

Housing Management Conference 2024

Thursday 22 February | The Studio, Glasgow

Book two places and get a **third for free**

About the conference

This event is to exchange ideas and promote best practice around all things Housing Management. Key topics will include tenant support and engagement, community investment, allocations, and homelessness prevention. It will provide opportunities to learn from each other and experts, and to engage in debate around important challenges within the sector.

Benefits of Attending

The conference is an opportunity to:

- **Understand current issues** facing the sector and hear expert opinions
- **Plan for upcoming opportunities** within relevant housing policy
- Share **best practice**
- **Network** with other housing associations, co-operatives, and partner organisations
- **Learn** from others and ask questions
- **Support** your Housing Team's professional development

Who should attend?

This event is a must for anyone working in housing management, tenant support roles, or community and neighbourhood teams: allocations officers, rent collection officers, tenancy sustainment officers, wellbeing and advisory service staff, housing managers and directors, and interested partners. It is for frontline housing professionals, service delivery partners, and anyone wanting to learn more about these issues.

About the venue

The Studio is a modern, bright venue, located in Glasgow's city centre, offering easy access from all major transport links. It has been awarded GOLD ECOsmart accreditation rating for environmental impact. This demonstrates The Studio's longstanding commitment to sustainability as the award is for hotels and meeting venues that demonstrate an eco-friendly approach, and it is an industry-standard accreditation.

Costs and how to book

Book your place at the conference online now. Places at the conference are being offered on the basis below. All prices quoted are per person and are zero VAT-rated.

The delegate fee for the Housing Management Conference is **£252 for SFHA members** and **£351 for non-members**.

Book two places and bring a colleague for free!*

If your organisation books two delegate places, you can bring a third delegate for free.

Tickets can be booked via the 'What's On' pages of our website at www.sfha.co.uk and the discount will be automatically calculated at checkout.

Book with confidence



We want you to feel confident about booking to attend SFHA events. If the event can't operate as an in-person conference, it may be run as a virtual event and a partial refund will be issued.

Please contact Karen Devin, SFHA Events Manager, if you have any questions on mobile: **07896 477 340** or email kdevin@sfha.co.uk

Conference programme

09:00 Registration and networking

10:00 Opening Remarks

10:15 Opening Plenary: The Future Tenant

Maryhill Housing Association

An overview of Maryhill Housing Association's strategy around planning for future tenants' needs (across changing demographics, development plans, regeneration activities, and the spaces, services, and connection required to do that well). This session will also cover Maryhill's equalities strategies that will allow it, as an organisation, to respond to a wide variety of tenant profiles.

10:45 Plenary: A collective approach to alleviating Homelessness

Janine Kellett, Scottish Government

Rhiannon Sims, Crisis

Maggie Brunjes, Homeless Network Scotland

A discussion around priorities, effective action, and what is needed still to tackle the rising numbers of homelessness and need for temporary accommodation. How can RSLs and partners meet their joint responsibility to tackle homelessness and support referrals, while also maintaining waitlists and responding to varied community needs in the current environment.

11:45 Refreshments & exhibition viewing

12:00 Workshop Block A

A1 Making Common Housing Registers Work for Everyone

Pedro Cameron, Housing Options Scotland

When effective, Common Housing Registers streamline applications for tenants and reduce uncertainty for people waiting to get settled into permanent housing. But barriers remain for people who require additional support in the process. This session will explore advancements in accessibility and what remains collectively overcome remaining barriers.

A2 Homes for an Ageing Population

Adam Stachura, Age Scotland; Annette Rae, LGBT Health; and Lynda Peachey, Age Scotland Member

Our homes need to be equipped to meet changing needs as Scotland's population ages. This session discusses the ability of our national housing strategies and practices to accommodate the needs of specific populations, with examples from a recent report on inclusive housing and social care for older LGBT+ people.

A3 Local Place Planning

Caroline Richards, Prospect Housing Association

Join us to hear Prospect Housing Association's partnership working in the community-led Wester Hailes Place Plan, which set out a community's aspirations for its future development and land use. We will discuss the process and delivery considerations of housing strategies that sit alongside plans for community hubs and spaces for work, play, learning, and health and wellbeing.

A4 New approaches to Anti-social behaviour

Lorraine Gillies, Scottish Community Safety Network; and Linda McLaren, Ochil View Housing Association

This workshop brings together examples of updated antisocial behaviour policies from the membership and best practice for preventing and tackling antisocial behaviour, based on a recent report on perceptions of current approaches to ASB written by the Scottish Community Safety Network and the Scottish

Conference programme continued

13:00 Lunch & networking

13:45 Plenary: Preventing abuse and supporting survivors

Marsha Scott, Women's Aid

This plenary will consider the responsibilities and of social landlords in identifying, preventing, and supporting survivors of abuse. The panel will look at successful examples of Housing Teams working positively with tenants and colleagues to safely report abuse and the training and resources required to build these skills. Discussions of policy opportunities and options around partnerships, rehousing, and referrals to keep people safely in their homes.

14:30 Workshop Block B

B1 Technology to Help Tenants and Officers

Jillian Rodgers, Fife Council; and Steph Elliot, SFHA

This workshop will feature examples of how technology can help tenants in their homes and encourage healthier, safer living. Tech advancements can help keep housing officers informed and aware, to allow for effective response and support when needed. We'll also cover the common questions that arise and the importance of co-production to rollout success.

B2 Protecting against damp and mould

Glenn Rivers, Muirhouse Housing Association

This session will cover new technology and tenant safety practices to help mitigate damp and mould. It will focus on both parts of the issues: tenant empowerment to enable more awareness, control, and health monitoring capabilities through RSL pilot examples. And processes that empower Housing Teams to properly elevate maintenance and safety concerns where relevant.

B3 Mental Health Support to Tenants

Anne Gibson, PHS Suicide Prevention

Dougie Paterson, Social Innovation Lead

Effective mental health support requires a combination of public investment and community-based approaches to deliver important health improvements to people in their homes. Hear from Public Health Scotland's suicide prevention team about preventative programming and learn about BHA's bespoke mental health and wellbeing service that maximises its tenancy support team to reduce tenancy breakdown, arrears, and evictions.

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This workshop brings together examples of updated antisocial behaviour policies from the membership and best practice for preventing and tackling antisocial behaviour, based on a recent report on perceptions of current approaches to ASB written by the Scottish Community Safety Network and the Scottish Government. The discussion will cover important questions on the ways that ASB is approached, managed, reported, and resolved in our communities.

15:30 Comfort break

15:40 Closing Plenary: Tenants at the heart of the organisation

Ilene Campbell, TIS

Tenants are at the heart of all housing associations/cooperative and Housing Teams' operations. The ability to partner with tenants and respond to their needs is more important now than ever and requires renewed levels of collaboration. This plenary will cover inspiring examples of how social landlords can creatively harness tenant feedback—ideas, aspirations, and concerns—to change communities for the better.

16:30 Closing remarks