

## ARCH Tenants Conference 2022

Thursday 15 September

Ibis Forum, Stevenage

From 09:30 Registration and networking refreshments

10:15 Welcome and opening remarks  
*Stella Parkin, ARCH Tenants Group Chair*

10:20 Mayor's address  
*Mayor of Stevenage*

10:25 **Tenant Satisfaction Measures and Regulatory changes**  
Following the publication of the Social Housing White Paper, the Regulator of Social Housing consulted on a range of Tenant Satisfaction Measures earlier this year and will publish the final set shortly. These measures will allow tenants to scrutinise the performance of their landlords and provide data about the quality of landlord services to help tenants see how well their landlord is doing and hold them to account where required. This is the first stage in the move towards proactive consumer regulation for social housing. In this session Kate and Fleur will update attendees on:

- The main themes and principles of the TSMs
  - The list of proposed measures - How the measures will work
  - How you can get involved
- Relevant regulatory changes

*Kate Dodsworth, Director of Consumer Regulation and Fleur Priest-Stephens, Tenant Engagement Manager, Regulator of Social Housing (RSH)*

11:05

### Complaints procedures

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations registered with them, including housing associations and local authorities. They consider complaints and resolve disputes using their dispute resolution principles, encouraging landlords and residents to use these principles so they can resolve complaints together at the earliest possible opportunity.

In this presentation, John will share details of:

- The Ombudsman's role
- The dispute resolution principles
- The Complaint Handling Code
- Learning from complaints and the role of residents
- Other ways the Housing Ombudsman can help residents

*John Goodwin Systemic Adjudicator, Housing Ombudsman Service*

11:45

### Community Champion Awards – presentations

12:05

### Networking lunch

12:50

### Workshop groups – session 1

Workshop 1: Decarbonisation agenda/net zero

*Speaker to be confirmed*

Workshop 2: Fuel Poverty/cost of living

*Ewelina Pietruszkiewicz, London Energy Champion, Citizens Advice*

13:40

### Change workshop rooms

13:45

### Workshop groups – session 2

Workshop 1: Decarbonisation agenda/net zero

*Speaker to be confirmed*

Workshop 2: Fuel Poverty/cost of living

*Ewelina Pietruszkiewicz, London Energy Champion, Citizens Advice*

14:35 Move to main room

14:40 Resident engagement in building safety

Critical to the future of social housing since the Grenfell Tower tragedy, the Building Safety Bill is expected to be passed in 2022, but what does this mean for residents? Tpas, England's leading tenant engagement experts, have been actively working in the Building Safety and tenant engagement space for a number of years to highlight the importance of meaningful resident engagement. Recently appointed to the Health & Safety Executive's (HSE) Interim Residents Panel to help ensure the Building Safety Regulator considers resident views when carrying out its duties, Anna will help us explore:

- Their framework to support organisations and their residents to develop a tenant engagement strategy
- How you can get involved by sharing insight into the practical realities of building and fire safety

*Caritas Charles, Policy and Insight Manager, Tpas*

15:20 Closing comments

*Stella Parkin, ARCH Tenants Group Chair*