

Programme

Off to a flyer 2019 – Effective pre-tenancy work to minimise rent arrears and ensure successful tenancies

Wednesday 27 November 2019 | York

This practical seminar, chaired by HQN Associate and RIEN Lead, Tony Newman, will help you to take a fresh look at your pre-tenancy work and put positive measures in place to boost rent collection, minimise arrears and support households.

10:00 Registration and refreshments

10:30 Chair's welcome and introduction
Tony Newman, HQN Associate and RIEN Lead

10:45 Pre-tenancy challenges and opportunities. What's going on out there?
Tony Newman, HQN Associate and RIEN Lead

11:15 Pre-tenancy risk and support planning at Curo
Emma Owens, Head of Customer Accounts, Curo

12:00 Refreshments and networking

12:20 Pre-tenancy risk and support planning at Nottingham City Homes
Thomas Smith, Tenancy Sustainment Manager, Nottingham City Homes

13:05 Lunch

14:05 Positive practice examples and tips
Tony Newman, HQN Associate and RIEN Lead

14:35 Workshop and knowledge exchange

15:20 Refreshments and networking

15:35 Open forum

15:50 Chair's closing remarks and evaluations
Tony Newman, HQN Associate and RIEN Lead

16:00 Close