent, non biased, confidential support to build communication and trustworthy leadership; to tackle difficult issues and work on areas of contention between conflicting groups within the board room or community projects.

Our confidential service supports Local Authorities, Housing Associations, Community Boards, Tenant Management Organisations and Social Action Partnerships.

Research

From surveys, analysis and evaluation, action research and pilots, good practice guidelines, reports and dissemination, PEP can help with all of your research requirements.

Marketing

PEP can write your marketing plan, create and send out e-mail marketing, postal marketing and can help you think of innovative ways to involve and inform your tenants and residents.

Conference Organisation

PEP can find and book venues, organise catering, conference marketing, booking and administration and can even attend conferences to help with conference management on the day.

Administration Management

Do you need help with your general administration, typing, spreadsheets, bookkeeping, new business search, database creation and management? PEP can help you.

Staff And Resident Training

We have a comprehensive range of training topics available to staff tenants and residents, including:

Board member training, tackling anti-social behaviour, lettings and allocations, repairs and maintenance, action planning, working as a team, fundraising, basic IT skills, marketing, finance and accounting, influencing and negotiation skills, buying services, presentation skills, chairing skills, equality and diversity, housing law, wellbeing and many, many more. We can also conduct training needs analysis!

PEP has also established a number of training consortiums throughout the country, which bring together a group of staff and residents from different housing landlords and local authorities to provide for them training and conferences on a wide range of topics of their choice.

