

Programme

Leasehold KPIs – “It’s all about the performance”

**Tuesday 23 January 2018 | The Millennium Hotel
London Mayfair**

This is a topical seminar on the scope of setting leasehold key performance indicators (KPIs) for either specialist teams or cross-cutting service delivery.

It follows on from some research (2017) into KPIs carried out by The Leasehold Network, which found no consistent trend towards setting KPIs for leasehold services specifically, or not, so this seminar will evaluate the scope to set KPIs, whether leasehold teams should or shouldn't, cross-cutting elements, and how KPIs can be developed (ie, the criteria). It is a balanced seminar and will NOT advocate whether KPIs must/should be set, rather it will give delegates food for thought on whether the approaches outlined during the day would work for their leasehold service and organisation.

10:00 Registration and refreshments

10:30 Performance KPIs for leasehold services – the background and the scope

Ann Faulkner, The Leasehold Network

11:30 Refreshments and networking

11:45 Compliance with leasehold Legislation

Ana Kandri, LEASE

12:30 Covering all the bases – the scope of KPIs; covering leasehold, income management, services for leaseholders

Emma McSweeney, Phoenix Community Housing

13:00 Lunch

13:45 Modernistic KPIs – thinking more like a 'commercial' organisation

Vicky Corner, Riverside

14:15 Refreshments and networking

14:30 What the customers say... shaping KPIs based on your customers and customer feedback

Laurence Khellas, East Thames

15:15 Preparing your case – shaping your KPIs on your needs and expectations

James Caspell, Sutton Housing Partnership

15:55 Review of the day

Ann Faulkner, The Leasehold Network

16:00 Close

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EVENTS