



ARCH Tenants Group Conference

Thursday 25 September
YMCA, The Showroom,
Lincoln

✕ **#archtc25**
@ARCH_housing

Welcome to the ARCH Tenants Group Conference 2025

It is my great pleasure to welcome all of you to Lincoln for the ARCH Tenants Group Conference 2025.

In the last 12 months, the Labour government, elected in 2024, has introduced a more proactive housing agenda, including a pledge to deliver 1.5 million new homes by 2030, with a strong emphasis on social rent and the Regulator of Social Housing (RSH) continues to emphasise transparency, tenant influence, and accountability, aligning with post-Grenfell reforms and the Social Housing Regulation Act.

We are honoured to have a Rhiannon Davies a Senior Resident Engagement Manager from the Regulator of Social Housing with us today as well as Verity Richards Head of Duty to Monitor at the Housing Ombudsman Service. Jonathan Cox joins us from Housemark to update us on sector trends and Olivia Shillabeer from the MCHLG to give an overview of changes in housing policy. And finally our host Council City of Lincoln will be sharing with us how they engage with their residents.

This year, the government launched a bold new initiative titled "Delivering a Decade of Renewal for Social and Affordable Housing." Backed by a £39 billion investment, the plan aims to tackle long-standing issues in the sector by boosting grant funding, empowering councils to build at scale again, and strengthening regulation. With over 1.3 million people on waiting lists and thousands of families in temporary accommodation, this policy marks a significant step toward delivering safe, affordable, and high-quality homes for all.

Before we begin our main events, I want to express my appreciation to the ARCH Tenant Group members that have supported in planning today's conference. Without your support it would not be possible. Could all members of the ARCH Tenant Group stand up so our delegates know who you are! Feel free to grab them for a chat in the breaks.

Thank you all for being here today, and let's make the most of this conference.

Stella Parkin
ARCH Tenants Group Chair

Attendee Information

Venue

All presentations will take place in the suites located on the ground floor. Refreshments and lunch will be served in and around the café area.

Taxis

For those you that require a taxi at the end of the conference the following firms are local the YMCA Showroom Direct Cars 01522 567567 and Handsome Cabs 01522 545352

Health and Safety

There are no fire alarm tests planned during the conference. In the event of a fire alarm please exit the building via the nearest fire exit, the fire assembly point is at the opposite end of the car park. Please wait for instructions from venue staff before re-entering the building.

Name Badges

Please wear your badge throughout the event and return it to the conference team at the end of day for it to be recycled.

Photography

Please note that we will be photographing the conference to capture content for future marketing and promotional activity. All images will be stored by us securely.

If you would prefer not to be included in any published photographs, please email emma.teal@arch-housing.org.uk who will ensure applicable images are not included. All images remain the property of ARCH and cannot be copied or published without permission.

Presentations

A PDF copy of all speaker presentations will be emailed to you after the event.

Evaluation

Please take the time to complete our online feedback survey after the conference. Your feedback is important to us to help improve and keep future events relevant.

Wi-Fi

You can connect to the network called "TSR Guest" will be required to enter the following password YMCA1831.

X

We would love to hear your thoughts throughout the day. Please use **#archtc25** and include [@ARCH_housing](https://twitter.com/ARCH_housing).

ARCH Tenant Group members

The ARCH Tenant Group receives regular updates on the government's housing policy & legislative programme and feeds tenant views into the ARCH Executive to inform the ARCH response to key issues affecting the sector. You can find a list of the Tenant Group members on the ARCH website, and they are detailed in the delegate list at the end of this booklet.

Programme

09:30 Registration and networking refreshments

10:15 Welcome and opening remarks

Stella Parkin, ARCH Tenants Group Chair

10:20 Council address

Bill Mara, City of Lincoln Mayor

10:25 Regulator of Social Housing

In this session, Rhiannon will give us an overview of the RSH's expectations for resident engagement and what they are doing to engage with residents.

We will also cover the important role that tenants can play in the regulation process.

Rhiannon Davies, Senior Resident Engagement Manager, Regulator of Social Housing

11:05 Housing Ombudsman Service

In this session, Verity will provide key updates on the themes in their case work and how they engage with residents.

