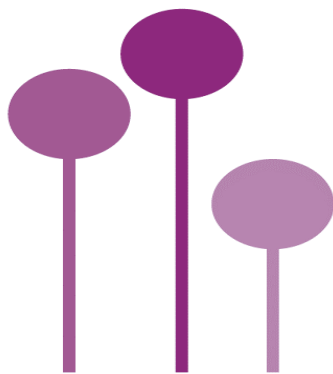


Effective Tenant Scrutiny...Latest 'Hot Topics'

Friday 15th July, at the Lifeboat College, Poole.

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 scrutiny panels in handling complaints*
- *Proposed changes to Empowerment Standard – the TSA will be consulting on this in June 2011*
- *Proposed changes to the 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 in 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**
- A representative from the **Department of Communities and Local Government** has been invited to attend
- **Scrutiny Panel Members** from a variety of housing organisations. Speakers will be confirmed shortly, but will include **Poole Housing Partnership**.

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 Linda on 07967 342436 or Yvonne on 07867 974659.

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

- £90 plus vat per person for tenant delegates
- £100 plus vat per person for officers

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

The following discounts are available for multiple bookings:

- £80 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.