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Successfully Engaging Social Housing Residents: Ensuring Voices are Heard

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Wednesday 3rd March 2021 | Online



10.00 Chair's Introduction

10.10 Keynote Address: A National Update on Key Social Housing Reforms

- Explore what the new Social Housing Regulator will mean for the landscape of tenant engagement
- Understand the key emphases in the Social Housing White Paper on tenant engagement

10.40 A new world for Social Housing: Rebalancing the landlord-tenant relationship

- Understand the change in relationship between providers and customers
- Effectively demonstrating to the regulator that you have sought out best engagement practice
- Exploring the need to tailor engagement opportunities to residents needs and interests
- Take home lessons from the *Together with Tenants* programme

11.30 ~ Break ~

12.00 Engagement over the coronavirus pandemic: A new relationship for a new normal

- Understand best practice measures in engaging with tenants over the pandemic
- Crisis, Internal & Customer Communications: How different communications must be utilised for audiences in context of the pandemic

12.30 ~ Lunch ~

13.30 Developing an effective resident engagement strategy

- What *does* effective resident engagement look like?
- Explore good resident engagement practice from differing organisations
- One size fits all?: Tailoring your approach to different tenants needs

14.30 Building safety & Resident Engagement

- Communication, Communication, Communication: Ensuring safety information is made available in the clearest, most accessible way
- Review best practice in sharing safety information & reviewing the best channels to ensure safety concerns are heard

15.00 Chair's Summary and event close

All speakers and the agenda are subject to change without notice.

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