

ARCH Tenants Conference 2018

Tuesday 18 September
Kettering Conference Centre, Kettering

Programme

- 09:15** **Registration and networking refreshments**
- 10:00** **Welcome and opening remarks**
*Chair: **Jenny Hill**, ARCH Tenants' Group Chair*
- 10:05** **Mayor's address**
*Councillor **James Burton**, Mayor of the Borough of Kettering*
- 10:10** **Opening plenary: Tenants and the Green paper**
What the Green paper means for the future of council housing
and tenant empowerment
- Jane Everton**, Deputy Director Social Housing, Ministry of Housing,
Communities and Local Government (MHCLG)*
- Brian Reilly**, Director of Housing and Regeneration, London Borough of
Wandsworth*
- Including 30-minutes for Q&A
- 12:00** **Community Champion Award presentation**
*Chair: **Jenny Hill**, ARCH Tenants' Group Chair*
- 12:10** **Networking lunch**

13:00 Workshops

Workshop 1: Consumer redress

Strengthening consumer redress in the housing market

This workshop will include the following;

- Guidance in helping tenants seek redress when things go wrong
- Trends in customer satisfaction
- Types & areas giving rise to most complaints
- How the housing sector compares to other public services and industries

***Emma Foxall**, Director of Dispute Resolution, Housing Ombudsman Service*

Workshop 2: Benefit to Society

An update on the mission to represent social housing tenants as a benefit to society

Speakers to be confirmed

14:00 Feedback from breakout sessions

Stella Parkin – ARCH Tenants' Group Member

Chris Gould – ARCH Tenants' Group Member

14:10 Closing plenary: Knowing the standards expected from your council

In this closing session we will look at Kettering Borough Council's current approach to tenant participation and tenant scrutiny and reflect on how the content of the Green Paper may now affect how they change their current ways of working.

Including time for Q&A

***Leona Mantle**, Tenancy Services Manager, Kettering Borough Council and **Martyn Lund**, ARCH Tenants' Group Member, Kettering*

14:55 Chair's closing comments

15:00 Close of conference