The Landlord Information Network (LIN) is a unique and exciting best practice network that works with private and social landlords and managing agents in order to improve their knowledge, skills and expertise in the areas of housing related benefits, which, in turn, will minimise rent arrears caused through problems with benefits.

Statistics show that over 7 million households in England rent accommodation and there are now over 5 million households in receipt of housing related benefits. Over 63% of social sector tenants and over 25% of private sector tenants receive housing related benefits, however with the squeeze on public sector spending and high levels of unemployment, the number of tenants relying on benefits to help pay their rent is spiralling.

With the benefits system regularly facing cuts and changes, landlords need to stay ahead of the game, understanding, in detail the housing-related benefits system, the impact any changes may have on rental income and what methods can be used to maximise rental income and minimise arrears.

LIN is a cutting edge, pro-active network for landlords providing excellent value for money by giving you guidance, best practice and tips on how to get the best results from the benefit system, ensuring your business keeps ahead of the game and you receive your rent.

LIN works with landlords to enable you to support your tenants to ensure they receive their correct housing-related benefits and therefore successfully sustain a long and stress free tenancy.

ABOUT US

The company is made up of several different areas of best practice including the Landlord Information Network, our consultancy services, training and events and our properties to let page which is free for landlords to advertise properties available to tenants in receipt of benefits.

The services offered by the Landlord Information Network are based on unique perspectives gained from working in the area of Housing and Welfare Benefit policy and practice for almost 30 years, in addition to in-depth experience of managing the rent recovery processes for over 45,000 social sector, rented properties.

This combined experience means the Network looks at how landlords can work with their tenants to ensure that they receive the correct entitlement of benefits, maximising housing benefit income and therefore minimising arrears.
Membership

There are different levels of membership for the Landlord Information Network, including professional membership for:-

- Private landlords
- Managing and letting agents
- District landlord associations
- Housing associations
- ALMOs
- Local Authorities

LIN membership fees are highly competitive and represent excellent value for money. For details of membership fees please check our website www.landlordinformationnetwork.co.uk or contact Claire Turner on Tel: 01246 413791 or Mob: 07703674387 or Email: info@landlordinformationnetwork.co.uk or see the back page of this brochure.

Benefits of membership include:

- A website with ‘members only’ access available 24/7
- Policy tracking - covering housing and welfare benefits and other related areas of interest to landlords
- A weekly benefits news round-up for members
- Monthly member reports – which look, from a landlords perspective, at how to maximise income from housing related benefits, whilst minimising arrears
- The filing cabinet – contains; policy information, consultations, HB circulars/tribunal decisions, top tips, checklists etc
- The UK’s first residential properties portal – free for members advertising properties available to tenants on benefits
- HB training for social and private rented sector landlords and managing/letting agents
- Regional seminars and events
- Local best practice networking groups
- Members questions and answers section – keeping members up-to-date on all the latest policy and practice issues

Consultancy Services

Our services are provided by a team of consultants who have a huge range and breadth of experience gained from working in housing/welfare benefits and rent income management and include:-

- Working with landlords, letting to tenants on benefits from pre-tenancy all the way through to a successful let
- Support and advice to landlords letting to tenants in receipt of housing related benefits around the levels of rent to charge
- Tenant profiling - are you asking the right questions in preparation for changes to the benefit system
- A Critical Friend Income Management Service Review - prepare for the impact of Welfare Reform
- Curent and former tenant arrears checks
- Welfare Reform support and a Welfare Reform Calculator
- Analysis, training and strategic support to help refocus your approach, and ensure you have the tools to maximise income
- Project Management - large or small projects undertaken
- Board and Executive coaching programmes within public and private sector organisations as well as individual clients
- Interim management - long and short-term contracts
- Working with landlords who let to tenants on benefits to maximise income and minimise arrears
- Team motivation
- Mediation and conflict resolution within teams
- Workflow and performance improvement analysis
Training and Events

Landlord Information Network (LIN) provides specialist bespoke training courses, designed for landlords who are working to support tenants in receipt of benefits, in order to maximise income and minimise arrears.

LIN training courses are practical, high quality and represent excellent value for money; they are delivered at centrally located venues throughout the UK or can be held in-house for individual organisations, as bespoke events. Our in-house training and workshops represent excellent value for money and often cost less than £30 per delegate, at this price can you afford not to book?

LIN also run regional conferences and workshops for staff working for both private and social sector landlords. These events ensure staff keep ahead of the game, giving them the knowledge to make a positive difference to tenants and also to increase the amount of income received from housing related benefits for your organisation.

