

PRE EVENT INFORMATION

Debt Relief Orders

Monday, 5th March 2012

Gentoo Group, Doxford International Business Park, Sunderland

Please find enclosed:

- Detailed programme for the day
- Venue details
- Further important information relating to the event

I hope you enjoy this informative event and ask that after the event you take the time to fill in our evaluation form, which will be emailed to your post event. This will provide you with a chance to express your views, comments and ideas, which we consider for all future events.

If you have any queries concerning the event please do not hesitate to contact the events team on 0191 566 1000 or email events@northern-consortium.org.uk

Programme

12.30pm **Refreshments**

1.00pm **Welcome and introduction**

Alan Duffy, Head of Operations, Gentoo

1.05pm **Debt Relief Orders**

Angela Roarty, DRO Team Manager, Money Advice Trust

- What is a DRO
- What are the qualifying criteria
- What debts are included
- What debts are excluded
- Implications for DRO clients
- DRO process
- Role of Insolvency Service and Competent Authorities

1.40pm **Tenants with rent arrears**

Angela Roarty, DRO Team Manager, Money Advice Trust

- Overview of grounds for possession
- Overview of court process
- Impact of recent court cases Godfrey V A2 Dominion Homes Limited
- What happens if a client has rent arrears and applies for a DRO
- What options are available for a housing organisation with clients in rent arrears who are applying for a DRO

2.15pm **Refreshments**

2.35pm **Support and Next Steps**

Facilitated group discussion:

- Explore issues being faced by housing organisations present and future
- Explore how housing organisations can plan for an increase in client experiencing financial difficulty
- Explore ideas for supporting tenants
- Identify the issues for your organisation policies and procedures

3.40pm **Managing the impact – a housing provider perspective**

Karen Morris, Head of Customer Services and Community Investment,
Derwentside Homes,
Greg Pearson, Welfare Advisor, Derwentside Homes

- Assessing and the impact of DROs on a housing organisation
- Implications for service delivery – what housing organisations can do

4.15pm **Summarise outcomes and review of course aims and objectives**

4.30pm **Close**

FURTHER INFORMATION

Gentoo Group - How to Get There:

A1 From the North

Heading towards Durham, take the A1231 towards Sunderland. Continue straight across the next roundabout towards Sunderland. At the following roundabout, take the A19 south towards Teesside. Follow the directions below "From A19"

From the A19:

Take the A690 Exit Durham-Sunderland and leave the roundabout at the exit after A690 Sunderland, heading towards "Doxford International" on "City Way". Continue until 1st roundabout. Take the 2nd exit (Nike headquarters are on the left) at next roundabout take 2nd exit along Admiral Way. At next roundabout take 2nd exit, then first left, Emperor House on your right.

From the South A1(M):

At Junction 62 take the A690 towards Sunderland. Continue towards Sunderland until the junction with the A19. At roundabout, take 3rd exit heading towards "Doxford International" on "City Way". Continue until 1st roundabout. Take the 2nd exit (Nike headquarters are on the left) at next roundabout take 2nd exit along Admiral Way. At next roundabout take 2nd exit, then first left, Emperor House on your right.

From Newcastle Airport:

Take A696 towards Newcastle and A1. Follow directions above "**A1 from the North**"

There is limited car park space available.

For further information regarding the venue please visit their website

[http://www.gentoo Sunderland.com/contact us/our head office](http://www.gentoo Sunderland.com/contact_us/our_head_office)