

# Programme

## The Edge 2017: the robots are coming!

Wednesday 29 November 2017 | Kingsway Hall London

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**