

# NFTMO/CCH Annual Conference 8th - 10th June 2007

## CCH/NFTMO Annual Conference 8th – 10th June 2007

The NFTMOs/CCH conference is being held at Norbreck Castle Hotel, perched on the seaside and just up the road from the delights of Blackpool's Golden Mile. This is an exciting venue with a wide range of recreational facilities available, including a swimming pool, a gym, several bars and restaurants, and various entertainments.

There are a maximum number of conference places available. We suggest that you book early to avoid disappointment. We are arranging crèche facilities for children up to the age of 12, but we will need to know by 15th May if you wish to bring children.

The closing date for applications is 18th May. We regret that bookings may only be cancelled prior to 18th May. The full price for the conference will be charged subsequent to that date.

To book your place at the conference, please complete the attached booking form. We will require full conference fees to be paid prior to the conference.

### Return completed booking forms to:

NFTMO  
55 Norwood Crescent  
Southport  
Merseyside  
PR9 7DU

Booking hotline: 07961 834616  
Email: [conference@nftmo.com](mailto:conference@nftmo.com)  
Booking forms are also available at:  
[www.cch.coop](http://www.cch.coop) & [www.nftmo.com](http://www.nftmo.com)

# Tenant Control - Community Democracy NFTMO/CCH Annual Conference 2007

8th – 10th June 2007  
Norbreck Castle Hotel Blackpool



### With thanks to our sponsors

#### Keynote sponsors:



#### Other sponsors



Booking hotline: 07961 834616

#### Featuring:

- a range of workshops on practical and policy issues relating to tenant management organisations, housing co-ops and general tenant interest
- opportunities to network with other groups and tenants involved in decision-making
- showcase of community controlled projects
- gala dinner and entertainment

#### Plus keynote speakers:

**Jon Rouse**  
Chief Executive, The Housing Corporation

**Lea Mutsearts**  
Platform Antwerpse Sociale Huurders

**Terry Edis**  
Chair, National Federation of Tenant Management Organisations

**Nic Bliss**  
Chair, Confederation of Co-operative Housing

# Tenant Control - Community Democracy



**Community**  
people coming together with shared interests

**Community Equality**  
making sure we encourage everyone to get involved

**Community Control**  
tenants and communities shaping their own futures

**Community Governance**  
good common sense decision-making by communities

**Community Culture**  
changing cultures to build communities

**Community Assets**  
using housing assets to transform communities

**Community Democracy**

It's a strong recipe that's been building for many years – through housing co-operatives, tenant management organisations and more recently through Community Gateway Associations and other community owned housing organisations.

Most of the time it works and works well – and we've shown this time and time again. It's getting stronger. It's an unstoppable tenant and community movement, and now Government and more and more people are recognising that tenant control and democracy is a way to make our communities and neighbourhoods work.

We've won the arguments that tenants and communities should be at the heart of decision-making. Now the challenge is how to do it and how to make sure that our community organisations are as effective as they can be in meeting the needs and aspirations of our communities.

This joint Confederation of Co-operative Housing/National Federation of Tenant Management Organisations Annual Conference is a key opportunity for members, staff and supporters of:

- tenant management organisations
- housing co-operatives
- community gateway associations
- other tenant led housing organisations

and other tenants keen to get involved in decision-making to come together to:

- learn from others and improve the way we work
- get inspiration from our achievements and success stories
- strengthen our movement and network and support one another
- promote community controlled housing

The conference will offer a great range of workshops, plenaries and inspirational stories on both practical and policy issues. This is a conference run for and by tenants, and members of tenant management organisations and housing co-ops. It's an opportunity for all tenants who believe that tenants should be at the heart of decision-making to shape the future. Come along and be inspired!

