

Programme

The Rent Income Excellence Network (RIEN) annual conference 2019: Through the keyhole

Thursday 10 October 2019 | London

Always eagerly anticipated, this year's RIEN annual conference will be another close look at what's happening in the world of housing income management.

10:00 Registration and refreshments

10:30 Chair's welcome and introduction
Matthew Pyke, Tenancy Sustainment Manager, Yarlington Housing Group

10:40 State of the nation: Income management and tenancy sustainment heading into 2020
Matthew Pyke, Tenancy Sustainment Manager, Yarlington Housing Group

11:10 More than just a rent account
Tansy Crowley-Sweet, Income and Residential Property Manager, whg

11:45 Refreshments and networking

12:05 Can Credit Unions help households, sustain tenancies and reduce rent arrears?
Liam Carlisle, Credit Control and Deputy Manager, Lewisham Plus Credit Union

12:40 Lunch

13:40 Positive practice case study: Income management at Lancaster City Council
Catherine Cunliffe, Income Manager, Lancaster City Council

14:10 What's right about Universal Credit?
Graham Brewis, Director, Clean Slate

14.40 Refreshments and networking

14.55 Performance improvement and positive practice workshops: Registered provider workshop:
Mark Walker, Head of Income, Optivo

Local authority/ALMO workshop:
Mark Henderson, HQN Associate and former Director of Housing, Wolverhampton Homes

15:45 Chair's closing remarks
Matthew Pyke, Tenancy Sustainment Manager, Yarlington Housing Group

16:00 Close

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EVENTS