

Programme

The Leasehold Summit 2021 Thursday 24 June 2021

This year's Leasehold Summit looks at the road ahead for leasehold teams in the company of a top line-up of speakers.

What will be covered:

The government's roadmap has pointed the way forward for the country as the Covid-19 restrictions are relaxed. Leasehold teams can move with more confidence.

But there are hazards on the road ahead over the upcoming months and into 2022.

We can expect an upscaling in activities and many signposts of new legislation, regulations, and guidance.

Leaseholders have been patient over the last year, and times have been tough for many. But as 'normality' beckons, they'll expect to see full services returning, and more value for money for their service charges and management fees. The challenge for the rest of this year, and into 2022, is to plot a course to deliver just that.

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| 12:55 Introductions
John Gargan, Chair,
The Leasehold Network | 14:25 Fire & building safety and services charges – does it come at a cost?
John Gargan, The Leasehold Network |
| 13:00 Back in business – what lies ahead for a leasehold team
Mike Edmunds,
Camden London Borough | 14:50 Break |
| 13:25 First foray into forfeiture for shared owners
Kirsty Skinner, Coastline | 15:00 Rebuilding leaseholder trust - ensuring management companies are discharging their legal responsibilities
Natasha Greenwood, Head of Homeownership, Sovereign |
| 13:50 Break | |
| 14:00 Clarity on cladding
Steve Michaux, A2 Dominion | 15:30 Leasehold Reform – latest developments
Speaker TBC, MHCLG |

15:50 Making things right – a new approach to dealing with leaseholder complaints
Richard Blakeway, The Housing Ombudsman

16:20 Summary and close
John Gargan, Chair, The Leasehold Network

Meet our speakers

John Gargan, Associate, The Leasehold Network



John has over 40 years' experience in public sector housing, including over 30 years in leasehold management and home ownership.

He was formerly a senior manager with a leading London ALMO, responsible for the management and development of services to homeowners, the billing, collection and recovery of service charges, the right to buy and cash incentive schemes. He has a track record of working constructively and inclusively with leaseholders to achieve positive service developments. John has worked on and chaired a number of London Councils' working groups and was a member of the London Home Ownership Forum Steering Group. He was a member of the CLG's Public Sector Leasehold Working Group and was on their working parties for the revision of the Section 20 Leasehold Consultation regulations in 2002/03 and the research into Right to Buy valuations and the development of the RICS Code of Practice. He is also a Civil & Commercial Mediator, accredited by RICS, and a qualified trainer.

Kirsty Skinner, Leasehold and Service Charge Manager, Coastline Housing Ltd



Kirsty worked in social housing and for Coastline since 2008. She started in the Customer Services Team before moving into the Income Management Team in 2009 and specialising in leasehold and service charges from 2012. During this time, the owner side of the business has grown substantially, bringing new challenges, including the Covid-19 pandemic and Coastline's first forfeiture case.

Richard Blakeway, The Housing Ombudsman



Richard was appointed as Housing Ombudsman from 1 September 2019. He has extensive experience in the housing sector, with previous roles including Deputy Mayor of London for Housing, chair of the Homes for London board and non-executive director of Homes England. During his eight years at the Greater London Authority, Richard was responsible for a major investment programme, overseeing the delivery of 100,000 affordable homes and regeneration

plans for 670 hectares of land owned by the authority. Richard led the creation of the first team at City Hall to address rough sleeping, commissioning around £10 million of services each year, as well as the first Social Impact Bond on homelessness.

Natasha Greenwood, Head of Homeownership, Sovereign

Natasha has over 25 years' experience of working at a senior level in both commercial and social housing sectors, with a wealth of strategic and practical experience. The last 8 years have been at Sovereign Housing Association and Head of Commercial Operations and most recently Head of Homeownership. Passionate about raising standards and a proactive member of the National Leasehold Group.