

Engaging Social Housing Residents: Making Sure Tenant Voices Are Heard

Taking place in Central London (Zone 1, Venue TBC) | Wednesday 13 February 2019

11.00 Chair's Introduction

11.05 Latest Developments & Next Steps

- Understanding & meeting the *Tenant Involvement & Empowerment Standard*
 - The Government's *Social Housing Green Paper* and potential changes resulting from a *Decent Homes Standard* regulatory review
 - Complaint handling and engagement and Government plans for reform
 - Sector-led initiatives to improve engagement
 - Resident involvement post-Grenfell and reassuring tenants about safety
 - The Independent Review of Building Regulations & Fire Safety and residents' voice: implementing recommendations and what they mean for social landlords
 - The positive case for resident engagement: business benefit rather than regulatory burden
- ⇒ **Eamon McGoldrick**, Chief Executive, National Federation of ALMOs
- ⇒ **Louise Thompson**, Head of Business Services, Tpas
- ⇒ **Leslie Channon**, Insight Lead, HACT

13.15 Networking Lunch

14.00 Learning From Good Practice

- The characteristics of good resident engagement
 - Developing your own approach
 - Common obstacles/problems and overcoming them
 - Innovative approaches
 - Case study examples of success
- ⇒ **Yvonne Davies**, Managing Director, Scrutiny & Empowerment Partners Limited
- ⇒ **Steve Waddington**, Director of Housing Services, St Leger Homes

15.30 Chair's Summary & Event Close

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