

HQN's been running a full service during lockdown

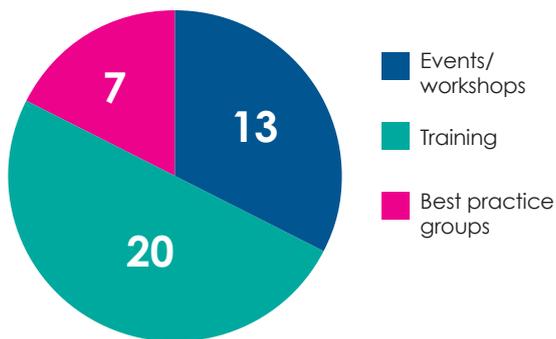


Here's a snapshot of what we've been up to over the last month

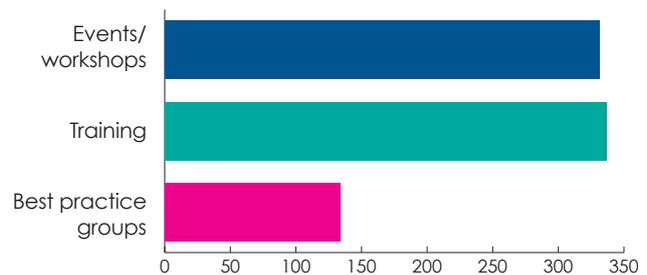
We've gone virtual – and the feedback's been excellent

802 delegates have attended our 40 live virtual sessions

Number of live virtual sessions



Total number of delegates



The most popular have been:

Workshops

Free GDPR and Striking the Right Balance sessions run by David Gibson partner at Short, Richardson and Firth. We've just announced further sessions with David.

Our 'VfM masterclass' had **75** attendees across two dates and our 'Customer-centric cultural transformation' events have had **85** bookings and counting, with two dates still to take place.

Training

- Asset management masterclass
- Supporting your teams through a crisis
- Managing remotely in a crisis with **four sold out** dates.

Best practice

Our 'Best practice compliance' live session proved very popular with **51** bookings.

We've received some excellent feedback



Our networks team has been busier than ever responding to member enquiries, questions and seeking out general advice:

- We've a dedicated [COVID-19 page](#) on our website
- We've set up WhatsApp groups so members can get stay in touch
- We're running more best practice groups – with another 8 planned for May.

Briefings

We've been busy researching, analysing and writing including our regular publication of The Governor.



Topics have included:

- COVID-19 and compliance
- COVID-19 and homelessness
- Welfare reform and housing benefit
- Getting your VfM report right
- Equality considerations in dealing with COVID-19
- COVID-19 and evictions
- Service charges
- Managing lender repossessions (a leasehold management perspective)
- Housing law
- The Fire Safety Bill.

New members

We've welcomed **15** new members,
giving us a total of **440** member organisations
with **1,342** memberships between them.



Here are just a few of our member benefits:

- During 2019 we gave members **£278,325** worth of discounts on events and open-training
- Save on average **£80** per place at our [events](#)
- Save **£25** on each [public training](#) booking
- Attend **free** [best practice](#) networking sessions
- Access **essential resources** including briefings blogs, benchmarking, case studies, toolkits and models
- Contribute to **forums** and **WhatsApp** groups specific to your own network
- Use our '**ask the members**' and '**ask the expert**' services
- Post [job vacancies](#) for free on our website.

To find out more, please visit our website by using the links above or log-in to see the latest information.

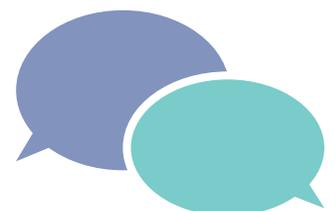
If you're interested in joining additional networks, please email networks@hqnetwork.co.uk

Do let us know if you need anything specific or a particular topic covered – we're ready to help:

☎ 01904 557150 ✉ networks@hqnetwork.co.uk 🌐 hqnetwork.co.uk

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And please do let us know if there have been any changes in lead contacts.



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