

# Programme

## Collecting with care 2019: Housing income, rent arrears and mental health

Thursday 19 September 2019 | London

The Money and Mental Health Policy Institute estimates that one in three social housing tenants with rent arrears, experiences mental health problems.

Some of these people will be your customers. How do you balance maximising income, with supporting vulnerable people? Collecting with care will help you to strike that balance.

**10:00 Registration and refreshments**

**10:30 Welcome and introduction**  
**Tony Newman, HQN**

**10:45 What's happening out there?**  
Quantifying the scale and impact of mental health problems – on money management, debt and housing income  
**Maggie Houghton, Hyde Housing**

**11:15 News from the lab**  
An update on the latest research  
**Maggie Houghton**

**11:45 Refreshments and networking**

**12:05 Collecting with care: Looking after all our people**  
Is money more important than people? Thinking about your organisation's objectives alongside the mental wellbeing of your customers, your staff and you  
**Stephen Gillatt, Author and housing practitioner**

**12:35 Lunch**

**13:35 Policy into practice**

A quick guide to the legislative framework and how this informs arrears management.  
**Tony Newman, HQN**

**14:10 Best practice and solutions workshop**

Case studies and practical examples of housing providers' positive practice  
**Maggie Houghton, Stephen Gillatt and Tony Newman**

**15:00 Refreshments and networking**

**15:20 Workshop: Feedback, discussion and next steps**  
Practical tips and take-aways  
**Maggie Houghton, Stephen Gillatt and Tony Newman**

**15:55 Summary and close**  
**Tony Newman**