

# Programme

## The Residents' Network annual conference 2020 – A practical guide to the Social Housing White Paper Thursday 3 December 2020

Find out what the long-awaited White Paper means for social housing landlords and residents at this year's virtual Residents' Network annual conference.

With the Social Housing White Paper expected to land a matter of days before this year's Residents' Network annual conference, this will be one of the first opportunities to get the lowdown on what the key proposals mean for the future relationship between landlords and tenants.

At this year's virtual conference, delegates will get to hear direct from some of the key players involved in the White Paper along with instant reaction from residents and social housing providers.

**10:20 Welcome and introduction**  
**Alistair McIntosh, HQN**

**10:30** The Social Housing White Paper –  
what it means for residents and  
landlords  
**Ministry for Housing  
Communities and Local  
Government (speaker TBC)**

**11:00** Together with Tenants -  
strengthening the relationship  
**Fleur Priest-Stephens, Policy  
Leader, National Housing  
Federation**

**11:20 Break**

**11:30** The Complaint Handling Code  
**Emma Foxall, Deputy Housing  
Ombudsman**

**12:00** Putting the white paper into  
practice: New approaches to  
resident engagement and service  
delivery  
**Jonathan Lawn, Assistant  
Director, People Services and  
Communications, Phoenix  
Community, and Housing and  
Anne McGurk, Chair of the  
Phoenix Board and Phoenix  
tenant**

**12:30** Engaging with residents on  
building safety – lessons learned  
**The Social Sector (Building  
Safety) Engagement Best  
Practice Group**

**13:00 Lunch**

**13:30** The tackling stigma project  
**Jan Mills, Resident Involvement  
& Scrutiny Manager, Clarion  
Housing**

**13:50** The future of resident scrutiny –  
panel discussion  
**Loretta Cummerson, Chair of  
the Stonewater scrutiny panel,  
Elaine Warwick, Resident  
engagement and scrutiny  
coordinator, bpha**

**14:20** Responding to the Social Housing  
White Paper (session TBC)  
**HQN associate Rob Gershon in  
conversation with Ed Daffarn,  
Grenfell United campaigner and  
former Grenfell resident**

**14:50** Closing remarks  
**Alistair McIntosh, HQN**