

# TenantActionZone

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## PROGRAMME

### Wednesday 23 June

9.30 am – 10.15 am

#### **Croydon council – Local standard drop-in surgery**

One of the largest local authorities has really taken the views of tenants on board when re-designing and improving its repairs and maintenance service. Hear about how local standards have been developed directly from tenants involved in the Croydon council pilot. Find out about what worked for them and how you can use their learning to get involved where you live.

10.15 am – 10.45 am

#### **Talk to the TSA**

A chance to hear the latest from the TSA's Chief Executive, Peter Marsh, and Chairman, Anthony Mayer, and to take part in a question-and-answer session.

12.00 pm – 12.45 pm

#### **East Midlands – Local standard drop-in surgery**

In partnership with Foundation Housing Association, East Midlands Housing Association has identified the needs of black and minority ethnic residents particularly when aiming to reduce nuisance behaviour. It has also implemented ways to respond to incidents and improve tenants' perception of safety in Leicester. Hear about how local standards have been developed in the pilot. Find out about what worked and how you can use their learning to get involved where you live.

2.15 pm – 2.45 pm

#### **Talk to TPAS**

A chance to hear the latest from TPAS and participate in a question and answer session.

### Thursday 24 June

9.30 am – 10.00 am

#### **Poplar HARCA Youth Board**

How do you motivate young people to become more involved? The Poplar HARCA youth board talks about its ways of working and offers advice on how best to involve and include younger tenants.

10.15 am – 11.00 am

#### **Home Stonham – Local standard drop-in surgery**

Focusing on vulnerable and other hard-to-reach tenants across West Yorkshire has enabled Home Stonham to engage all its tenants in prioritising and improving its services. Hear about how local standards have been developed directly from tenants involved in the pilot. Find out about what worked for them and how you can use their learning to get involved where you live.

11.30 am – 12.00 pm

#### **Poplar HARCA Youth Board**

How do you motivate young people to become more involved? The Poplar HARCA youth board talks about its ways of working and offers advice on how best to involve and include younger tenants.

12.15 pm – 1.00 pm

#### **Norfolk landlords – Local standard drop-in surgery**

Operating in a small rural environment has allowed close partnership working to tackle nuisance behaviour and other neighbourhood issues for all residents, regardless of landlord and type of tenure. Hear about how local standards have been developed in the Norfolk pilot. Find out about what worked for them and how you can use their learning to get involved where you live.

1.30 pm – 2.00 pm

#### **Talk to NFTMO**

A chance to hear the latest from the NFTMO and take part in a question-and-answer session.

2.45 pm – 3.15 pm

#### **Talk to TAROE**

A chance to hear the latest from TAROE and participate in a question and answer session.

**PLEASE NOTE** we refer to the entire area (café and mini theatre) as the Tenant Action Zone. These sessions are taking place in the mini theatre which sits within the Tenant Action Zone.

## TenantActionLunches

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### Wednesday 23 June

1.00 pm – 2.30 pm

#### **Queens Suite**

This is the first of two interactive lunches, facilitated by the TSA with support from the national tenant organisations. This is an excellent opportunity for tenants and tenant participation officers to ask questions about issues that are important to them.

Tenants need access to information if they are to stay up to date with the latest developments in social housing and to hold landlords to account over service delivery.

Tom Crawshaw, Tenant Participation Policy Manager, and Amanda Newton, Customer Service and Special Projects Manager, will provide a brief update on the information services that the TSA will make available to tenants, including:

- capturing and sharing good practice examples
- providing a tenant-focused information service

Places at the lunch need to be booked in advance to guarantee a place. This can be done online at [www.cihhousing.com/conference/](http://www.cihhousing.com/conference/) features using a form at the bottom of the page.

### Thursday 24 June

1.00 pm – 2.30 pm

#### **Queens Suite**

This is the second of two interactive lunches.

The 39 local standards pilots have been making good progress since their launch in late 2009. The learning has been captured in a summary report and a useful toolkit.

Deborah Ilott, Tenant Standards Manager, will provide an update on the key learning from the pilots and give an overview of the new 'local offer toolkit' that can help providers and tenants to develop their local offers.

Places at the lunches need to be booked in advance to guarantee a place. This can be done online at [www.cihhousing.com/conference/](http://www.cihhousing.com/conference/) features using a form at the bottom of the page.

**If places are still available you can get tickets at the Tenant Action Zone in Hall Q during the conference. Question cards for the lunches are also available for tenants to complete within the Tenant Action Zone.**