

Community Housing Associations (North West) Tenants' UnConference ~ 12th July 2017

The Community Housing Associations (North West) are pleased to be able to invite involved Tenants from our Association members across the region to our Annual Tenant Event 2017.

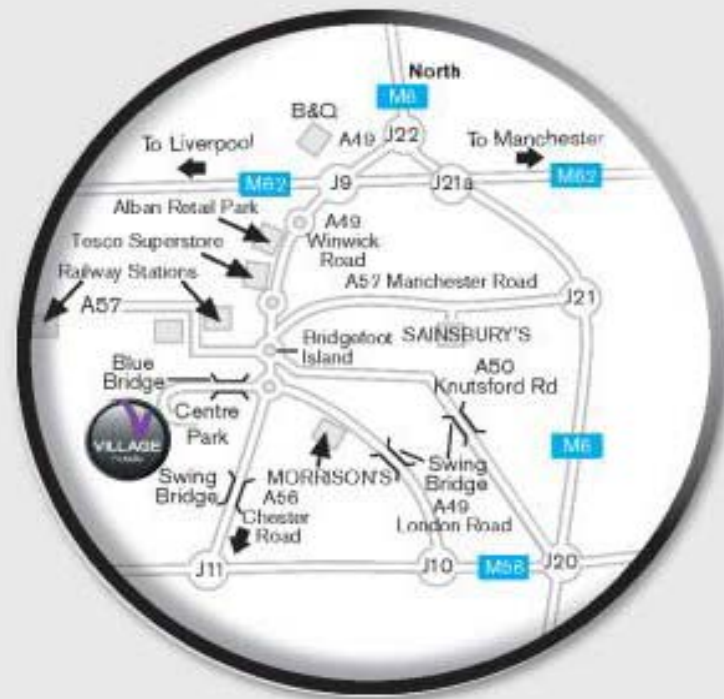
The Event will help us to understand what tenants of small housing associations are thinking and which housing policies will impact on us and what this might mean for customer engagement.

We also need to gather the views of customers to help us shape our services. We are planning an interesting, thought provoking, and interactive development event.

We have an enthusiastic and friendly team of facilitators and speakers – come and join us and meet some of your fellow Community Housing Association customers.

The Event is being held at a convenient central venue for the region at the Village Hotel in Warrington. We have secured the participation of a fabulous Facilitator and Speaker for what we are sure will be an interesting and thought provoking, and interactive development Event.

VILLAGE Warrington Directions



By road

From M6 & M62

Follow signs for Warrington town centre.
At large Bridgefoot roundabout, follow the A5060.

At small roundabout, take 3rd exit over the bridge. Hotel is on the left hand side.

From M56

Take A49 junction 10 via swing bridge, pass Morrisons' supermarket on the left.
At roundabout take 2nd exit over the bridge. Hotel is on the left hand side.

Parking 400 spaces

By rail

Bank Quay Station - 1 mile.

Warrington Central Station - 2 miles



“SAME AS YOU!”

2017 TENANTS' EVENT Wednesday 12th July 2017



**The Inspiration Suite, Village Hotel,
Centre Park, Warrington WA1 1QA**

Background Information on the Tenants' Event Facilitator



**Yvonne Davies ~ Managing Director,
Scrutiny and Empowerment Partners Ltd
is our Facilitator for the Day**

Yvonne organised today's UnConference with the Community Housing Associations (North West).



Yvonne is an independent Consultant, Mentor and Trainer at Scrutiny and Empowerment Partners Limited, set up just over 5 years ago to help Landlords and their Tenants to develop and sustain excellent Tenant Scrutiny and Tenant empowerment, improved governance, complaint and dispute resolution, service inspection, value for money and service improvement.

Yvonne is a former Housing Association Managing Director and Head of Housing and Economic Development at the Audit Commission, with 34 years in housing, regeneration, regulation and tenant engagement.

Yvonne's co-wrote the 3 reports on Scrutiny and Co-regulation, with advice for Tenants, Boards/Elected Members and staff, alongside the 10 co-regulatory champions and Centre for Public Scrutiny. www.tenantadvisor.net – see the publications page.

She wrote with Bromford and Together Housing – their Tenant Cashback Toolkit.

Yvonne is a Board Member of Alpha Homes and also of Steve Biko Housing Association.

When she is not working, she loves life, socialising and Welsh Rugby.

Contact: Yvonne@tenantadvisor.net Call: 07867974659

Community Housing Associations (North West) Tenants' Unconference - Wednesday 12th July 2017

PROGRAMME

Chair for the day is Peter Marland, Ashton Pioneer Homes

10.00 am	Registration and Refreshments
10.30 am	Welcome from the Chair ~ Peter Marland
10.45 am	Customer Satisfaction ~ Peter Marland
11.30 am	Refreshment Break
11.45am	What is happening in the world of Housing, and what impact might that have on Community Housing Associations (North West) Customers?
12.45 pm	Lunch and Networking
1.30 pm	Tenant Involvement - Where Next? ~ Yvonne Davies
2.15 pm	Refreshment Break
2.35 pm	Questions and Answers - Housing Association Representatives ~ Yvonne Davies
2.55 pm	Chair's Closing Remarks ~ Peter Marland
3.00 pm	Close