

TUESDAY 2ND JUNE 2026 | ONLINE VIA ZOOM

NHC and YD Consultants presents

17th Annual Resident Involvement Conference 2026: Regeneration, Renewal and the Power of the Resident Voice

Tuesday 2nd June 2026

09.00 – 15.30

Online, via Zoom

Free for NHC and YD Consultants members and their tenants

Thank you for agreeing to speak at the Northern Housing Consortium's (NHC) Tenant Voice Conference 2025, the programme can be found below.

The purpose of this brief is to provide you with the full details of the day and to assist you to prepare. It includes details of all speakers' topic areas.

You should receive an invite to join the conference as a speaker in a separate email.

If you have not received this, please get in touch.

You will receive your Zoom registration link to join the conference as a delegate (before, and/or after your session) in a separate email.

Please join 10-15 minutes before the session goes live (before 9.15am, or 5 minutes before the breaks end) to test IT and take the opportunity to meet other speakers in your session.

You are most welcome to join us for the whole day.

Support:

Technical issues: events@northern-consortium.org.uk

All other queries: olivia.bannerman@northern-consortium.org.uk

We're delighted to welcome you to the Northern Housing Consortium and YD Consultants's Resident Involvement Conference 2026!

About the Event

This year's conference will explore how resident voice can shape, strengthen, and influence regeneration schemes and projects across our communities. It will focus on how the roll-out of new government funding and policy for affordable and improved homes is being delivered through amplified resident co-design.

Anchored in the NHC's new inquiry, **Renew: Housing-Led Regeneration for Northern Growth**, the event will bring together tenants, engagement leads, housing staff and governors to discuss best practice, new ideas, and meaningful resident-led approaches to regeneration.

The Renew inquiry supported by Homes for the North and Muse, is exploring how housing-led regeneration can deliver growth, help tackle the housing crisis, and strengthen communities across the North. In many areas, housing-led regeneration is needed alongside delivering new homes to drive real change for, and with local people. We know resident and community involvement is an essential ingredient for successful regeneration projects, and this conference will explore how residents can collaborate with housing providers to get this right, drawing on examples of good practice and exploring new ideas.

The conference will spotlight those who are making a real difference through effective, authentic resident engagement. Delegates will hear from tenants and landlords working in partnership on regeneration and retrofit programmes, from those shaping and regulating tenant services, and from speakers promoting fairness, transparency, and good practice in engagement.

We will:

- Understand what is to be delivered, the requirements of landlords and the regulations and requirements which shape the programmes
- Explore good practice and gather honest hints and tips from those on their journey and learning from the Regulator and the Ombudsman
- Explore different levels of resident engagement in regeneration and renewal and good practice.

Attendance

We expect over 100 attendees on the day.

The conference is aimed at involved tenants in scrutiny and engagement activities with their landlord. This includes tenants and leaseholders/shared owners of housing associations, local authorities and ALMOs.

Colleagues from NHC and YDC membership will also attend, mostly with a background in tenant/community engagement; customer experience/insight and those in performance/ governance, at an officer, manager and director level.

Board Members and Councillors do attend and are welcome.

During the Webinar

The conference will run as a Zoom webinar. Speakers will be visible on screen; attendees will have cameras and microphones turned off. The audience is positively encouraged to participate by asking questions and adding comments in the chat box.

Organisers and speakers can message each other using the chat function within Zoom – please keep an eye on this during the webinar for information. We will only chat with you when necessary, so as not to distract you!

The Chairs will remind you if it appears like you may overrun – our audience likes to use the time allowed for questions.

The Zoom meeting will be held in a webinar format; this means that only speakers will be visible on screen. Attendees will have their cameras and microphones turned off throughout.

Please join the webinar between five and ten minutes before your scheduled speaking slot. When you join the event, the organiser will turn your camera and microphone off so as not to disturb the current speaker.

Please take the time to test your camera, microphone and joining link before the event to make sure they are working.

About the NHC

The Northern Housing Consortium (NHC) is a not-for-profit organisation; our membership is comprised of local authorities, combined authorities, housing associations and arms-length management organisations in the North of England. Collectively our members own and/or manage over 9 out of every 10 socially rented homes in the North.

The NHC's 132 full members are involved in all aspects of the North's housing markets – from strategy to delivery of new homes; and of course, in the ownership, management and maintenance of many of our existing homes. Our work supports economic output of over £10bn and we support over 100,000 jobs across the North.

About YD Consultants (formerly TenantAdvisor)

YD Consultants (YDC) is owned by Yvonne Davies. It is a partnership with landlords and their tenants to develop and sustain excellent tenant scrutiny and empowerment arrangements. YDC also offers a comprehensive range of services and tools to help tenants and landlords achieve excellence across all services, for example: scrutiny, inspection, involvement; operational services, governance, regulation, interim work; policy and strategy review.

