

Programme

Housing Ombudsman workshop: Spotlight on repairs

Tuesday 8 October 2019 | Birmingham

Living in a home in a poor state of repair can have a significant impact on residents. It can cause stress and frustration and damage the ongoing relationship with the landlord.

Delivering a good repairs service is a high priority for landlords and many handle complaints very well – but there is room for improvement.

HQN is once again delighted to be partnering with the Housing Ombudsman Service on this new series of practical and interactive workshops.

09:30 Registration and refreshments

10:00 Introductions and agenda

10:10 Role of HOS, scheme, and our investigation process

10:35 Exercise: key causes of your repair's complaints

11:00 Preventing common repair complaints:

- New lettings
- Responsibilities

11:25 Refreshments and networking

11:40 Preventing common repair complaints:

- Time taken to carry out repairs
- Record-keeping

12:05 Case study: Mrs Clay and repairs

12:45 Lunch

13:30 Good practice: applying DR principles

14:00 Tools to help you

14:10 Q&A and feedback forms

14:30 Close