

# Housing management theatre

**TOTAL  
HOUSING**  
The housing event for South East and London  
2019

## PROGRAMME

Wednesday 6 March 2019

|       |   |
|-------|---|
| 09:45 | <b>Conference welcome</b>   |
| 10:00 | <b>The housings manager's inbox - a legal learning lab</b><br>Succession planning, gas certificates and disrepair complaints are just a few of the topics coming into a housing manager's inbox - which means that keeping abreast of the latest case law is a vital aspect of the role. This session will provide delegates with an up-to-the-minute legal update on issues affecting the sector, giving you practical information to take away and use as soon as you get back to your inbox.<br><br><b>Mark Foxcroft</b> , solicitor, Devonshires<br><b>Rebecca Brady</b> , Legal executive, Devonshires   |
| 10:45 | <b>Rethinking allocations</b><br>Hear the latest evidence from CIH's Rethinking allocations project, which is exploring how social housing is being allocated across England - and why.<br><br><b>Faye Greaves CIHCM</b> , policy and practice officer, Chartered Institute of Housing  |
| 11:30 | <b>Refreshments and exhibition viewing</b>  |
| 12:00 | <b>Dementia-friendly housing</b><br>Good housing is a foundation for living well with dementia - from design features in the home, to services that support people to live well. This session will explore the action being taken across the housing sector, and look at the dementia-friendly housing charter, that helps organisations to understand how to future-proof their homes and services to support people living with dementia.<br><br><b>Sara Miles</b> , programme partnership manager, Alzheimer's Society<br><b>Siobhan Moore</b> , director of development, housing & care 21<br><b>Kris Peach</b> , director of extra care, housing & care 21 |
| 12:45 | <b>Lunch and exhibition viewing</b>   |
| 14:30 | <b>Managing universal credit successfully</b><br>The ongoing roll-out of universal credit remains one of the biggest practical challenges facing front-line housing professionals. In this session several organisations will talk about their approaches to supporting claimants.<br><br><b>Jackie Dacvorn</b> , financial inclusion manager, Pheonix Community Housing<br><b>Eugene Nixon</b> , head of strategy & compliance, London Borough of Southwark<br><b>Sam Lister</b> , policy officer, CIH   |



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| 15:15 | <b>Refreshments and exhibition viewing</b>   |  |
| 15:45 | <b>Handling complaints</b><br>The social housing green paper identifies complaints handling as a vital area, but what does good look like? How do you make sure you are resolving complaints quickly and efficiently and how do you learn the lessons from complaints and use them to improve services?<br><br><b>John Goodwin</b> , adjudicator & sector development trainer, Housing Ombudsman Service |  |
| 16:30 | <b>chair's closing remarks</b>   |  |
| 16:45 | <b>Drinks reception (exhibition hall)</b>  | Sponsored by: <b>Anthony Collins</b><br>solicitors |

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## PROGRAMME

Thursday 7 March 2019

|       |   |
|-------|---|
| 10:00 | <b>Conference welcome</b>   |
| 10:15 | <b>How far should we take digital engagement?</b><br>Many landlords are redesigning their services and their approaches to tenant engagement to do more online. But are digital services always the answer? And if you are going digital, how do you make sure you get it right?<br><br><b>Rich Denyer-Bewick</b> , operations director, Citizens Online  |
| 11:00 | <b>Refreshments and exhibition viewing</b>  |
| 11:15 | <b>How we've tackled domestic abuse - a showcase of good practice (including CIH Presidential Appeal)</b><br>Social landlords have a crucial role to play in tackling domestic abuse and supporting people who have experienced it. With hundreds of landlords now signed up to CIH's Make a Stand campaign, this session will provide practical examples of how to do it.<br><br><b>Jim Strang</b> , CIH president<br><b>Philonmena Azu</b> , national development manager, DAHA |
| 12:15 | <b>Lunch and exhibition viewing</b>   |
| 13:00 | <b>Gearing up your housing management services to support tenants across health and housing</b><br>This session will explore how housing can develop services to support tenants and address key local priorities, such as the Transforming Care agenda, helping people with learning disabilities to live more independently in communities.<br><br><b>Sharon Collins</b> , director, Shared Ventures<br><b>Patrick Fowler</b> , shared Ventures                                 |
| 13:45 | <b>Generic or specialist social housing management models?</b><br>Generic or specialist housing management teams is a perennial question for social landlords. This session will explore the pros and cons of different approaches. Is there really a 'right' answer or are there ways of incorporating the best bits of both approaches?<br><br><b>Jess Page</b> , interim director of housing, Women's Pioneer Housing Ltd  |
| 14:30 | <b>Refreshments and exhibition viewing</b>  |
| 15:00 | <b>Tenant empowerment and engagement</b><br>The social housing green paper puts a really strong emphasis on landlords engaging with their tenants and listening to the tenant voice. This practically focused session will explore different approaches and showcase examples of good practice.<br><br><b>Matt Champion</b> , chief executive, Shepherds Bush Housing Group<br>Final speaker to be confirmed  |
| 15:45 | <b>End of day two</b>   |