

The Residents' Network annual conference 2018: Getting ahead of the game

- **Type:** Housing Quality Network (HQN) Event
- **Location:** London
- **Start:** 06 Dec 2018 10:00
- **End:** 06 Dec 2018 16:00



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With the Government's Green Paper placing tenants at the top of the social housing agenda, the

relationship between residents and landlords has come under the microscope.

But while the majority wait for the Green Paper's proposals to turn into something more concrete, this year's Residents' Network annual conference is getting ahead of the game by showcasing some of the fantastic work already being undertaken by organisations across the country.

Using Green Paper proposals on tenant engagement and empowerment, consumer regulation, new landlord models/structures and complaints as the focus for the day, the one-day event will look at those already showing the way things could be done in these key areas.

Featuring speakers from across housing including practitioners, tenants and other sector experts, this year's annual conference will see the return of workshops as we invite residents and their landlords to demonstrate what they have done to meet the existing standards and how they are evolving to answer the questions posed not just in the Green Paper but in the wider debate by embracing the many advantages of working together.

Key themes:

- The Social Housing Green Paper – what happens next?
- Revamping regulation – what could the league tables for consumer standards look like?
- Getting ahead of the game – how some landlords are already changing direction
- Do the right thing – best practice workshops from residents and landlords covering:
 - Tenant engagement and empowerment
 - Putting tenants at the heart of decision-making – new model and structures
 - The value of co-production
 - Who's getting complaints right?

Key note speaker: Jane Everton, Deputy Director and Social Housing Green Paper lead, Ministry of Housing and Local Government

Background

Over the last three Residents' Network annual conferences, the speakers and sessions have focused on better ways to reach residents, and follow the principles laid down in the 'consumer standards' maintained by the Regulator of Social Housing.

Huge changes in the way that the Government seems to view social housing have brought about reviews of the way landlords and tenants share responsibility and powers for shaping the direction of organisations. At the same time, the fabric of the regulations and how they are implemented is also under review.

For years the regulator has taken a 'light touch' approach and this has meant a degree of freedom for landlord and resident teams in the way they interpret the things we think of as involvement and empowerment.

Leaving it to individual organisations allows for flexibility – we all know one size doesn't fit all for staff or tenants – but this year's conference asks what are the steps everyone can take today, before any rules or regulations change, to meet the call for tenants to be given more power?

Delegate fees:

Full price (staff): **£199***

Residents' Network members (staff): **£175***

Full price (residents): **£119***

Residents' Network members (residents): **One free place, £119* for additional places**