YDC helps to build the capacity of staff, tenants and boards/council committees in a way that promises to deliver practical effective outcomes for tenants and landlords.

We look forward to seeing you at Resident Involvement Conference 2026!

Programme Colour Key

Pam

Anna

Both Chairs

Programme

Tuesday 2nd June 2026

Chairs to join at 9am for pre-event briefing.

9:15 Welcome, Introductions and Housekeeping

Co-chairs

- Pam Hankinson, Customer Committee and Board Member, South Yorkshire Housing Association
- Anna Bishop, Chief Executive, South Liverpool Homes

Chair will quickly introduce their names and roles then Pam will hand over to Yvonne who will do some housekeeping before going back to more detailed introductions from each chair.

Yvonne will share (3 mins):

- *Self-introduction, some basic housekeeping, including cameras/sound off and any rules to participate.*
- *Yvonne will call out to attendees to encourage their participation and first introduce themselves in the chat box – back to Chairs to self-introduce.*

Pam will share (6 mins):

- *About Pam*
- *How, why and what they are involved in with their landlord and nationally*

Anna will share (6 mins):

- *About Anna*
- *Resident involvement and outcomes at South Liverpool Homes*
- *The importance of involvement and how tenant outcomes are heard and acted upon by their board*
- *Anna will then introduce our first speaker, Kate Dodsworth, RSH.*

9.30 Regulating Decent Homes and Services: How Regulatory Changes and Inspections Support Local Cooperation and Involvement

Kate Dodsworth, Chief of Regulatory Engagement, Regulator of Social Housing

Kate will share:

- *Themes from the Transparency, Influence and Accountability Standard*
- *Lessons from the Neighbourhood and Community Standard related to the landlord's wider role in local cooperation*
- *Learnings from recent reports and regulatory inspections in involvement and consumer facing services*

9.50 Q&A supported by Yvonne (10 mins)

Pam will thank Kate from the RSH and introduce Richard, the Housing Ombudsman

10.00 Learning Lessons from Major Works Programmes: Building Trust, Supporting Residents and Putting Things Right

Richard Blakeway, Housing Ombudsman, Housing Ombudsman Service

Richard will share:

- *Changes to the Complaint Handling Code*
- *Resolving complaints and building trust, through attitude and respect for tenants' rights*
- *Learnings from recent reports on hazardous living*
- *Delivering services for residents occupying homes during major work and those moving out whilst renewal works are complete*
- *Recent contributions from the Ombudsman's Resident Panel*

10.20 Q&A supported by Yvonne (10 mins)

Anna will thank Richard, the Housing Ombudsman and introduce Lynne from SSHS

10.30 Speaking with Respect, Acting with Care: Reducing Social Housing Stigma

Lynne Brosnan, Tenant of Rochdale Boroughwide Housing and Chair of Stop Social Housing Stigma (SSHS)

Lynne will share:

- *What SSHS have learned from their tenant survey and what's next*
- *Improving repair and maintenance services to reduce stigma*

- *SSHS's work on language, behaviours and culture – how this could lead to a better partnership with tenants, improve understanding and reduce refusals for works to be completed*
- *SSHS projects – Checking in on progress to Reduce Stigma and Tenant Scrutiny of Stigma*

10.50 Q&A supported by Yvonne (10 mins)

Pam will thank Lynne from SSHS and introduce the refreshment break.

11.00 Refreshment Break (10 mins)

Grab a cuppa – stay connected

Anna will welcome attendees back from the break and introduce Liam from NHC.

11.10 Welcome Back / Introducing Northern Housing Consortium's Ongoing Inquiry, *Renew: Housing-Led Regeneration for Northern Growth*

Liam Gregson, Senior Engagement Manager (Devolution and Place Lead), Northern Housing Consortium (NHC)

Liam will share:

- *Introduction to the Renew inquiry and its purpose*
- *How Renew will work with residents to understand what they value about their community*
- *Emerging findings from Renew's interim report and their relevance to tenants*

Pam will thank Liam from NHC and introduce Ian from Leeds City Council.

11.25 Workshop 1

How Residents in Leeds are Helping us Improve their Experience of Major Energy Efficiency Improvements

Ian Montgomery, Service Manager - Tenant Engagement, Leeds City Council (LCC)

Ian will share:

- *The project – What LCC are hoping to achieve and who this involves*
- *The approach – Co-designing through face-to-face engagement with residents*
- *Early lessons:*

- *What residents are telling us*
- *What this could mean in practice (for digital and non-digital residents)*
- *The bigger picture – Improving resident autonomy and influence in the next steps, reducing refusals to complete works, and greater benefits for customers*

11.45 Q&A supported by Yvonne (10 mins)

Anna will thank Ian from Leeds City Council and introduce Chris and Richard from Railway HA.

