

# APSE Building Maintenance and Repairs Seminar 2019

*Creating sustainable homes for a fair society*



**3 and 4 October 2019**

Best Western Plus, Stoke on Trent Moat House

# Programme: Thursday 3 October 2019

09:00 Registration and exhibition viewing

**Welcome by the chair, Cllr Judy Hamilton**

**Opening address, Cllr Abi Brown, Leader of City of Stoke-on-Trent Council**

10:15 **Session 1: The Big Picture**

## The policy context

- Housing for a fairer society: APSE / TCPA research findings and recommendations
- APSE Building Maintenance and Repairs State of the Market 2019
- The role of local authorities in ensuring homes are sustainable for the future

**Speaker:** Paul O'Brien, Chief Executive, APSE

## Human Habitation Act 2018 and the impact on local authorities

- The statutory provisions
- The meaning of 'fitness for habitation'
- When the duty is owed
- Practical considerations
- Unintended consequences

**Speaker:** Tom Tyson, Barrister, Zenith Chambers

### Audience question and answer session

11:15 Refreshments and exhibition viewing

11:45 **Session 2: Responsibilities and Residents**

## Fire Safety and the resident challenge

- Perception - What do residents understand by the term 'fire safety'?
- Responsibility - Who do residents think is responsible for fire safety?
- Education, Engagement, Enforcement - How do you provide information, engage understanding, enforce safety behaviour?

**Speaker:** Rosemary Brown, Head of Compliance and Governance, London Borough of Camden

## Future standards and regulations

- Retrofit and refurbishment
- An overview of the proposed changes to regulations
- Planning for and implementing the changes in local authority building maintenance and repairs

**Speaker:** Colin King, Director at BRE and UK Centre for Moisture in Buildings

## Developing an approach to support tenants on Universal Credit

- Maximising income with reducing resources
- Supporting customers to sustain their tenancies
- The power of partnership working

**Speaker:** Matthew Foreman, Director of Customer Service, Your Homes Newcastle

### Audience question and answer session

13:15 Lunch and exhibition viewing

14:15 **Session Three: Workshops**

## Workshop 1: Delivering an R&M Service

### Insourcing

Andy Mudd, Head of Solutions APSE

### Open book contract management

Peter Gray, Head of Property Services (Housing) and Made Awotesu, Contracts Administrator, Welwyn Hatfield Borough Council

### Working in partnership to create a new platform to support the delivery of property repairs

Neil Martin, Business Manager - Asset Management and Maintenance Service, Sandwell Council

## Workshop 2: Sustainability for the future

### The policy landscape

Charlotte Banks, Energy and Research Officer, APSE

### Solar panels for reducing council tenants' energy bills

Andrew Briggs, Strategic Manager Energy, Place, Growth & Prosperity Directorate, City of Stoke on Trent Council

### Ensuring the sustainability of retrofits

Professor Will Swan, Associate Dean Research, School of Built Environment, University of Salford

16:30 **Close of day one**

## Evening programme

**19:00 Pre-dinner reception**

**19:30 Charity dinner and Apprentice Awards 2019**

## Friday 4 October 2019

10:00 **Morning Briefing**

An interactive bitesize session which will explore:

### Property Compliance Management, with Sarah Jowett

*APSE Associate Sarah has spent over 25 years working in the property sector in local government and more recently as an interim manager and consultant.*

### Heat pumps, a ready made solution, with Iain Carr

*Iain Carr is the North West Sales Manager for the Kensa Group. He has a wealth of renewables experience in both technology and technical application.*

11:30 Seminar close with light refreshments

# About the seminar

The context of building maintenance and repairs services continues to develop at a rapid pace. The range of topics which impact on local authority services is vast whilst the need for managers to keep abreast of developments in order to provide a tenant-centred service remains key.

This Seminar will look at a number of these key themes whilst balancing strategic and operational topics. There will be presentations from a range of experts outlining the implications to local authorities from current policy and new legislation. Examples of tenant-centred approaches also feature on the programme.

The workshop sessions focus on delivering a repairs and maintenance service and ensuring housing stock is sustainable for the future. These sessions have a range of expert speakers who will outline innovative approaches and case study examples.

In addition to the presentations, the Seminar also presents an excellent opportunity for delegates to network with colleagues in the sector and share best practice.

The 2019 Apprentice of the Year Awards will be hosted at the event and details of how to make a submission for the awards can be found at [apse.org.uk/events](http://apse.org.uk/events)

## Who should attend?

- Elected Members
- Service Directors
- Housing Managers
- Building Maintenance and Operations Managers
- Property Managers
- Health and Safety Officers
- Human Resource Managers
- Heads of Service
- Procurement officers
- Trade Union Representatives
- Contractors and Suppliers

## Venue

### **Stoke-on-Trent Moat House (Best Western Plus)**

#### **Etruria Hall**

#### **Festival Way**

#### **Stoke-on-Trent**

#### **ST1 5BQ**

The hotel has historic links to the city's heritage. Etruria Hall was built in 1769 as the home of Josiah Wedgwood, the father of English pottery.

The venue is excellently located close to several transport links, with free parking onsite.

- 8 miles from J15 or 16 of the M6
- 2 miles from Stoke-on-Trent train station
- 45 minutes from Manchester Airport, 75 minutes from East Midlands Airport and 90 minutes from Birmingham Airport.



# APSE Building Maintenance and Repairs Seminar

## Contact details

Contact name \_\_\_\_\_ Authority \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Email \_\_\_\_\_ Telephone \_\_\_\_\_

Please detail any special dietary or access requirements for the delegates listed below (including vegetarian/vegan)

### Delegate Packages Exclusive of accommodation costs

*What's included: The delegate fee covers seminar attendance, delegates' documentation, lunches and light refreshments and dinner on the evening of 3 October.*

*Accommodation is not included.*

#### Full seminar attendance including evening function

APSE members **£249 +VAT**

Non member LAs: **£390 +VAT**

Commercial organisations: **£459 +VAT**

### Accommodation Bookings allocated on 'first come' basis

#### Option A: 1 night accommodation

Dates: 2 October 2019 **Cost (B&B) £85\***

#### Option B: 1 night accommodation

Dates: 3 October 2019 **Cost (B&B) £85\***

#### Option C: 2 nights accommodation

Dates 2 and 3 October 2019 **Cost (B&B) £170\***

*(\* APSE will invoice delegates for the accommodation cost at the appropriate rate. All the above rates are exclusive of VAT. All extras must be paid direct to the hotel on departure.*

## Payment details

- Please find enclosed cheque made payable to APSE
- Please invoice me (if required please include purchase order number) \_\_\_\_\_
- VAT registration number 519 286 915

## Delegate details

Please circle one of each

Delegate name	Position	Email	Hotel	Workshop	Attending Morning Briefing?
			A B C	1 2	Yes No
			A B C	1 2	Yes No
			A B C	1 2	Yes No
			A B C	1 2	Yes No

- Please confirm that you are happy for APSE to retain your details so that we can send you information relevant to your area of interest. Your data will be used for sign in sheets, delegate lists and hotel lists (where relevant). If you are making a booking on behalf of other delegates please confirm that you have their permission to be included on our database. Our GDPR policy is available on our website: [www.apse.org.uk](http://www.apse.org.uk).

**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to [scull@apse.org.uk](mailto:scull@apse.org.uk) or fax to 0161 772 1811. 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 non-attendance. 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 venue should this become necessary.

Register for the seminar:

1

**Online form:**  
[www.apse.org.uk](http://www.apse.org.uk)

2

**Email this form to:**  
[scull@apse.org.uk](mailto:scull@apse.org.uk)