



Tackling the Digital Challenge Together

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THE
TEC

EVOLUTION

Connecting communities
and enriching lives

TSA's Role

Providing national leadership

Clear guidance and coordination across housing, health, care and telecoms on the analogue-to-digital transition.

Setting standards and assuring quality

QSF standards, technical guidance, and sector assurance to support safe, resilient digital services.

Supporting providers to move from firefighting to forward planning

Helping organisations progress beyond interim fixes towards fully digital, interoperable models.

Addressing capacity, capability and complexity barriers

Working alongside housing providers where **capacity constraints**, **capability gaps**, or **system complexity** hinder confident digital decision-making.

How TSA is supporting Housing Associations

Bringing together housing operations, telecare expertise and digital transition insight to help housing providers implement safe, workable digital services.

Phase 1 — Asset Knowledge

Review existing systems, assess condition, and highlight upgrade priorities.

Phase 2 — Requirements & Procurement

Define requirements, create draft specifications, and support the procurement process.

Phase 3 — Call Monitoring & Technical Support

Review monitoring arrangements, map requirements, and provide technical advice during tendering.

Phase 4 — Onboarding & Commissioning Support

•Check installation quality, provide feedback, and ensure the solution is implemented properly.