



National Tenant Engagement Conference 2025

12th / 13th
November

With thanks to our year-round sponsors:



Conference Programme *

**subject to alterations*

Optional Additional Night – Tuesday 11 November 2025

Time	Session
4.00pm - 5.00pm	Registration for Conference and Hotel
5.00pm – 5.45pm	TPAS Cymru's AGM
7.00pm	Informal Dinner followed by our Fun 'Pub Quiz'! <i>(for those who have booked residential places)</i>

Wednesday 12 November 2025

Time	Session
8.45 – 10:30am	Registration for Conference, Exhibition Viewing, Refreshments & Networking

Welcome to Conference – Setting the Scene

David Wilton, TPAS Cymru CEO

Opening Conference – with guest speaker Kay Redhead, Tenant, Community Activist, Housing Association Board Member, and Mother

The value of lived experience - my tenant story

With passion, honesty, and lived experience at the heart of her story, Kay will take us on her powerful housing journey - from overcoming homelessness while raising a family, to becoming a strong voice for tenants and a fierce advocate for her community. Kay's story isn't just inspiring - it's a call to action. Come and hear what she's learned, what's changed, and why the voices of lived experience matter now more than ever.

The Big Opening Panel Debate

Amplifying Tenant Voices: Being Seen & Heard Every Step of the Way

Join us for an energising opening debate centred around **one idea**: tenant voices must be the beating heart of current housing decisions. This session brings together tenants, staff, and leaders in a candid conversation about **listening, learning and responding**, not as a gesture, but as the foundation of meaningful engagement.

We'll be exploring how tenant voices should be heard in the latest key housing conversations; from **rent-setting** and **affordability** to **retrofits, repairs**, and the Welsh Housing Quality Standard (**WHQS**).

Why? Because when tenants speak, housing improves.

Together, let's commit to action, collaboration, and real influence- because, when tenant voices are heard, we all win.

12.00pm-
1.15pm

Lunch, Exhibition Viewing & Networking

Workshop Session A: 1.15pm – 2.30pm

Your choice of workshop sessions

A1

WHQS and ORP in Focus: Where We Are and What's Next

Join us for a lively session with the Welsh Government to get the latest updates on the Welsh Housing Quality Standard (WHQS) and the Optimised Retrofit Programme (ORP). We'll share real stories about what's working well for tenants, what could be better, and the challenges landlords face in improving homes. This is your chance to hear honestly, learn what's coming next, and see how your home could be transformed in the future!

Speakers: Senior Officials, Welsh Government

A2

What's Next for Social Housing Rents in Wales? *Repeated for you in B2*

Be part of this topical 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: Senior Officials, Welsh Government

A3	The Full English – what can we learn from Tenant Engagement over the border As social housing changes across England through new regulations, technologies, and changing tenant expectations, how are tenant engagement methods evolving? This engaging workshop will explore the latest trends, tools, and approaches driving meaningful tenant engagement in England today. Learn what's working on the ground, what's changing, and walk away with fresh insights and practical ideas to inspire your own engagement efforts. Speaker: Emma Gilpin, Tpas (England)
A4	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 to 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
A5	Stronger Together: Building Real Community Cohesion In times of division, it's more important than ever to focus on what unites us. This practical, people-focused workshop explores we mean by diversity, how we can bridge divides, and how, together, we can build strong communities. Whether you're a landlord, neighbour, community volunteer, or simply care about your community, this is a space to share, listen and learn. Speakers: The Community Cohesion Project
A6	That'll get 'em talking! - Supporting people to connect and share their voice and thoughts. We've all been there at some point - walking into a meeting, group or event where everyone's a little unsure of what to say or do. The good news? It doesn't have to be that way. In this relaxed and hands-on workshop, we'll explore simple ways to break the ice, help people to get chatting and build connections so that the good stuff can happen. Together, we'll swap some ideas and try out a few activities for ourselves, so that you leave with a small bunch of easy and ready-to-use tools to take back to your own groups and events. Facilitator: Sam Evans, TPAS Cymru Associate
2.30pm - 3:15pm	Break Refreshments, Exhibition Viewing & Networking