## Friday 8th June

From 2.00pm	Registration
6.30pm – 7.00pm	Opening ceremony & presentations – The Mayor of Blackpool (invited)
7.00pm - 8.00pm	Dinner
8.00pm – 8.30pm	NFTMOs & CCH Annual General Meetings
9.00pm	The annual CCH/NFTMO quiz

## Saturday 9th June

9.15am – 11.00am	Plenary session Tenant control – community democracy Terry Edis – Chair NFTMOs Nic Bliss - Chair CCH Jon Rouse – the Housing Corporation Lea Mutsaerts - Platform Antwerpse Sociale Huurders Questions & Answers Plus mini case studies
11.00am – 11.30am	Break
11.30am – 12.45pm	Workshop sessions 1
12.45pm – 1.45pm	Lunch
1.45pm – 3.00pm	Workshop sessions 2 or study trip to Preston Community Gateway
3.00pm – 3.30pm	Break
3.30pm – 3.45pm	A community entertains
3.45pm – 5.00pm	Networking discussions
7.30pm – 9.00pm	Gala dinner
10.00pm – 2.00am	Entertainment & late bar

## Sunday 10th June

10.00am – 10.15am	Plenary session – shaping community democracy
10.15am – 11.00am	Discussion groups shaping community democracy
11.00am – 11.30am	Break
11.30am – 12.45pm	Workshop sessions 3
12.45pm – 1.00pm	Closing plenary
1.00pm – 2.00pm	Lunch
2.00pm	Close of conference

Please note that the above is a provisional agenda and may be altered

## Workshops

### General Community Interest

**Community Control: what's it all about?**

**Improving governance for an effective and democratic organisation**

**Encouraging Diversity**

**Community organisations tackling Anti-Social Behaviour**

**Involving young people**

**Community empowerment strategies and housing associations**

**Tenant involvement in improvement programmes**

**Keeping in touch with our tenants**

**Parish Councils – new opportunities for communities to take the lead?**

**Banking services - TMOs, Co-ops and their tenants**

**Resident-led housing – a European Tour**

**Changing the us and them culture in housing associations**

**An introduction to business planning**

**Don't stop learning – creating a learning culture in our organisations**

## Tenant Management Organisations

**Business planning for TMOs – use your plan to achieve your aims**

**TMOs and leasehold management**

**Management & Maintenance Allowances – are we getting our fair share?**

**TMOs and Neighbourhood Management**

**From tenant management to community ownership**

**Resolving disputes between TMOs and Landlord through mediation**

**TMOs & ALMOs – the new NFTMO & NFA good practice guidelines**

**Getting the TMO Good Governance Kite Mark**

## Housing Co-operatives

**What do you do if it all goes wrong?**

**Allocations & choice based lettings**

**Business planning for housing co-ops**

**A standard housing co-op tenancy agreement**

**The new rent arrears protocol**

# NFTMO/CCH Annual Conference 8th - 10th June 2007 Delegate Booking Form

Organisation Name .....

Address .....

CCH Member? Yes / No                      NFTMO Member? Yes / No

Phone No .....                      Email address .....

Contact Person .....

Number of Delegates Attending .....

Details of Delegates:

The full delegate rate includes attendance from Friday evening to Sunday lunchtime, own ensuite room and all meals, tea/coffee, conference papers included.

Conference fees	Cost	VAT	Total
NFTMO/CCH members	£250.00	£43.75	£293.75
Non members	£280.00	£49.00	£329.00
Professionals who do not work for an NFTMO/CCH member organisation	£305.00	£53.38	£358.38
Children accompanying delegates	£50.00	£8.75	£58.75
Day delegate rate (includes lunch on Saturday only)	£125.00	£21.88	£146.88

Please could you indicate if delegates require a shared room. There is a £30 plus VAT discount for two people sharing.

Name of Delegate	Special Needs/Shared Room?	Day/Full

Please indicate any special needs relating to disability, diet or childcare (please give age of any children attending)

Please return your booking form to:

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Merseyside  
PR9 7DU

**Booking hotline: 07961 834616**

AN INVOICE WILL BE SENT TO YOU FOR THE FULL CONFERENCE FEE TO BE PAID PRIOR TO CONFERENCE.  
CLOSING DATE: 18th May