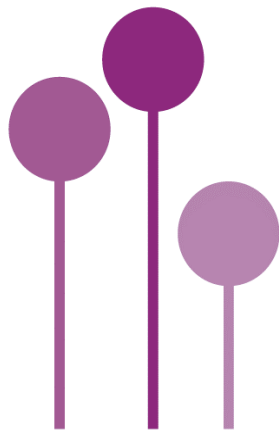


Effective Tenant Scrutiny...Latest 'Hot Topics'

Wednesday 8th June 2011, at Norwich Showground.

The conference starts at 10am and finishes at 3.30pm.



tenant
advisor

- *Hear presentations from tenants involved in scrutiny and their landlords*
- *Localism Bill – hear from the Deputy Ombudsman on the role of tenant panels in handling complaints*
- *Co-regulation - hear from the TSA on their expectations and progress to date*
- *Proposed changes to Empowerment Standard – the Department of Communities and Local Government will be consulting on this in June 2011*

Due to the terrific feedback we received from our first two conferences, Linda Levin and Yvonne Davies are pleased to invite you to attend our next tenant scrutiny conference and networking event.

The 'hot topics' to be covered at this event include:

- ***Practical learning opportunities:*** come along and learn from tenants who are already scrutinising their landlords' services. **Find out about their**

journey to date and gain a practical understanding of what is involved in setting up and running effective tenant scrutiny arrangements.

- **Implications of the Localism Bill and proposed changes to national Empowerment Standard:** the Localism Bill proposes that in future, tenants who have exhausted their landlords' complaints procedure would not be able to refer their complaint directly to the Ombudsman. Tenants will have to go through a 'designated person'. The designated person would be an MP, local councillor or a '**recognised**' **tenant panel**. We will provide you with an insight into the practical considerations for your organisation, your tenants and your scrutiny arrangements. The Department of Communities and Local Government will be consulting on their proposals to strengthen the national standard for Tenant Empowerment. What is this likely to mean for your organisation and for customer empowerment, including scrutiny?
- **Scrutiny and Empowerment Partnership:** come and find out more about our **national benchmarking, information exchange and good practice** website, which will go live during late May. The main aim of our partnership is help landlords and their tenants to work together to continue raising standards in housing and tenant empowerment. www.tenantadvisor.net

Key speakers will include:

- **Linda Levin and Yvonne Davies**, Directors of Scrutiny and Empowerment Partnership. Linda is working with a number of different scrutiny panels, including one of the Co-Regulatory Champions, providing training, mentoring and coaching support. Yvonne is former Head of Housing and Economic Development at the Audit Commission and brings experience of inspection, assessment, scrutiny and benchmarking.
- **Raphael Runco, Deputy Ombudsman**, Housing Ombudsman Service
- **Deborah Illott, Strategic Regulation Manager**, Tenant Services Authority
- **Communities and Local Government** have also been invited to speak
- **Workshops:**
 - **Tenants and landlords across England** will be leading workshops. Officers and staff from rural and urban communities like **Moorlands Housing** (part of the Harvest Group) and **Wherry HA & AmicusHorizon HA** who have both been recognised by the Tenant Services Authority as **co-regulatory champions**, will be sharing their story and giving hints for success.
 - **Value for Money**, is a challenge to officers and tenants alike. We will be doing a practical exercise to develop understanding of how VFM

can be scrutinised, with tenants working together to make decisions and recommendations.

Who should attend?

- Tenants who are either already involved in scrutiny or who will be
- Officers involved in customer engagement, governance arrangements, complaints handling and performance management
- Board members – particularly and importantly tenant board members and chairs

How to book your place(s)

By phone: you can contact **Yvonne on 07867 974659**,

Or Linda on 07967 342436 or

By email: you can book by completing the attached **booking form** and **sending it to Yvonne** at yvonne@tenantadvisor.net

Or linda@tenantadvisor.net

By post: please send the booking form to: 11 Porter Close, Rainhill, Merseyside. L35 6PY.

Delegate fees

The delegate rates for this event are:

- £80 plus vat per person for tenant delegates
- £100 plus vat per person for officers

Costs include refreshments, hot sit down lunch, networking opportunities and a conference pack.

The following discounts are available for multiple bookings:

- £70 plus vat per tenant delegate for three or more bookings from the same organisation
- £90 plus vat per officer delegate for three or more bookings from the same organisation

We look forward to meeting you.