



14th Annual Resident Involvement Conference

Achieving value for customers and landlords

5th & 6th June 2014 at Blackpool Hilton Hotel

Book 3 places - only pay for 2!

In association with:



Times are tough for customers and landlords - this not to be missed conference will help tenants and residents respond to changes affecting them. Find out how to support fellow customers and make the most of services and assistance provided by landlords, including stronger engagement and innovative ways to maximise income. **Value for money** is a key issue and this year landlords have delivered their value for money (VfM) statements for the first time. The regulator has been critical of some landlords and there is an obligation to involve residents in the statement process - so come and find out what is required and what works well.

Hear from headline speakers, improve your skills and knowledge at interactive workshops, and be challenged by what you hear and what you see – especially from our drama professionals Shontal: challenging debt through theatre!

By attending the conference you will:

- Learn about challenging your landlord to deliver value for money - what it is, what can be achieved for tenants and landlords and practical examples which can make a major impact
- Hear 'One Families Story' – about a family being caught up in a spiral of Debt – Shontal
- Find out more about Tenant Reward – examples of schemes in operation and why they were chosen
- Want to campaign on welfare reform? Find out about involving your residents by one of the biggest campaigners
- Hear lessons on Universal Credit Pilots – how to engage and inform residents and the lessons learned to date
- Find out what is happening in the legal world which impacts on tenants – the less than wonderful world of the bedroom tax
- Hear about digital inclusion – encouraging residents to get online
- Find out about supporting and engaging the most vulnerable to understand the current issues and engage with you
- Learn about fuel poverty training - residents supporting other residents by

- being trained as energy advisors
- Quick and effective service reviews run by residents
- Engaging young people in financial management

Conference speakers include:

- Homes and Communities Agency (invited)
- Tony Bryan, Managing Director, Vantage Business Solutions
- Jon Mallen, Beadle, Managing Director, The Gateshead Housing Company
- Iain Simm, Chief Executive, Coast and Country
- Kevin Dodd, Chief Executive, Wakefield and District Housing
- Tom Manion, Chief Executive, Irwell Valley Housing Association
- Yvonne Davies, Director, Scrutiny and Empowerment Partners Ltd
- Ian Alderson, Partner, Brabners LLP

Residents and staff from the following organisations are also running workshops:

- East Durham Homes VfM panel
- Liverpool Mutual Homes – VfM review of Involvement
- Habinteg – reaching out and involving vulnerable customers
- Knowsley Housing Trust – customers as energy champions
- Wythenshawe Community Housing - customers as digital champions
- Vela – fast and thorough service reviews– led by tenants

Who should attend?

Tenants and Leaseholders, engaging with their landlord. Any landlord interested in staying ahead of the latest VFM thinking including Directors and Managers of Service Improvement, Performance, Finance and Transformational Change; Policy and Performance, Community and Customer Involvement Managers.

Continuing Professional Development

Delegates will be able to record 6 Continuing Professional Development hours for attending this conference.

10.00 on 5th June; Start: 11.00; Finish: 12.30 on 6th June

Delegate fees:

Residential (staying at Hilton Hotel)	£469 + vat £419 + vat Member Rate*
Non-residential	£389 + vat £339 + vat Member Rate*

Book 3 places only pay for 2! (Third delegate place excludes accommodation and conference dinner which will be charged at £119 and £39 + vat respectively)

***Member Rates available to members of:**

Northern Housing Consortium/Scrutiny and Empowerment Partners
SCRUTINYnet/TPAS/TAROE

To book visit: www.northern-consortium.org.uk/events