Workshop Session B: 3.15pm-4.30pm

Your choice of workshop sessions

B1	The Big Changes in Housing in Wales: what's happening and what could it mean to social landlords and Tenants? In this insightful session, you will hear the latest policy news and find out 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' most influential housing policy experts.
B2	What's Next for Social Housing Rents in Wales? <i>Repeated for you in A2</i> Be part of this topical 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: Senior Officials, Welsh Government
B3	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
B4	Challenging the Story of Poverty: During 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. Speakers: The Poverty Stigma Insight Network
B5	'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, Taff Housing
B6	Understanding and lowering your Energy Bill: From Confused to In Control! Confused by your energy bill? You're not alone - but you <i>can</i> take control. This practical workshop is designed for tenants who want to stop guessing and start saving. It's also a great session for staff who support Tenants. We'll break down an energy bill and explain the key elements and information it contains. You'll learn how to spot important details, avoid common pitfalls, and better understand what you're paying for. We'll also share useful hints and tips to help you reduce energy usage and lower your bills. Speakers: Warm Wales
4.30pm	Close of Day 1
7.00pm	Conference Dinner followed by entertainment <i>(for those who have booked residential places)</i>

DAY 2 ON NEXT PAGE > > >

Thursday 13th November 2025

Time	Session
8.30 – 9.30am	Registration for Conference
9.30 – 10.00am	The Big Opening Session
	What Tenants are saying in online spaces, when you are not around!: The power of listening where tenants are already speaking Tenants are sharing their voices online every day, in comments sections, forums and groups, so what are they saying? These digital conversations can offer valuable insights into Tenants needs and experiences. They offer a rich, but often overlooked source of tenant voice, that can reveal emerging issues, unmet needs, provide opportunities for stronger relationships and a chance to 'hear the silence'. Yet this 'listening' is not spotlighted as much as more traditional methods of communication and tenant engagement. This session will share: • What we've seen and heard • How to listen more closely to these conversations • Uncover the perspectives that matter most and, • Use them to strengthen trust, responsiveness, and meaningful tenant engagement. Join us to uncover the power of listening where tenants are already speaking. Speakers: TPAS Cymru
Workshop Session C: 10.00am – 11.15am Your choice of workshop sessions	
C1	Local Authority housing - let's create some new solutions! The great work of Local Authorities (LA) in housing can sometime be overshadowed by their noisier Housing Association neighbours! This session will not have formal presentations and speakers, but instead be an interactive workshop for LA staff, tenants and supporters to have their say. Together we will develop new solutions to some of the challenges facing this key provider of social housing and other services. This session will look at the big challenges, including: • Getting wider staff on board to the benefits of tenant engagement. • How Housing can improve its communications within LA communication channels • What's holding us back? and how do we break down that barrier? Facilitator: David Wilton, CEO, TPAS Cymru
C2	See where your creativity can take you! - Having a go at easy arts & crafts making your very own Zine! Come along to this fun and informal arts and craft session - you don't need any art experience, everyone's welcome to come and have a go! We'll have a relaxing time having a go at making Zines (pronounced Zeen). Zines are a bit like a mini scrap book and can be a creative way to share what you like,

