



AGENDA

Themes: Affordability and Communication

Housing Services Network
Wednesday 12th July 2017
First Choice Housing Association,
Avon House, 19 Stanwell Rd, Penarth, CF64 2EZ

Coffee will be available from 09:45; the meeting will start at 10:00am.

10:00 **Welcome & Introductions**

Scott Sanders – Chair

10:05 **CHC Update**

Hugh Russell – Policy Officer, CHC

10:10 **The Money Advice Service**

Lee Phillips – Wales Manager

The Standard Financial Statement (SFS) is a tool used to summarise a person's income and outgoings, along with any debts they owe. Lee Phillips will discuss the tool and how it might be valuable for landlords in Wales, with time for Q&A at the end.

11:00 **Communicating with UC Claimant Tenants**

Marc Fury and Amanda Protheroe – Cardiff Metropolitan University

Follow on session from the Housing Directors Network, at which Mark Fury and Amanda Protheroe will present their research into the impact of Universal Credit on tenants. One of the key areas of focus in the research is how RSLs communicate with tenants claiming UC and this session will provide the opportunity to discuss good practice in this area.

12:00 **Affordability of Social Housing**

Discussion – All

CHC are working with WLGA and Shelter Cymru to respond to Shelter Cymru's report into the affordability of social housing. This session will enable us to discuss approaches the sector can take to respond to the report's recommendations. What are your practices with regard to how you decide if someone can afford a tenancy? How can we do more to help people to afford a property (design? Service charges?)? Where do people who can't afford social housing go?

12:45 **Lunch**

13:15 **Housing Under-35s and Shared Housing**

Discussion – All

Representatives from a number of Welsh HAs will each provide updates on their projects, followed by time for discussion as to approaches being taken elsewhere.



14:00

Better Money Behaviours

Maggie Houghton – Successful Tenancies Manager – Hyde Foundation

Maggie will share lessons learned from the development of a toolkit, produced by the London Housing Financial Inclusion Group, with social enterprise Behaviour Change into how to use behavioural psychology to improve how HAs can help residents with debt problems. The toolkit can be found at:

<https://www.hyde-housing.co.uk/media/1113/better-money-behaviours-a-toolkit.pdf>

15:00

Ash Wales

Suzanne Cass – Chief Executive

Ash Wales will present on their Smoke-Free Homes campaign, including the impact of similar work in New York. There will then be time for discussion as to how (and whether) landlords can influence behavioural change among tenants who smoke.

15:45

Close