

CHIC Conference 2019: Workshops

Sixways Stadium, Worcester, WR3 8ZE

Wednesday 12th June 2019

08.45 – 09.45

Merchants and Materials

Managed services with savings!

This workshop will consider different merchant solutions for responsive repairs and voids work, in particular. What works best – a managed store, branch collection or delivery? General merchant or general and specialists? How does CHIC's managed service add value and help enhance productivity?

The panel will consider what works best for them and why.

Chaired by David Wells

Wrekin Housing Trust

Conference Launch

10.00 – 10.30

The plenary at 10:00 is to launch the Conference and to welcome delegates and exhibitors to CHIC's 9th Annual Conference.

Mark Easton will Chair the session and commence with his own introductory 'state of the sector' overview and scene setting.

CHIC's Chair, Maggie Punyer, will then summarise CHIC's 2018/19 Annual Report, which will be launched and available at the Conference. The session will conclude with a short Q&A with Mark and Maggie.

08.45 – 09.45

Fire Safety

Do we really understand what's what?

CHIC's Conference is exactly 2 years after the Grenfell Tower disaster. This shook the sector and quite rightly the focus on fire safety for residents is now paramount. But is compliance where it needs to be – what progress have landlords, their supply chains and the fire service all made and what challenges still remain?

The panel will give their own perspective on the sector's grasp of fire safety and debate any questions that may be concerning you.

Chaired by Mark Easton

Home Editor, BBC



10.30 – 11.30

Offsite New Homes

So how do we change the approach?

A year ago CHIC showcased its modular house. There has been lots of noise in the market since modular – but very few new homes actually built off site. What really is happening to change the market and where it isn't, why not?

The panel will give their own honest appraisals as to the progress that has been made and what still needs to change. We are keen to have a healthy debate to ensure that CHIC's future response to modular fully embraces its members needs.

Chaired by Ian Hancock

Community Housing Group, MD

12.00 – 13.00

Insource vs Outsource

How can CHIC help?

Housing Landlords deliver their R&M services through a mixture of full in-house delivery, a fully externalised service and any range of hybrid options. In short, there is no right answer and models that work for one organisation don't work elsewhere. Why?

Panel members will provide an overview as to what they think works where, when and why. The workshop will debate your questions around leadership, culture and effective clienting that will determine the contractor's success – whatever the solution.

Chaired by Maggie Punyer

Chair, CHIC

10.30 – 11.30

Brexit

What is the effect on us?

No one quite knows where the UK's progress with Brexit will be on 12th June. We have had a long time to plan for what might be, so this session will consider what the impact is likely to be on the housing sector and its supply chains.

The panel will give their individual predictions as to what is to come and debate what CHIC and its members can do in the continual cycle of preparation for Brexit.

Chaired by Mark Easton

Home Editor, BBC

12.00 – 13.00

Social Housing Green Paper

What's coming?

The Social Housing Green Paper should lead to new initiatives in the sector, provided parliament does something other than Brexit. Assuming it does, what new legislation will the sector need to respond to, is this good for our customers and how can CHIC help?

Panel members will outline their thoughts on what's coming and what we can do together to respond positively for the good of our customers and assets.

Chaired by Mark Easton

Home Editor, BBC



14.00 – 15.00
Plenary Session

The afternoon plenary will take place at 2pm. The session will be Chaired by Mark Easton, who will introduce **Alison Inman** (Outgoing President CIH, Board Member of Broadland HA and TPAS) and another high profile plenary speaker. After the presentations, Mark will Chair a Q&A with speakers and CHIC's MD, who will be available to answer specific questions, if required.

We will then announce our Trainee of the Year, Best Newcomer and Above and Beyond award category winners with presentations by the speakers.

15.00 – 16.00
Energy Efficiency
The Future

Energy prices continue to rise but the sector still looks at housing costs in isolation rather than overall. So taking a medium to long term view, for existing assets and new homes, what must the sector do to improve energy efficiency and make homes more affordable for people on limited incomes?

Panel members will share their vision for what they believe should happen and the workshop will then debate what can be achieved and how CHIC might help.

Chaired by Maggie Punyer
Chair, CHIC

09.45 – 16.00
Network with our supply chain partners and service providers

There will be an exhibition running alongside the conference, featuring a wide variety of CHIC's supply chain partners and service providers.

15.00 – 16.00
Strategic asset management or Maintenance
Quiz the experts

How far has the housing sector moved from being a provider of maintenance services to strategically managing their significant asset base? What should we now be focusing on to make sure we get the very best return on assets to invest in new homes?

Panel members will share some specific examples of what's working for landlords at present and then debate, with you, the sectors progress and why and how consortia make a difference.

Chaired by Mark Easton
Home Editor, BBC

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