

Programme

The Edge 2017: the robots are coming!

Thursday 16 November 2017 | Macdonald Manchester Hotel

It is all systems go for Universal Credit. In the drive to maximise income, sustain tenancies and support residents, housing providers need to stay ahead of the game.

To keep you at the cutting edge of income management and customer engagement, we've a great line-up for our "Edge" seminars, with a focus on innovation and automation to boost efficiency. Whether you're a housing association or local authority, we've a host of practical case studies, great new ideas and a chance to network with colleagues.

This is an ideal chance to re-programme your rent collection and arrears management systems.

10:00 Registration and refreshments

10:30 Chair's welcome and introduction
Tony Newman, HQN

10:40 The robots are coming?
Tony Newman, HQN

11:10 Innovation and automation at whg
Sarah Johnson and Conrad Baker, whg

11:45 Refreshments and networking

12:05 Innovation and automation at L&Q Group
Paul Gilbert, L&Q Group

12:40 Lunch and networking

13:40 Innovation workshop
Tony Newman, HQN

14:15 Innovation and automation at London Borough of Hackney
Tom Harrison, London Borough of Hackney

14:50 Refreshments and networking

15:10 My Rent Rewards – A game changing app for housing income management
Nichola Fahey and Priscilla Mazava, Bridge Housing Solutions

15:45 Chair's closing remarks
Tony Newman, HQN

16:00 Close