	what you're passionate about or simply to tell a personal story. You'll make your own Zine to take home with you. Why not try it out and then perhaps use art & craft as a fun way to consult with and share information with your tenants or community? Hosts: TPAS Cymru
C3	Better Homes, Healthier Lives: How do our homes affect our health, wellbeing, and sense of community? The University of South Wales Housing and Health Research Network has been exploring this, from tenants' views on new housing technologies to training frontline teams and discovering what truly creates healthier homes. Join us to share, challenge, and shape the next steps for better homes and healthier lives. Speakers: Dan Bowers and Dr Nyle Davies, University of South Wales
C4	Unlocking AI for Tenant Engagement: could it be the most valuable tool you are looking for? Join us for an engaging walkthrough of the essentials of artificial intelligence, followed by a practical exploration of how Artificial Intelligence (AI) tools - like ChatGPT - can enhance Tenant Engagement. Could AI be the powerful tool you've been searching for to transform the way you connect with tenants? Speaker: Martin Little, TPAS Cymru
C5	Demystifying Heat Pumps & Solar Panels in Social Housing Heat pumps and solar panels are becoming popular ways to save energy in social housing, but what are they and how do they work? In this hands-on session, we'll explain the technology in a simple, easy-to-understand way. You'll learn how these systems work, the real benefits for your home, and what to expect when they're installed. By the end, you'll feel informed, supported, and confident about low-carbon and affordable energy upgrades for your home. Speakers: Warm Wales
11.15am – 12.00pm	Break Refreshments, Exhibition Viewing & Networking
Workshop Session D: 12.00pm – 1.00pm Your choice of workshop sessions	
D1	Regenerating our High Streets & Town Centres: Is There a Role for Social Landlords and Tenants? Across Wales, empty shops and disused buildings are being transformed into vibrant spaces that combine retail, housing and community uses. Join us at a special session to explore the challenges and opportunities of urban regeneration.

	Hear from leading experts, find out about projects happening now in communities and discover how tenants and social landlords can work together to breathe new life into local high streets. A lively, topical, current session – this is one you don't want to miss. Speakers: TBC
D2	Conversations That Work: Unlocking Strengths, Solutions, and Influence. How can we have conversations that let people be experts in their own lives? How can we focus on their strengths and ideas first to help solve problems and enable people to have choices, voice and influence. This workshop is a chance to come together as equals, explore how we communicate; and reflect on how our thoughts and feelings can sometimes get in the way of what we say. Whether you're a staff member wanting to improve how you listen to or empower tenants, or a tenant looking to help others have a voice, join us to learn how to have conversations that truly work. Speakers: Credu
D3	"We just want...". Repairs Services – What's most important to Tenants? Delivering a day-to-day repairs service is never simple - rising costs, growing demand and higher expectations all add pressure. But what truly matters most to tenants? In this interactive workshop we'll explore what's most important to Tenants and what <i>really counts</i> when it comes to repairs. If your landlord is already getting it right, come and share the good stuff, your experiences could inspire others! Facilitator: David Lloyd, TPAS Cymru
D4	From Lessons to Lived Experience: Strengthening Tenant Voice in the Net Zero Transition Homes are changing with Net Zero, WHQS and ORP shaping the future of housing in Wales. Where do tenants fit in? This workshop shares sector and tenant insights on what's working, the challenges, and what needs to change. We'll also bring in early learnings from the Informed by Experience project on resident engagement in low-carbon homes and ask for your views on some of the project's planned activities. Facilitator: Akshita Lakhiwal, TPAS Cymru; Fiona Shirani, Cardiff University and Milly Warner, Stride Treglown
D5	<i>Details coming soon!</i>
1.00 – 2.00pm	Lunch, Exhibition Viewing & Networking

The Essential Final Session: 2pm – 3.15pm

Looking Ahead: What really matters most to Tenants?

As we bring conference to a close, this session looks to the future, through the eyes of tenants.

With the upcoming Senedd elections on the horizon and housing in Wales being devolved, big changes are coming.

What matters most in the years ahead? What are the emerging priorities, concerns, and opportunities for tenants to influence them?

Drawing on insights we've gathered, we'll reflect, share, and surface the issues that truly matter to tenants right now, including our manifesto. These insights will help shape how we continue to work together - with purpose, accountability, and impact.

Your voice is vital. Let's end the day by focusing on what matters most.

Facilitator: Olivia Brown, TPAS Cymru

3.15pm

Close of Conference and Depart

**programme subject to alterations*