

# Programme

## Housing Ombudsman workshop: Spotlight on repairs

Tuesday 12 November 2019 | Manchester

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**