

Supporting Tenants and Communities Club

9 October 2025

Online via Teams

Programme

09:30 Arrival / online access

09:35 Welcome and opening comments
Gillian Campbell, Club Chair

09:40 Sustainable tenancy management: Redefining rent collection at Lancaster City Council

In this session, Catherine will outline how Lancaster City Council transformed its approach to rent collection, reducing social housing rent arrears from 2.08% to a record low of 0.4%. We will find out how faced with rising arrears following the rollout of Universal Credit, the council shifted its strategy from reactive debt chasing to proactive prevention, investing in specialist staff trained in income maximisation, benefits, and tenancy support.

We will explore strategies around early intervention, pre-tenancy assessments, and cross-team collaboration, that allow the council not only to improve financial outcomes but also enhanced their tenant well-being, reduced evictions, and fostered a more sustainable housing environment.

Catherine Cunliffe, Community Housing Manager, Lancaster City Council

10:30 Refreshment break

10:40 Helping customers through the cost-of-living crisis

In this session we'll hear how Kingdom Housing Association have been actively helping households access financial assistance, energy-saving resources, and other support. We will find out how their teams are delivering targeted interventions, such as local shopping vouchers and home efficiency upgrades to reduce the impact of fuel and food poverty.

We'll explore how their tenancy support services go beyond emergency aid, offering budgeting advice, income maximisation, and practical help to improve long-term financial stability, as well as funding that drives the activities.

Abi Fox-Donnelly, Tenancy Support Services Team Leader and Lynne Dunn, Neighbourhood Support Manager, Kingdom Housing Association

11:30 Refreshment break

11:40 Nuisance motorbikes and tackling noise complaints

Jim will explore the growing issue of nuisance motorbikes and the impact of excessive noise on communities. He will highlight practical strategies for addressing noise complaints, improving community engagement, and supporting enforcement efforts.

We'll discuss the challenges faced by social housing providers and understand some of the tools available to them to promote safer, quieter neighbourhoods.

Jim Nixon, Director of Community Safety, RHE Global

12:30 Club priorities – Group discussion

In our closing session members will have the opportunity to discuss any successes or challenges you're experiencing in your organisations currently, as well as the chance to dig deeper into any of the topics covered in the morning.

12:55 – Wrap up and closing comments

13:00

Gillian Campbell, Club Chair