

# Programme

## Getting back to basics – The Housing Management Network annual conference 2019

Thursday 21 November 2019 | London

This annual conference on housing management will explore the changing nature of the relationship between landlord and tenant.

The event will include debate around how to deliver excellent customer service to each and every tenant and the need for a culture change that builds trust to help achieve this.

### 10:00 Registration and refreshments

**10:30** Chair's welcome and introduction  
**Rachael Smart, Head of Housing, PA Housing**

**10:45** Back to Basics: How can we simplify our business in complex times?  
**Paul Taylor, Head of Innovation, Bromford Group**

**11:15** Replicating the work of smaller HAs  
**David Cummins, CEO, Warrington Housing Association**

### 11:45 Refreshments and networking

**12:00** Making tenant engagement part of your culture  
**Sharon Wallace, Programme Director, ForHousing**

**12:30** Improving tenant relationships by reinventing frontline services  
**Rachael Smart, Head of Housing, PA Housing**

### 13:00 Lunch

**14:00** Rebuilding Trust within a community  
**Doug Goldring, Director of Housing Management, Royal Borough of Kensington and Chelsea**

### 14:30 Session TBC

### 15:15 Panel session and debate

**15:45** Summary and final questions  
**Rachael Smart, Head of Housing, PA Housing**

### 16:00 Close