Verity Richards, Head of Duty to Monitor, Housing Ombudsman Service

11:45 Community Champion Awards – presentations

Stella Parkin, ARCH Tenants Group Chair

12:00 Networking lunch

12:50 Housemark

Jonathan will be providing us with data trends within the social housing sector.

Jonathan Cox, Chief Data Officer, Housemark

13:40 Refreshment break

13:55 Ministry of Housing, Communities and Local Government (MHCLG)

Olivia will be providing an overview of the upcoming changes in housing policy

Olivia Shillabeer, Deputy Director for Social Housing and Strategy, MHCLG

14:45 Lincoln Tenants Panel

The Tenants Panel will be sharing with you what tenant engagement looks like for Lincoln City Council

10 members of LTP, supported by Donna Lyons, Lincoln City Council

15:25 Chair's Closing comments

Stella Parkin, ARCH Tenants Group Chair

15:30 Close of conference

Biographies – programme order



Stella Parkin, ARCH Tenants Group Chair

I am a member of ARCH and I represent Rotherham Metropolitan Borough Council which I am honoured to do. I have been Chair of my local community group for the last 14 years, I also chair a housing involvement panel at my local council.

I sit on the board of directors at Rotherham Federation which is a local charity helping all community groups with everything from setting up a group to help running it, and it is a very worthwhile group. I also attend my area housing panel and various other projects.

I spend most of my time doing anything to do with social housing as it's about us having our say. Any spare time I have is spent doing some form of crafts like cross stitch, knitting, or reading. I have three children and three grandchildren; I also have my two adorable cats.

I am 66 years old this November and although I have mobility issues and bad health in general, I still like to get stuck into anything and everything I can. I would say to anyone like me to get up and have a go at anything, I certainly look forward to serving Rotherham people in all the voluntary roles I can, and I love being a council tenant.



Rhiannon Davies, Senior Resident Engagement Manager, Regulator of Social Housing (RSH)

Rhiannon has held a variety of housing roles over the past 20 years, primarily within local government.

Before joining the RSH in early 2024, Rhiannon was a regulatory assurance and engagement manager for a local authority landlord, and a board member with lived experience for a local housing association.



Verity Richardson, Head of Duty to Monitor, Housing Ombudsman Service

Verity is a housing professional with over 15 years of experience spanning policy development, business information and complaint handling.

In her role as the Head of Duty to monitor she oversees the Housing Ombudsman statutory duty to monitor compliance.



Jonathan Cox, Chief Data Officer, Housemark

Jonathan has worked in the housing sector for over 20 years helping social housing providers improve performance and achieve value for money. He currently heads up Housemark's data and research division and is a sought after expert speaker on TSM's, performance frameworks and turning data into insight.

Olivia Shillabeer, Deputy Director for Social Housing and Strategy, MHCLG



City of Lincoln

Lincoln Tenants' Panel (LTP) is a representative body made up of tenants and leaseholders from across the city. Its primary purpose is to ensure that the views and experiences of tenants and leaseholders are actively considered in the decision-making processes of the council.

The panel meets monthly to discuss current issues affecting tenants and leaseholders and plays a key role in monitoring and reviewing the council's service delivery and performance. Through these meetings, LTP helps to shape services and policies to better reflect the needs of tenants and leaseholders.

ARCH Tenant Group

Name

Stella Parkin
Sue Hodgson
Yaw Boateng
Joanna Playford
Vanessa Moffat
Patricia Watson
Chris Danpure
Steve Bowers
Mike Asher
Matthew Fox-Redfern
Parvinder Bahra
Mark Rogers
Helen Gamwell

Council

Rotherham Metropolitan Borough Council- Chair ARCH Tenant Group
Thurrock Council- Vice Chair ARCH Tenant Group
LB of Croydon Council- Member of ARCH Tenant Group
LB of Wandsworth Council- Member of ARCH Tenant Group
Luton Council- Member of ARCH Tenant Group
Reading Borough Council- Member of ARCH Tenant Group
Stevenage Borough Council- Member of ARCH Tenant Group
Wokingham Borough Council- Member of ARCH Tenant Group
City of Lincoln- Member of ARCH Tenant Group
Birmingham City Council- Member of ARCH Tenant Group
Crawley BC- Member of ARCH Tenant Group
East Riding of Yorkshire- Member of ARCH Tenant Group
Newark & Sherwood District Council- Member of ARCH Tenant Group