

Four Million Homes

Rights-based training for social housing residents

Four Million Homes training offer

Four Million Homes is a national resident empowerment programme delivered by Confederation of Co-operative Housing and PPCR Associates, helping social housing residents better understand their rights, build confidence, and strengthen their voice.

Originally funded by MHCLG, Four Million Homes continues to support knowledge and action for change in social housing through trusted guidance, resources and training that help residents understand how housing works, how landlords make decisions, and how to engage effectively to improve homes, services and communities.

While grant-funded free training has now ended, our proven training programme is available for commissioned delivery to landlords, councils, housing associations, co-operatives and resident groups who want to support better-informed and more engaged residents. Designed specifically for social housing residents, our approach is practical, rights-based and accessible.

Why commission Four Million Homes training?

Four Million Homes training is designed for social housing residents — helping people understand their rights, build confidence, strengthen their voice, and engage more effectively with landlords to improve services and outcomes.

Training can be commissioned by:

- Landlords
- Housing associations
- Councils
- Co-operatives
- ALMOs
- TMOs
- Tenant engagement teams
- Resident groups
- Resident panels and scrutiny groups

Commissioning Four Million Homes training can help organisations:

- Build resident confidence and understanding of rights
- Strengthen resident voice and engagement
- Support effective scrutiny and accountability
- Improve understanding of landlord responsibilities
- Support resident panels and residents' associations
- Help meet expectations under the Transparency, Influence and Accountability Standard
- Build stronger relationships between residents and landlords

Our core training offer

Organisations can commission a single session, a bundle of sessions, or the full nine-session Four Million Homes training programme. We can deliver training for groups of any size and tailor sessions to meet local needs.

1. Know your social housing rights

Helping residents understand their core rights, how to speak up and get involved, represent their community, and better understand how landlords make decisions.

2. The standards your landlord needs to meet

An introduction to the standards landlords must meet, how they are regulated and monitored, and how Tenant Satisfaction Measures help improve accountability and services.

3. Your landlord and the law

Helping residents understand the key legal responsibilities landlords must meet, the records they are required to keep, and how these protections support accountability, confidentiality and fair handling of complaints.

4. Equality and diversity in social housing

An introduction to the Equality Act 2010, residents' rights to fair and equal treatment, and how equality and diversity should be reflected in housing services and landlord decision-making.

5. Your landlord and your money

An introduction to how landlords are funded, how rent and service charges are spent, what value for money means, and how residents can better understand or challenge financial decisions.

6. Awaab's Law – making your home safer, faster

An introduction to Awaab's Law, how it strengthens landlord responsibilities around damp, mould and health hazards, and what residents should expect when serious issues are identified.

7. Handling your complaints

Helping residents understand their right to make complaints, what a fair complaints process should look like, the expectations placed on landlords, and what should happen when concerns are raised.

8. Working with your landlord – resident panels

An introduction to how resident panels support scrutiny, accountability and decision-making, and how they can help shape stronger housing services and resident influence.

9. Running your residents association

An introduction to the purpose and value of residents' associations, how to establish one, the support landlords should provide, and the practical skills needed to run one effectively.

Pricing

Single 2-hour online session

£300 + VAT

Book 3, get 10% off

Choose any three sessions from the Four Million Homes training programme.

£800+ VAT

Full 9-session Four Million Homes programme

Our complete resident rights and accountability training series.

£2,100 + VAT

In-person delivery

Training can be delivered at half day on person for one session and full day for two sessions. A half day is £400 + VAT and full day £700 + VAT.

Bespoke training and support

Alongside our core nine-session training programme, we can design tailored sessions or programmes around the needs of your residents, resident groups, panels or organisation.

This could include:

- Combining topics from the core training programme
- Tailored training for resident panels, scrutiny groups and resident leaders
- Support on setting up residents' associations
- Complaints, accountability and consumer standards
- Resident engagement and participation
- Co-operative and governance-focused resident training
- Responding to new policy or regulatory changes
- Training designed around specific organisational priorities

Pricing available depending on scope, format and development requirements.

Feedback and impact to date

- 150+ training sessions and webinars delivered
- Nearly 5,000 residents engaged
- 96% satisfaction with content
- 97% satisfaction with delivery quality
- 90% reported increased confidence to take action
- 87% felt more skilled
- 87% felt inspired to act
- 35% were new to resident involvement
- 37% were new to training or online forums

“I have enjoyed all the sessions I’ve been to – it’s given me such confidence.” — Liz, FMH participant

“I learnt that I have rights as a tenant and a better idea of how to voice my issues with my landlord.” — David, FMH participant

“Come a long way since my first meeting, now I’m a resident Scrutiny Panel member...” — Helen, FMH participant

Get in touch

To discuss commissioning training for your residents, resident groups or organisation, please get in touch: info@fourmillionhomes.org

Website: www.fourmillionhomes.org