

# Programme



## Improve your void performance – Find out how to reduce re-let times and achieve back-to-back lettings | Wednesday 15 June 2022

Make void turnover “everyone’s responsibility.” Hear from top voids performer Mark Manns and his team at One Vision Housing and The Sovini Group on how he has worked with internal teams and partners to streamline processes making void turnover “everyone’s responsibility”.

**10:30** Chair’s welcome and introduction  
**Kim Long, Senior Networks Manager, HQN**

**10:40** What top voids performance looks like?  
**Mark Manns, Neighbourhood Services Manager and Bianca Perkins, Assistant Neighbourhood Services Manager, One Vision Housing**

**11:00** Questions

**11:15** Break

**11:30** Cross team working – How they do it – Focusing on:

- Partnership work and group structure
- Early survey
- Asbestos
- Gas checks and compliance challenges

**Martin Tighe, Senior Surveyor, One Vision Housing and Mathew Parkins, Project Manager voids and grounds maintenance, Sovini Property Services**

**11:50** Questions

**12:05** Voids Manager system  
**Lee Burke, Sales Director, Plentific**

**12:35** Summary and final questions  
**Kim Long, Senior Networks Manager, HQN**

**12:45** Close

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EVENTS

# Meet our speakers



## **Kim Long, Senior Network Manager, HQN**

Kim has worked in the housing sector for over 25 years with a keen eye on front line service provision, customer service and staff induction processes to develop a value driven culture, and leading approach towards tenant engagement. With experience in several areas of housing management including lettings and neighbourhoods her heart lies in income collection, with a longstanding and firm belief that the provision of help, advice and early intervention, instead of reliance on enforcement, is key to sustainability and the reduction of arrears and evictions. As Lead Associate Kim's aim is to make RIEN a more dynamic platform, providing the sector with a way of highlighting best practice, to make a louder noise and demonstrating the value of the services it provides.



## **Martin Tighe, Senior Surveyor, One Vision Housing**

Martin has a trade background as a Joiner and over 35 years' experience working on and managing voids. He has worked on the client side for over 20 years. He is extremely passionate about void performance. Proven results in different Organisations.



## **Mark Manns, Neighbourhood Services Manager, One Vision Housing**

After teaching abroad for five years in Turkey and Japan Mark returned to the UK and began his housing career at Richmond Housing Partnership. He worked in neighbourhood management, became the newly established service centre team leader and won employee of the year helping RHP finish high on the Sunday times list. Mark joined One Vision Housing as a neighbourhood officer in 2008 before becoming neighbourhood team leader and then neighbourhood services manager in 2017. He managed a large team of around 50 staff carrying out all generic aspects of neighbourhood management. Mark has specific responsibility for voids and allocations, community safety, tenancy and estate management. Mark has played an instrumental role in OVH and

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the Sovini Group winning numerous awards in recent years including best place to work in the UK, and have delivered a voids and lettings service which has continually improved to become one of the top performing in the UK, helping reduce relet times and void rental loss to a best ever position in 2021/22 and at the peak of top quartile performance for the sector. Mark is also a qualified EFL Teacher, has a Master's Degree in International Relations, and is a keen runner.

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EVENTS

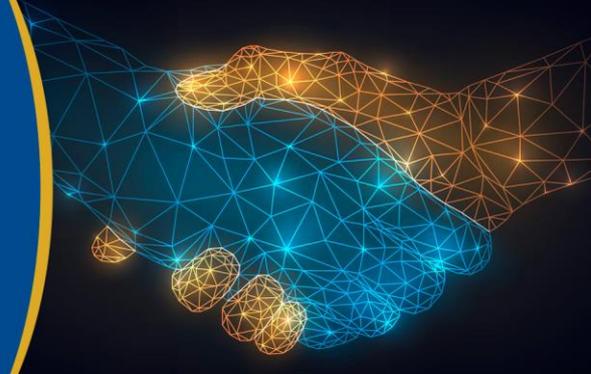
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