



Introducing the Tenant Communication Profile

By a Tenant, for Tenants

As a tenant, I know how frustrating it can be when communication doesn't go right — whether it's missing important information, being contacted in a way that doesn't suit me, or feeling like my voice isn't being heard. That's why I'm really glad something like the **Tenant Communication Profile (TCP)** exists.

The TCP is a short, easy-to-complete document that lets me share how I prefer to communicate. It covers things like:

- Whether I like emails, phone calls, or face-to-face chats
- If I need support like an interpreter, BSL, or large print materials
- What makes communication easier for me — and what doesn't
- Cultural, mental health, or neurodiversity-related needs
- Emergency contacts for communication help, if needed

It's not just about accessibility — it's about being understood. Whether someone prefers Easy Read, avoids phone calls due to anxiety, or speaks another language, this profile helps staff connect with us in a respectful, effective way.

Why It Matters

This isn't just another form. It's a practical tool that helps tenants feel recognised and supported. It prevents confusion, builds trust, and gives us more confidence in how we communicate with Paragon (our landlord). It also helps staff feel more prepared and reduces the chance of things slipping through the cracks.

How It's Used

The profile is usually filled in when you move in or first connect with housing services — but it can be updated anytime. It's stored securely so staff can access it when needed and is available in different formats and languages to suit everyone.

A Small Step, A Big Impact

For me, the Tenant Communication Profile shows that Paragon actually wants to hear from me — and hear me properly. It's just one page, but it can make a real difference.

If you're a tenant like me, ask about creating your own Tenant Communication Profile. It's your preferences, your voice — made clear.