



Managing rent arrears in a recession

Thursday 25 February 2010
The Teacher Building, Glasgow

GUEST SPEAKERS INCLUDE:

Craig Stirrat, Chair, CIH Scotland Board
Jessie Crawford and Martin Wilkie-McFarlane, Shelter Scotland
Tony Cain, Head of Housing, Stirling Council
Mags Lightbody, General Manager and Rent programme Lead, GHA
Ken Dow, Financial Inclusion Advisor, CIH Scotland
Emma McIlwraith, Senior Solicitor, HBJ Gateley Wareing
Rhona Penman, Ruth McIntosh and Karen Auld, Link HA
Gillian Wallace, Saving Gateway Project, HMRC

Managing rent arrears in a recession

CIH Scotland would like to invite front line staff and managers along to this one day practical event looking at managing rent arrears in a recession. This event will look at how social landlords can maximise their income through new efficient methods of rent arrears management, but also through prevention and helping your tenants understand the importance of paying rent and managing their finances especially in the current economic downturn.

A range of organisations have been trying new innovative approaches to managing rent arrears and developing strategies to support tenants and promote tenancy sustainment. Perhaps we are beginning to see a move away from evictions and looking at other alternatives that promote community as well as family stability.

The day will feature a range of sessions and topics which will:

- Examine the importance of financial inclusion work in reducing arrears and debt among tenants
- Explore innovative methods of rent arrears prevention
- Discuss the role of money advice and how to offer the right advice to tenants to maximise income
- Highlight alternatives to eviction and their role in creating sustainable communities
- Look at good practice in rent arrears management and how to develop and support staff during a change in working practice
- Discuss the issues around housing benefit and how this can be better managed in arrears prevention
- Debate the eviction question – can we go without?

Confirmed speakers include:

- Tony Cain, Head of Housing, Stirling Council
- Mags Lightbody, General Manager, Glasgow Housing Association
- Ken Dow, Financial Inclusion Advisor, CIH Scotland
- Jessie Crawford and Martin Wilkie-McFarlane, Shelter Scotland

The programme will be updated regularly with new speakers or changes. Please check the CIH Scotland website for further details.

To book your place complete and return the attached booking form or visit our website www.cih.org/scotland/conferences or e-mail scotland.training@cih.org

If you have any further enquiries please contact Lovely Soares lovely.soares@cih.org or 0131 225 4544.

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Get your message across through exhibition and sponsorship

To find out more about the opportunities available at this or any CIH Scotland event contact Sharon Aitken on **0131 225 4544** or email sharon.aitken@cih.org

Programme

- 10.00** **Opening and Welcome address from the Chair**
Craig Stirrat, Chair, CIH Scotland Board
- 10.05** **Counting the cost of eviction – seeking the alternatives**
Jessie Crawford and Martin Wilkie-McFarlane, Shelter Scotland
- 10.30** **No evictions – where next?**
Tony Cain, Head of Housing, Stirling Council
- Questions and Discussion**
- 11.10** **Break**
- 11.25** **Adopting a new approach – GHA's experience**
Mags Lightbody, General Manager and Rent programme Lead, GHA
- 11.50** **Financial Inclusion – a key to rent arrears prevention?**
Ken Dow, Financial Inclusion Advisor, CIH Scotland
- Questions and Discussion**
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- 12.30** **Lunch**
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- 13.30** **Are you prepared for court?**
Emma McIlwraith, Senior Solicitor, HBJ Gateley Wareing
- Questions and Discussion**
- 14.10** **Break**
- 14.30 – 15.30** **Workshops**
- 1. Are you offering the right advice?**
Rhona Penman, Ruth McIntosh and Karen Auld, Link HA
- 2. Saving Gateway – a tool for prevention?**
Gillian Wallace, Saving Gateway Project, HMRC
- 15.30** **Close**

For updates on our Programme visit our website at www.cih.org/conferences

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BOOKING FORM

Title	First Name	Last Name	Job Title	Membership No
Mr/Mrs/Ms				
Mr/Mrs/Ms				
Mr/Mrs/Ms				

Do any of the above have any special access needs or dietary requirements? CIH can supply supporting material in Braille, Large Print, or on Audio Tape, and can arrange for Hearing/Induction Loops and other support at events. Please inform us of any requirements at point of booking.

Organisation			
Delegate invoice address			
Tel No:		Fax No:	
Contact name			
Contact email address			
Delegate correspondence email address:			
Where did you hear about this event:			

PLEASE TICK APPROPRIATE FEE <input checked="" type="checkbox"/>	
Fee for contributing organisation £195 plus VAT <input type="checkbox"/>	CIH student member in full-time education £50 plus VAT <input type="checkbox"/>
Fee for non-contributing organisation £245 plus VAT <input type="checkbox"/>	CIH student members (not in full-time education) receive a 50% discount on the appropriate fee <input type="checkbox"/>
Voluntary Group £100 plus VAT <input type="checkbox"/>	

Please post or fax to:

The Chartered Institute of Housing
6 Palmerston Place
Edinburgh, EH12 5AA
Tel: 0131 225 4544
Fax: 0131 225 4566
email: scotland.training@cih.org
website: www.cihscotland.org

Your work is our business.

Notes on booking

- 1 We will invoice you after the event. **Please do not send payment with this booking.**
- 2 If you cancel this booking more than 10 days before the start of the event, you will be charged a £30 administration charge. If you cancel this booking within 10 days of the start of the event, you will be charged the full fee.
- 3 If at the time of booking, you do not know who will be attending the event, please let us have the names no later than two weeks before the event.
- 4 *CIH reserves the right to change advertised speakers and programme without notice.
- 5 CIH Members who have chosen their flexible benefit option as 'discount on courses & events' will receive 10% discount on the appropriate fee.