



With thanks to our year-round sponsors:



Conference Sessions*

These are just the first of many great workshop sessions lined up — with more to be announced soon!

What's Next for Social Housing Rents in Wales?

Join us for an engaging session where we'll dive into the latest updates on social housing rents in Wales. Hear directly from Welsh Government officials who are leading this important work.

The Welsh Government is refreshing the 'Rent Standard' – the policy that guides how social landlords set and adjust rents. So, what's changing? And what does it mean for tenants and landlords?

We'll explore how a refreshed rent policy aims to strike a fair balance – protecting tenants from financial pressure, while still supporting investment in homes, services, and the future of social housing.

Whether you're a tenant, landlord, or just interested in where things are heading, this session is for you.

Speakers: Welsh Government

The Full English – what can we learn from Tenant Engagement over the border

As the social housing sector, society regulation and technology changes, how are Tenant Engagement practices and methods in England adapting in response? Join us as Emma Gilpin, Head of Consultancy at Tpas reflects on what's happening in England and shares some thoughts and practical ideas for you to take away.

Speaker: Emma Gilpin Tpas (England)

Meet the Regulator: The latest updates and news on the Regulation of Housing Associations in Wales

Regulation of Housing Associations in Wales is undertaken by the Welsh Government to protect tenants and investment in housing. Come along to this workshop and hear directly from the Welsh Government regulation team. Find out how Regulation is working currently, what's changing, what the Regulators are seeing and how regulation is protecting tenants.

Speakers: Senior Officials, Welsh Government Regulation Team

The Big Changes in Housing in Wales: what's happening and what could it mean to social landlords and Tenants?

Join us for this insightful session to hear the latest policy news about what's important and what's coming up in housing policy. From Rent, to building safety, to tenant voice - we'll hear the latest news and projected trends.

What will changes mean for social landlords and Tenants in Wales? With the 2026 Senedd Election looming, this is a session not to miss.

Speakers: For this session we'll be joined by a panel of Wales's most influential housing policy experts

Understanding and lowering your Energy Bill: From Confused to In Control!

Confused by your energy bill? You're not alone - but you can take control

This informative and practical workshop is designed for people living in housing association residents who want to stop guessing and start saving. It's also a great session for staff who support Tenants.

Speaker: Warm Wales

What does a Housing Association Chief Executive actually do?

From their responsibilities and remit, the good bits and what keeps them awake at night, to how the Tenant Voice influences their work. We'll also find out about the challenges Housing Associations are likely to face in 2026.

An insightful session not to miss, so join this conversation with Helen White, CEO at Taff, and find out all about the role of a HA Chief Executive.

Speaker: Helen White, Taf Housing

Meet the Ombudsman: Who we are, what we do, and what we are seeing.

Find out about the role of the Public Services Ombudsman office that has legal powers to investigate complaints about public services in Wales, including social housing.

Hear the latest from Michelle Morris, the Public Services Ombudsman for Wales (PSOW) on a range of topics including:

- The types of complaints they are currently dealing with including the key housing themes
- When complaints can be made to the PSOW and what they can do if they see that something has gone wrong
- How social landlords can deal with complaints in a constructive way, benefiting landlord and tenants.

Speaker: Michelle Morris, Public Services Ombudsman for Wales

Challenging the Story of Poverty

In the midst of a cost-of-living crisis, the weight of poverty stigma can be as damaging as poverty itself. This can have a real impact on many in our communities.

In this session we'll explore what poverty stigma is and how, together, people can help reshape the narrative, challenge harmful assumptions, and ignite change that starts with dignity and respect.

Be a part of these important conversations.

Speaker: The Poverty Stigma Insight Network

AI for Tenant Engagement: could it be the valuable tool you are looking for?

An interesting walk through of the essentials of AI (artificial intelligence) and then we'll explore how we can use AI tools, such as ChatGPT, to support Tenant Engagement. Might AI be that valuable tool you have been looking for?

Speaker: Martin Little, TPAS Cymru

**programme subject to alterations*