

Conference Programme Preview*



A first look at what's in store.....

We're pleased to share an initial preview of the exciting programme for our National Conference 2026.

With an exciting mix of speakers, practical sessions thought-provoking discussions and case studies the programme will offer over 20 sessions.

*Please note: this is an initial programme preview. Further sessions, speakers and programme details will be announced in due course. *Programme content is subject to change.*

Programme Highlights

Keynote Session

Better Services, Better Outcomes: learning from complaints in housing.

Hear from the **Public Services Ombudsman for Wales**, Michelle Morris, in this thought-provoking opening talk, exploring the lessons emerging from complaints, casework and reviews across the social housing sector.

Find out the common themes behind service failures, the opportunities for improvement, and the practical actions landlords should take to deliver better services and outcomes for Tenants and residents.

The [Public Services Ombudsman for Wales](#), is the independent official body that investigates complaints about public services in Wales, including social housing.



Panel Discussions including

- **Making Things Better: What should social landlords be focusing on in 2027 and beyond?**
- &
- **Rent affordability: What are the issues and what are the solutions?**

Workshop sessions including

Improving Repairs services through Tenant Engagement

- What happens when tenants are genuinely involved in improving repairs services? Hear from two TPAS Cymru Awards finalists, Trivallis and Tai Tarian, as they share how working with tenants has helped improve repairs services for everyone.

The 5 things Housing Regulators are seeing in Wales: what does it mean for Housing Associations, Tenants and Tenant Engagement

- An opportunity to meet the Welsh Government team responsible for regulating housing associations (HAs) in Wales and hear the latest updates. Find out what the regulators are seeing and are expecting to see, and what it means in practice for HA landlords and for tenants.

Accessibility and Adaptations Disability Café session: What needs to change to ensure a person-centred approach

- Join us for a session focused on adaptations and accessibility in social homes, where we'll be sharing updates from our project so far, the importance of engaging disabled tenants in discussions about needs and homes and what needs to change to ensure everyone has a home suitable for them to live comfortably in.

Practical tools and methods to engage with communities - The Healthy Housing Alliance

- Take away some practical ideas and learning from an innovative partnership project that you can apply to your own community and tenant engagement activities.

The Building Safety Act and Tenant Engagement – what it means for Tenants and Landlords

- Find out from Welsh Government officials what the new Building Safety Act (Wales) means for tenants and landlords in Wales.

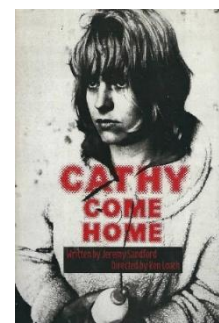
See where your creativity can take you! - Having a go at easy arts & crafts decorating your very own keepsake box!

- Why not try it out and then perhaps use art & craft as an engaging way to consult with and share information with your tenants or community?

Plus: New for 2026 on Day 1 - Beyond the Main Programme - Additional optional sessions from 4:30pm

***Cathy Come Home*: 60th anniversary screening of the ground-breaking BBC television drama (1hr15mins.)**

First broadcasted on November 16, 1966, and watched by 12 million people. the programme changed Britain's view of homelessness. Its impact was immediate, turning public attention to homelessness and the tragic consequences for families finding themselves with nowhere to live.



More to Come!

This is just a **taste of what's planned**.

Further sessions, speakers and programme highlights will be announced soon, so make sure you're registered to join us at our National Conference.

[REGISTER HERE NOW / FIND OUT MORE](#)



11th /12th November 2026



Metropole Hotel, Llandrindod Wells



[Website / Event Page](#)

Conference Running Order



Wednesday 11th November

- 8.45am Registration
- 10.30am Welcome & Opening Session
- 12.00pm Lunch
- 1.15pm Workshop Session A
- 2.30pm Break
- 3.15pm Workshop Session B
- 4.30pm Close of Conference Day 1

Thursday 12th November

- 8.30am Registration
- 9.30am Welcome & Opening Session
- 10.00pm Workshop Session C
- 11.15pm Break
- 12.00pm Workshop Session D
- 1.00pm Lunch
- 2.00pm Final Session
- 3.15pm Close of Conference Day 2

Bookings now open

**Programme content is subject to change.*