

Resident Engagement and Satisfaction Forum

15 September 2026, 10:00 – 11:30am, Online via Teams

Agenda

10:00 Welcome, introductions and housekeeping

Emily Sinclair James, Building Safety Engagement Manager, Home Group and Forum Chair

Smarter Engagement: Evolving Expectations, Practical Approaches, and the Impact of AI

In this session, we will explore practical and effective approaches to resident engagement, examine how expectations are evolving across the sector, and unpack what “meaningful engagement” truly looks like in practice.

We will discuss lived experiences and explore what effective engagement looks like today, and finally to examining how AI is reshaping frontline interactions.

Michelle Cunliffe, Tenant and Customer Voice Group (CVG) Champion and Debbie Porter, Resident Engagement Manager, Together Housing

Michelle and Debbie will share their experience offering practical insight into how resident perspectives can genuinely shape services and influence decision-making.

They will highlight how Together Housing is involving the CVG in developing strategies and policies, creating leaflets and communications, and co-designing services, as well as how resident insight is informing decisions right up to board level.

Kai Jackson, Special Membership Project Lead, Tpas

Drawing on real-world examples, Kai will explore practical approaches to resident engagement that are building stronger, more meaningful connections. The session will highlight how organisations are moving resident engagement from the boardroom to the community, while also focusing on place-shaping and creating greener, more inclusive environments that strengthen communities and empower residents to shape where they live.

Sarah Orchard, Senior Associate, Bevan Brittan

Sarah will outline the challenges that AI represent, especially in frontline resident interactions. She will explore how AI is being increasingly used by residents in connection with complaints, and everyday correspondence, and the challenges that this brings. She will explore what landlords must consider legally and ethically, and tips to tackle such challenges without undermining trust, transparency, or the resident experience.

Including Q&A and a discussion

Wrap Up & Key Takeaways

11:30 Next Steps and close

Emily Sinclair James, Building Safety Engagement Manager, Home Group and Forum Chair