



Raising the standard

High quality income management in 2010 and beyond

The six standards of the TSA's new regulatory framework are centred firmly on customer involvement, empowerment, equality, and choice, alongside value for money and financial viability.

The message is clear – performance and quality still matter. Social landlords must show that they operate an effective, efficient and sustainable income management service delivering positive results for their customers.

The Rent Income Excellence Network 2010 seminar series will explore the emerging standards in more detail, with a specific focus on income management and financial inclusion.

Whether housing association or local authority, we'll help you rise to the challenges with practical ideas and tips, and inspiring stories from organisations that have improved performance and made positive differences to residents' lives.

TOPICS WILL INCLUDE:

- What the new standards mean for income management

- What the inspectors are looking for and how to demonstrate results
- How the top performers sustain tenancies and improve collection
- How to design your service and team for maximum impact
- What's happening in the world of Housing Benefit and how it might change in the future
- How to implement a money advice service that increases your residents' income and improves your collection performance.

OUR SPEAKERS

Chaired by **Mark Henderson**, Director of Housing at Wolverhampton Homes and RIEN Lead Associate, speakers will include: HQN Associates and experts

in housing income management **Sue Beasor**, **Rob Emery** and **Tim O'Brien**, and positive practice case studies from **Andrew Jones**, Income Collection Manager at Solihull Community Housing and **Viv Davies**, Head of Collections and Credit Control at Family Mosaic.

WHO SHOULD ATTEND?

Senior and middle managers in social housing will be interested in the strategic approaches and solutions explored. Anyone involved in housing income management, rent and service charge collection, arrears recovery, financial inclusion and benefit or money advice, will find lots of practical tips and techniques for case management and field work.

Wednesday 10 March 2010		Novotel London Paddington, London
Wednesday 17 March 2010		City Inn, Leeds
Tuesday 23 March 2010		Crowne Plaza, Manchester
Tuesday 30 March 2010		Hyatt Regency, Birmingham

To reserve places, please telephone: **0845 4747 004** or see booking form on reverse
Visit our website to find out more: www.hqnetwork.co.uk

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4.5 CPD hours

Registration: 10.00am

Start: 10.30am

Finish: 4.30pm

HOW TO BOOK

By phone: Please telephone us on 0845 4747 004 (and send this booking form as soon as possible)

By fax: Fax us on 0845 4747 006 (a fax transmission will secure a firm booking if places are available)

By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

Online: For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events

Please do not send any payment! We will confirm your booking and send an invoice to you.

WHO ARE WE? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has over 750 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on **0845 4747 004**.

WHAT IS RIEN? RIEN is an HQN specialist network, which aims to help practitioners with advice, up-to-the-minute good practice briefings, and information from top performers. For further information, email rien@hqnetwork.co.uk or call 0845 4747 004.

DELEGATE FEES The cost of this event is £262.00 (plus VAT at the applicable rate). Discounts are available to members of The Housing Quality Network and RIEN – please tick here if eligible . The fee includes refreshments, lunch* and a detailed information pack.

BOOKING FORM

Please state which venue(s) you wish to book for (tick boxes required)

London | 10 March

Leeds | 17 March

Manchester | 23 March

Birmingham | 30 March

Fee payable (incl. VAT)

Delegate name	Position	£	:
Email address			
Delegate name	Position	£	:
Email address			
Delegate name	Position	£	:
Email address			
To enrol additional delegates, please photocopy this form.		TOTAL	£ :

Name of person making booking	Order no.
Organisation	Job title
Email address	Tel no.
Invoicing address	
	Postcode
How did you hear about this event?	

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

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