11.55 Workshop 2

Focusing on Resident Priorities in Regeneration and Involvement – Railway Housing Association

Chris Marshall, Chief Operations Officer

Richard Wilkinson, Resident and Resident Committee Chair

Chris and Richard will share:

- *Railway's plan to meet the challenge of warm homes and reduce the energy costs of residents*
- *Railway's renewal of heating – where they started and where they ended up case study*
- *Lessons learned from losing the trust of residents on one estate - turning doubting residents into believers*
- *How Railway built their Neighbourhood Plans in over 20 Local Authority areas and how these feed into the Resident Committee and Board*

12.15 Q&A supported by Yvonne (10 mins)

12.25 Pre-lunch roundup from the Chairs

Pam will thank the morning speakers and hand over to Anna to introduce the afternoon session

Anna will introduce the afternoon agenda and lunch break

12.30 Lunch

Grab a bite to eat – stay connected

Yvonne to welcome speakers back and briefly repeat housekeeping rules.

Pam to introduce Ceris and Ralph from Irwell Valley Homes and to briefly introduce the afternoon agenda again.

13.10 Workshop 3

Shaping the Regeneration of Sale West through Resident Involvement – Irwell Valley Homes

Ceris Esplen, Chief Operations Officer

Ralph Redden, Resident and Chair of Our Sale West

Ceris and Ralph will share:

- *The Planning and Phasing of Sale West to build new homes, upgrade existing homes, and improve leisure facilities and the local environment*
- *How residents were consulted both before and throughout the project*
- *The collaboration with residents from Street Voice Representatives and the Customer panel of the Irwell Valley Foundation*
- *How residents have been supported into work through local contracts alongside the wider regeneration work at the local community centre*

13.30 Q&A supported by Yvonne (10 mins)

Anna to thank Ceris and Ralph from Irwell Valley Homes and introduce AnnMarie and Thomas from Torus.

13.40 Workshop 4

Tenant Inspections of Torus's Regeneration Programmes - Torus

AnnMarie Flynn, Tenant Involvement Team Leader

Thomas Case, Tenant Inspector

AnnMarie and Thomas will share:

- *Using Torus's customer satisfaction surveys to improve resident experience of regeneration*
- *Managing expectations and delivering promises for residents*
- *Actioning findings from the inspection*
- *How the inspection feeds into the Scrutiny Panel, Landlord Operations Committee and Board for wider learning*

14.00 Q&A supported by Yvonne (10 mins)

Pam to thank AnnMarie and Thomas from Torus and introduce our last speakers Michelle and Leigh from ForHousing

14.10 Workshop 5

Opening Doors: Supporting Tenants into Work – ForHousing

Michelle Tomlin-Flack, Tenancy Resilience Manager
Leigh Mullins, Resident

Michelle and Leigh will share:

- *Greater Manchester Housing Partnership's 20% Movement - Aiming for 20% of Greater Manchester's housing provider workforce to be tenants by 2034*
- *Recruiting residents to our Tenant Talent Pool*
- *Seeking opportunities for residents in the Tenant Talent Pool - support, training, work placements & shadowing opportunities*
- *Views from a Tenant Talent Pool resident*
- *Hints and tips for anyone thinking of approaching a similar project*

14.30 Q&A supported by Yvonne (10 mins)

Anna to thank Michelle and Leigh from ForHousing and introduce Will from MHCLG.

14.40 Shaping Decent, Affordable, Energy Efficient Homes: Supporting Quality Homes and Services Shaped with Residents

Will Longhill, Head of Social Housing Redress and Energy Efficiency, Ministry for Housing, Communities and Local Government (MHCLG)

Will will share:

- *Delivery of the Government's priorities on Affordable Homes, Future Homes, Energy Efficiency and Decent Homes*
- *Funding available to landlords and how this is decided*
- *New policies which support resident regulation and participation*
- *The latest work of the Social Housing Resident Panel*

15.10 Q&A supported by Yvonne (10 mins)

15.20 Chairs' Closing Statements

Pam, Tenant Chair closing statements:

- *A few personal takeaways from the conference*
- *Thanks to attendees and organisers, NHC and YDC*

Anna, CEO Chair closing statements:

- *A few personal takeaways from the conference*
- *Reminder of the next conference, Tenant Voice 2026 on 24th and 26th November*

15.30 Close of Conference

Don't forget our next conference, **Tenant Voice 2026** will be on **24th and 26th November** this year! Save the date in your diary and look out for emails with more information soon.