

apse online seminar

Building Maintenance Seminar

Changing times - New approaches: Addressing strategic and operational issues in the repairs and maintenance service



6 November 2020

Online Seminar

Programme

10:00 Seminar Start

Chair : Councillor Judy Hamilton, Fife Council

Session One: Service delivery models

Unitas 2 Years on! The challenges and achievements

- Benefit of the Unitas model to the City of Stoke on Trent and its residents
- How Unitas is adapting to, and dealing with the Covid 19 pandemic
- The next chapter and challenges, politics, budgets, growth efficiency

Wayne Booth, Director, Unitas

Reinvented, restructure and revitalised property maintenance service

- Wigan's 'Freshlook' review and transformation programme
- Workforce modernisation
- Service Modernisation
- Impact of the new delivery model

Linda Mickleburgh, Service Manager Property Maintenance and Sharon Smith, Operations Manager – Contracting, Wigan Council

3C Shared Services – A strategic partnership between Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council

- Developing a solution to address issues of capacity
- Embedding and overcoming the challenging of the new delivery model
- Benefits to the individual, customer and community

Heather Jones, Strategic Lead, 3C Building Standards

Audience question and answer session

11:15 Virtual Coffee Break

Session Two: A tenant centred approach

A Key Note address – Optimised Retrofit

Kevin Hammett, Senior Housing Decarbonisation Officer and Tim Mann, Senior Market Housing Officer – Welsh Assembly

Managing compliance and the contractor relationship for gas servicing

- Gas servicing at Bernselai Homes
- Managing the compliance and client relationship
- Overcoming the COVID-19 challenges

Daniel Crossley and Anthony Spencer, Berneslai Homes

Tackling financial exclusion and tenancy sustainability

- Developing a new vision to address the issues of Universal Credit
- Building a relationship with tenants
- Measuring outcomes and becoming a beacon of good practice

Catherine Cunliffe, Income Manager, Lancaster City Council

Managing Tenant Demand

- Assessing the scale of the issue
- Putting in place a robust plan
- Case study approach

Vickie Hacking, Principal Advisor, APSE

Audience question and answer session

13:30 Seminar close

Seminar Objectives

About the Seminar

The events of the Grenfell Tower tragedy, the COVID-19 pandemic, political agenda and the climate declarations have brought into sharp focus the need for councils to provide good quality, sustainable housing. This combined with the challenging financial position councils are facing is leading local authorities to review and adapt the way that they deliver and carry out their building repairs and maintenance service.

This seminar brings together a range of expert speakers that will explore topics such as approaches to service delivery models, retrofitting and how councils are adopting innovative approaches to supporting tenants and the wider community.

The session also presents an excellent opportunity for delegates to share best practice and gain an overview of how other authorities from across the UK are meeting the challenges head on.

Who should attend?

The unique event is designed to give service directors, managers, elected members and trade union representatives in the service area housing and building maintenance the opportunity to gain knowledge from experts and to discuss strategic and policy issues.

The seminar will allow delegates to take part in Q&A sessions with our panels of expert speakers either using the online chat function or through audio-video connections. You will need access to the internet and an audio connection to take part, ideally with a video/web cam. A joining link will be sent after you register to attend with full instructions a few days before the event and we will issue a reminder of the joining link to you before the event takes place.

Delegate Packages Exclusive of VAT

What's included?

The delegate fee covers attendance, and documentation including a video showreel following the event.

APSE member delegate fee:	£99 + VAT
Non member delegates fee:	£149 + VAT
Commercial delegates:	£249 + VAT

Click [here](#) to reserve your place on this event

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to CKing@apse.org.uk. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for nonattendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or mode of delivery should this become necessary. If due to emergency action by UK Governments/Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.