


# BOOKING FORM

 <https://residents.housing.org.uk/>

 [events@housing.org.uk](mailto:events@housing.org.uk)

 020 7067 1066

## Customer Experience & Resident Engagement Conference 2026

24 February 2026 | Senate House, London

**Buy 2 get a 3rd HALF PRICE**

### DELEGATE 1

Name:

Job title:

Organisation:

Delegate email:

Delegate contact number:

Dietary/allergies/additional requirements:

### DELEGATE 2

Name:

Job title:

Organisation:

Delegate email:

Delegate contact number:

Dietary/allergies/additional requirements:

### DELEGATE 3 - HALF PRICE

Name:

Job title:

Organisation:

Delegate email:

Delegate contact number:

Dietary/allergies/additional requirements:

#### What's included in the ticket price?

A delegate ticket includes full access to all sessions at the conference venue, lunch, refreshments and any networking. Accommodation needs to be booked separately.

#### DELEGATE FEES

**NHF Member** (manage  
<1000 homes)

Standard **£295**

Resident **£150**

**NHF Member** (manage  
<2000 homes)

Standard **£375**

Resident **£150**

**NHF Member** (manage  
>2000 homes) or CHC /  
>SFHA member

Standard **£465**

Resident **£150**

**Not for profit/  
Public sector**

Standard **£515**

**Private sector**

Standard **£640**

#### PAYMENT

I understand that payment must be made at the time of booking.

Total payment £

☐ I would like to pay by INVOICE and my Purchase Order is below.  
(This must be completed)

☐ I have paid by BACS and attach the remittance advice  
(Please quote **CERE0226** on all BACS transmissions)  
National Housing Federation bank account details are:  
Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX  
Sort Code: 30-94-73 Account No. 00113238

☐ If you would like to pay by debit/credit card please tick this box and we will contact you to take payment.

**NO VAT  
PAYABLE**

#### CANCELLATIONS MUST BE MADE IN WRITING

All cancellations will be charged a £100 cancellation fee per person. The full fee is payable for any cancellations made after 23 January 2026.

#### PRIVACY NOTICE

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**DISCLAIMER:** This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.