

Programme



Rent Income Excellence Network Annual Conference 2022 – Winter is coming Tuesday 18 October

Winter is coming...the cost-of-living crisis is biting. Have you prepared a winter support plan? Find out what social landlords need to be doing to support their residents through these tough times.

- 10:30** Chair's welcome and introduction
Kim Long, Senior Network Manager, HQN
- 10:40** The impact of the cost-of-living crisis – What are we facing this winter?
Adam Scorer, CEO, National Energy Action (NEA)
- 11:10** The Resident Voice Index: powerful research striving for change across the UK social housing landscape
Dr Doug Sarney, Solutions Principal, MRI
- 11:40 Break**
- 11:50** Panel session – How can we influence government policy?
Liz Bisset, Committee Member, Committee on Fuel Poverty, Matthew Copeland, Head of Policy and Public Affairs, NEA
- 12:30** Blowing the budget – the UK economy, the cost of living and the implications for struggling households
Felicia Odamtten, Economist, Resolution Foundation
- 13:00 Lunch**
- 13:30** Who will be hit hardest by energy bill rises? A reflection on who will miss out on the Government's support packages and which consumer groups are most likely to be impacted by bill rises
David Southgate, Consumer and Financial Services Policy Manager, Age UK
- 14:00** Setting rents during a cost-of-living crisis

hqn

EVENTS

Programme



Alistair McIntosh, CEO HQN, Ian Parker, HQN Associate, Finance Network

14:30 Break

14:45 Food banks, social housing and the cost of living crisis

Beatrice Orchard, Senior Policy and Public Affairs Manager, Trussell Trust

15:15 Close

hqn

EVENTS

Programme



Rent Income Excellence Network Annual Conference 2022 – Winter is coming Wednesday 19 October

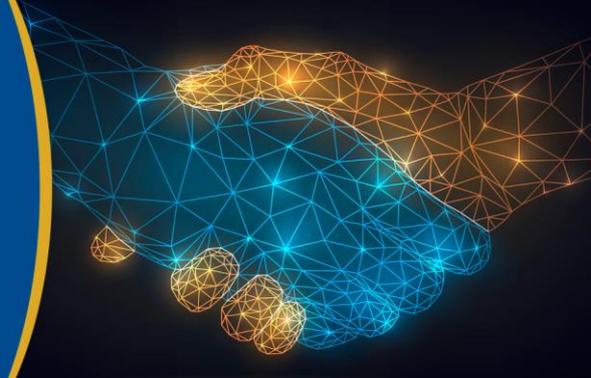
Winter is coming...the cost-of-living crisis is biting. Have you prepared a winter support plan? Find out what social landlords need to be doing to support their residents through these tough times.

- 10:30** Chair's welcome and introduction
Kim Long, Senior Network Manager, HQN
- 10:40** Child poverty – How has the pandemic and cost of living crisis impacted on families?
Tom Cave, Children's Society, Policy and Impact Manager
- 11:10** What support measures has the UK government provided?
Sue Beasor, HQN associate and Welfare Benefit consultant
- 11:40 Break**
- 11:50** Furniture Provision in Social Housing
Claire Donovan, Head of Policy, Research and Campaigns, End furniture poverty organisation
- 12:20** How can social landlords help?
Nicola Wright, Service Head – Income and Money Matters, Incommunities
- 12:50 Lunch**
- 13:30** How are you leveraging automation in your collections space?
Gavin Morton-Holmes and Laurie Franks, Mobyssoft
- 14:00** Last year we said don't panic – What do the latest changes mean for income collection?
Richard Bampton, A2 Dominion
- 14:40 Close**

hqn

EVENTS

About our sponsors



About MRI



MRI Software is a leading provider of web-based solutions for housing associations and local authorities in the UK and Ireland. Through its comprehensive suite of customer-focused products and applications they deliver flexibility, choice and scale to more than 850 social housing clients in the region.

The MRI Social Housing solution consists of the following services:

- **Housing Management** – Technology that brings together tenants, their homes, workforces, and the wider community.
- **Customer Self Service** – Providing housing customers with 24/7 access to key digital services including rent balances, payments, and repairs
- **Housing CRM** – Transform customer relationships by putting customer service at the heart of the organisation, with automated processes to drive real efficiency
- **Housing Analytics** – income analytics for arrears management, tenancy analytics for early intervention and tenant sustainability as well as tools to assist with debt recovery and pre-tenancy checks
- **Asset Management** – Designed to manage compliance, review and update key data, and take a strategic data-driven view of the housing stock
- **Repairs & Maintenance** – Manage the repairs & maintenance process with a complete, end-to-end, integrated system for recording, scheduling and delivering planned and emergency work
- **Financial Solutions** – A comprehensive range of options including enterprise, modular and cloud finance systems, along with component accounting and strategic financial modelling
- **Managed Services & Cloud** – Their team of software experts, with deep knowledge of the social housing sector, can become an extension to your in-house IT team
- **Business Essentials** – From document management and SMS communications to centralised data-exchange platforms, MRI can help you with any aspect of your organisation's most important asset – data.

Find out more about the research here; <https://residentvoiceindex.com/>

hqn

EVENTS

About our sponsors



About Allpay

allpay

Allpay are a market leader of payment services within the UK's public and social housing sector, working with over 500 organisations and providing their range of payment channels to more than 75% of the top UK housing providers.

Allpay aim to work with each of their housing clients to reduce costs and have created a suite of modern payment systems that astrive to be cost-effective and convenient for the end consumer. Allpay have three strands to their offer:

- Bill Payments – Facilitating the collection and receipt of payments
- Card Services – Since launching in 2008, allpay.cards have become one of the fastest-growing and most trusted brands in plastic card manufacturing, built on a reputation for delivering a bespoke and high-quality service to clients, no matter how small or large the requirement
- Prepaid Cards – For the paying out of benefits and allowances.

Email: enquiries@allpay.net | Website: www.allpay.net

About Mobyssoft

mobysoft
HOUSING INTELLIGENCE

Mobysoft works in partnership with the housing sector and provides a software solution, RentSense, that helps 170 social landlords, and over 25 in Scotland, sustain more tenancies and help more tenants out of debt.

RentSense is designed around algorithms and predictive analytics, so it can accurately project which tenants may or may not pay their rent. Independent research by data science company, QuantSpark, found that on average RentSense helps its customers achieve the following in year one:

- Reduce the number of tenants in debt by 11.5%
- Reduces the average arrear by 8.17%
- Reduces evictions by 8.9%
- RentSense typically delivers an average return on investment within 4 months.

Mobysoft boasts a high customer retention rate of 97% over the last two years.

Email: enquiries@mobysoft.com | Website: <https://www.mobysoft.com/>

hqn

EVENTS