

## BOOKING FORM

Members

£320 + VAT

Tick

Non Members

£350 + VAT

Delegates name	
Organisations Name	
Address	
Contact Name	
Position	
Tel No.	
Email	

Please fill out and return this booking form to:

TPAS Scotland  
74 -78 Saltmarket  
Glasgow  
G1 5LD

Tel 0141 552 3633  
Fax 0141 552 0073  
email [enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk)  
[www.tpasscotland.org.uk](http://www.tpasscotland.org.uk)



**TENANT  
PARTICIPATION  
ADVISORY  
SERVICE**



**TENANT PARTICIPATION  
WORKERS CONFERENCE**

**2010**

**HILTON DUNKELD HOTEL  
6th - 7th MAY 2010**

## TPAS SCOTLAND TENANT PARTICIPATION WORKERS CONFERENCE 2010

The TPAS workers conference presents an excellent opportunity for staff to find out about good practice in tenant participation. This two day event allows workers in the field to come together, learn about new developments in tenant participation and share information and ideas with one another.

The last year has been particularly challenging, with many landlords having to slash budgets. Tempting as it may be, cutting spending on tenant participation does not make good business sense. When times are hard, tenants and customers need to be involved in the difficult decisions about any changes to service provision. Tenants, after all, are an asset in more ways than one.

This year we expect to see a new Housing Act on the statute books. The Housing (Scotland) Bill proposes to introduce a range of measures, many of which will place an even greater emphasis on the importance of tenant participation in developing and measuring landlord's service provision.

### About the venue

This year our conference returns to the Hilton Dunkeld Hotel, set in a secluded 280 acre estate in the beautiful Perthshire countryside on the banks of the River Tay. The hotel is 12 miles from Perth, 50 miles from Edinburgh and 60 miles from Glasgow. There is a good range of conference rooms with comfortable and pleasant accommodation and an excellent range of leisure facilities.

### Is this conference for you?

This conference is aimed at all staff with an interest or responsibility for tenant participation.

Sessions will include:

- The Housing (Scotland) Bill 2009
- Engaging with tenants using drama, comedy, group discussions and music
- Asset Management Plans – The importance of tenant involvement
- An Introduction to Social Return on Investment
- Developing local tenants charters

### Important Notice

This programme is correct at the time of going to press. In the event that one or more of the advertised speakers is unable to attend we reserve the right to make alterations or substitutes to the programme as deemed appropriate. All timings are provisional and may be subject to change.

Full costs will be applicable after 19th April. No refunds will be made after this date

## TENANT PARTICIPATION WORKERS CONFERENCE HILTON DUNKELD HOTEL 6th - 7th MAY 2010

### THURSDAY 6th MAY

11.30am

Arrival and Conference Registration

1.00pm

Lunch

2.00pm

Welcome and Opening Plenary

Lesley Baird, Chief Executive, TPAS Scotland

Linda Leslie, Scottish Government

3.00pm

Refreshment Break

3.30pm

Naomi Breeze – Engaging with Tenants

using Drama, Costumes,  
Comedy & Group Discussion

4.15pm

Comfort Break

4.30pm

Naomi Breeze – Engaging with tenants

continued

7.30pm

Dinner

### FRIDAY 7th MAY

9.30am

Plenary Session: 2012 and the Impact

Robert Aldridge, Scottish Council for Single  
Homeless

10.45am

Refreshment Break

11.15am

Workshop Session

12.30pm

Closing Remarks

Lesley Baird

12.45pm

Lunch & Close of Conference