In addition LIN run regular regional Benefit Best Practice groups which give staff the opportunity to get bang-up-to-date with the latest benefit changes and issues and allow delegates to share information, ideas, innovation and best practice with other like-minded housing professionals. Why not book onto one of our events today.

Claire Turner
Director Landlord Information Network

Claire Turner is a lead associate for the Landlord Information Network and has worked within the housing benefit system, for over 26 years holding a number of senior posts, including housing benefit manager, rent recovery manager and head of network services at a large housing consultancy company. Claire has an MA in housing policy and practice, is a corporate member of the Chartered Institute of Housing and is a board member of the Sheffield credit union.

Liz Poxon
Associate Landlord Information Network

Liz Poxon is a lead associate and trainer for Landlord Information Network and has worked within housing benefits and the social housing sector for over 21 years. Her roles have included; Housing Coordinator, working within the Income Management Unit of Sheffield Homes ALMO. Liz has also held a variety of other senior roles within the Sheffield housing benefit service which required in-depth knowledge and understanding of the complex housing benefits regulations in order to interpret the changes and to train and supervise teams of staff.

Rebecca Wilkie
Associate Landlord Information Network

Rebecca Wilkie is a lead associate and trainer for Landlord Information Network having 14 years experience in a variety of posts in social housing. The most recent post being; Head of Access and Inclusion, managing the Financial Inclusion and Allocations services, including the allocation process for private rented sector properties. Rebecca has a proven track record in leading and implementing change across services with a particular flair for process redesign to streamline service delivery, working as part of a management team taking an ALMO from zero to three stars within five years.

Roy Ibbotson
Associate Landlord Information Network

Roy Ibbotson is a lead associate and trainer for Landlord Information Network and has over 35 years experience of working in the Public sector. Roy is well known in the Housing industry for speaking at conferences and seminars on a number of topics mainly around helping delegates improve performance. Roy now carries out consultancy work conducting reviews of current arrears collection practices and making recommendations on how performance can be improved. When employed by a leading Debt Collection Agency Roy carried out reviews for clients such as Birmingham City Council, Corby Borough Council and St Georges Community Housing among others.
Comments

"Having access to a specialist information network that includes up-to-date housing benefit information definitely plays a key part in effective rent and rent arrears collection, but in current times of welfare benefit changes, increasing unemployment and rising personal debts, the information provided by LIN is invaluable to ensure that both tenants and landlords income is both protected and maximised."

Maxine Stavrianakos, Rent Recovery Manager Sheffield Homes

"Working in an area that has a significant number of private landlords, a network that simplifies housing and welfare benefit issues and looks at how landlords can maximise their rental income, particularly during the credit crunch, is invaluable and represents excellent value for money. Using the guidance, tips and best practice provided by LIN effectively, means the membership fee is a drop in the ocean compared to the significant savings made through understanding the complexities and loopholes of the benefits system, from a landlords perspective."

Julie Marsh, Head of Neighbourhood management, South Liverpool Housing Group

"LIN provided an extremely efficient, responsive and objective ‘critical friend review’ of our income management service, offering an opportunity to independently assess our performance and approach. The process was both challenging and constructive and has identified a number of best practice recommendations that we will adopt to further improve our income management service, prior to the introduction of Housing Benefit being paid directly to our tenants.

This LIN critical friend review ensures that we are better placed to maximise our rental income collection and minimise tenant arrears, in addition to preparing the income management service and the organisation for the changes being introduced through Welfare Reform which is by far the biggest risk facing the social housing sector."

Ian Simpson Director of Community Housing and Support Bron Afon Community Housing

Join Landlord Information Network

Forename: 
Surname: 
Email: 
Phone: 
Company: 
Address: 
Town: 
Postcode: 
Order Number (if required): [ ]

Please note that by completing the information we will add your details to the members list, and an automatic invoice will be generated and e-mailed to your e-mail account. If your / your Company's policy is to raise a purchase order in advance of receipt of an invoice, please let us know. Your invoice will then reference your purchase order number when generated.

LIN membership fees are highly competitive and represent excellent value for money.

- Private landlords can join for an annual fee of £99 + VAT
- Managing agents/letting agents can join for an annual fee of £199 + VAT
- Social Sector Landlords can join for an annual fee of £299 + VAT

For further enquiries or if the joining categories above do not apply to your organisation, please contact Claire Turner for further information on Tel: 01246 413791 or Mob: 07703674387 or Email: info@landlordinformationnetwork.co.uk

www.landlordinformationnetwork.co.uk
Tel: 01246 413791
Mob: 07703674387
info@landlordinformationnetwork.co.uk

www.twitter.com/landlordinfo
www.facebook.com/landlordinfo

Company Registration No. 7485861 | Registered in England and Wales
VAT Registration No. GB 110791246