

Programme

Business Transformation Group – Transformation in housing and estate services

Tuesday 16 January 2018

The Housing Quality Network has joined forces with a number of housing associations and technology companies for a series of workshops dedicated to business transformation, channel shift and culture change.

Each workshop is designed to be fully interactive with participants invited to discuss, debate and share best practice on the theme chosen by the host organisation. In this workshop, the group will be covering 'transformation in housing and estate services'.

10:40 Registration and refreshments

11:10 Introduction from the Chair
Jon Land, HQN

11:15 Strategic governance and communication during major transformation and change
Dawn Wightman, A2Dominion

11:45 The relationship and response from frontline services to a transformation programme – Case study from A2D's Environment Services team
Saleh Mirza, A2Dominion

12:15 Lunch

13:00 The appetite for collaborative work in respect of Estate/Environment Services amongst HQN partners
Jon Land, HQN

13:45 Close