

Programme

The future of housing management

Thursday 18 January 2018 | Manchester

Budget cuts, welfare reforms, new technology, mergers and organisational restructures have seen the responsibilities of frontline housing staff change beyond recognition in recent years – so much so that the job title of the “housing officer” can have dramatically different meanings from one organisation to the next. During this full day conference, we will explore a range of different delivery models and consider the latest thinking from across the sector on the best ways to deploy resources.

09:30 Registration and refreshments

10:00 Chair's welcome and introduction
Sasha Deepwell, Irwell Valley Housing Association

10:15 A history of housing management
Nigel Springs, University of Glasgow

10:45 Do we need housing officers?
Tim Pinder, Peaks and Plains Housing Trust

11:15 Refreshments and networking

11:30 Managing mixed tenure homes
Yvonne Unwin and Abbie Gregory, Plumlife

12:00 An outsourced housing management function – a local authority and provider perspective
Jonathan Edwards and Henry Terefenko, Cheshire West and Chester Council

12:30 Panel discussion and Q&A

13:00 Lunch

14:00 Making self service work
Maggie Houghton, Hyde Housing

14:30 Tackling ASB – what's the role for housing providers?
Guy Stovold, Aster Group

15:00 Refreshments and networking

15:15 Neighbourhood plans, a best practice approach
Ivan Wright, New Charter

15:45 Making tenants' voices heard.
Nic Bliss, Confederation of Co-operative Housing

16:15 Panel discussion and Q&A

16:45 Summary from Chair

17:00 Close