

The Repairs and Maintenance Conference

Tuesday 26 and Wednesday 27 August 2008 – Dundee Apex City Quay Hotel

BOOKING FORM

Title	First Name	Last Name	Job Title	Membership No
Mr/Mrs/Ms (1)				
Mr/Mrs/Ms (2)				

Do any of the above have any special access needs or dietary requirements? CIH can supply supporting material in Braille, Large Print, or on Audio Tape, and can arrange for Hearing/Induction Loops and other support at events. Please inform us of any requirements at point of booking.

Organisation			
Department			
Delegate correspondence address		Invoice address if different	
Tel No:		Tel No:	
Fax No:		Fax No:	
Delegate email:			
Contact name:			

How did you hear about this event?

PLEASE TICK APPROPRIATE FEE

Delegate Type	Prices (Please circle price accordingly)	
	Non Contributory	Contributory
Full Delegate (Residential — Monday and Tuesday)	£618 + VAT	£561 + VAT
Full Delegate (Residential — Tuesday Only)	£468 + VAT	£412 + VAT
Full Delegate (Non-Residential)	£395 + VAT	£332 + VAT
Day Delegate (Non-Residential — Tuesday Only)	£275 + VAT	£218 + VAT
Day Delegate (Non-Residential — Wednesday Only)	£275 + VAT	£218 + VAT
CIH Student Member* (Non-Residential)	£21 per day + VAT	£21 per day + VAT
CIH Student Member* (Residential — Mon and Tues)	£312 + VAT	£312 + VAT
CIH Student Member* (Residential — Tuesday Only)	£234 + VAT	£234 + VAT

* Please note there are a limited number of CIH Student Member places available and they will be issued on a first come first served basis.

Please post or fax to:

The Chartered Institute of Housing
6 Palmerston Place
Edinburgh, EH12 5AA
Tel: 0131 225 4544
Fax: 0131 225 4566
email: scotland.training@cih.org
website: www.cihscotland.org

Notes on booking

- 1 We will invoice you after the event. **Please do not send payment with this booking.**
- 2 If you cancel this booking more than 10 days before the start of the event, you will be charged a £40 administration charge. If you cancel this booking within 10 days of the start of the event, you will be charged the full fee.
- 3 If at the time of booking, you do not know who will be attending the event please let us have the names **no later than** two weeks before the event.
- 4 *CIH reserves the right to change advertised speakers and programme without notice.

Open to all, closed to prejudice.



The Repairs and Maintenance Conference

Tuesday 26 and Wednesday 27 August 2008
Dundee Apex City Quay Hotel

SPEAKERS INCLUDE:

Misia Jack, Director, Misia Jack Consultancy
Dr Neil Jarrett, Chief Executive Officer, Collaborative Working Company
Richard Atkins, Managing Director, Home Energy and Data Services Limited
Jamie Tennent, Area Operations Manager, CORGI
Mike Bruce, Chief Executive, Weslo Housing Management

The Repairs and Maintenance Conference

Tuesday 26 and Wednesday 27 August 2008
Dundee Apex City Quay Hotel

A reliable and efficient repairs and maintenance service is an essential component of business success for social landlords. The quality of the service and the property improvement programmes also greatly influence the perceptions held by tenants of their landlords.

Over the course of the Conference delegates will hear about how latest policy developments will impact on housing maintenance, in particular the requirements set out in the SHQS and added responsibility to make housing more efficient and up to Standard. The Carbon Targets set out by the Government add additional requirements to ensure buildings are more efficient and tenants are aware of how to reduce their own carbon footprints.

Keynote Sessions:

- Sustainable and Green Maintenance
- Fuel Poverty and the Scottish Renewable Heating Pilot
- Achieving Efficiencies in Maintenance Programmes
- A Showcase – Meeting Physical Standard Requirements

This 2-day residential Conference is a must for staff who plan, manage and deliver social housing repairs, maintenance and improvements. As well as hearing about the latest initiatives and policies you can network with like minded colleagues in an informal and relaxed atmosphere.

For convenience all Conference facilities used over the two days are on site.

Prices include all lunches, Conference Dinner and entertainment. All of the bedrooms at the 4* Apex City Quay Hotel in Dundee are en-suite and coffee making facilities are provided. Delegates are allowed full use of the Hotel's leisure facilities.

A range of companies will be exhibiting at the Conference to promote their services and products. Exhibitors include:

- | | |
|-------------------------------|--------------------------------|
| • Forster Roofing Specialists | • Packexe Limited |
| • Datalink Technologies | • Roper Rhodes & Tavistock Ltd |
| • R. Etchells & Sons Limited | • Dundee College |
| • City Building (Glasgow) LLP | • In4Systems |
| • CORGI | • Eaga Home Services |
| • Northgate IS | |

To find out more about sponsorship or exhibition opportunities available at this or any CIH Scotland event contact Sophie Taysom on 0131 225 4544 or e-mail sophie.taysom@cih.org

Programme

The Repairs and Maintenance Conference

Day One

- 9.00 Registration and Exhibition Viewing
- 10.00 Welcome and Introduction
Jim Strang, Vice-Chair (Policy), Chartered Institute of Housing
- 10.10 Sustainable and Green Maintenance
Misia Jack, Director, Misia Jack Consultancy
- 11.10 Refreshments and Exhibition Viewing
- 11.45 Workshops A
- 12.55 Lunch
- 2.15 Workshops A (repeated)
- 3.25 Refreshments and Exhibition Viewing
- 3.45 Achieving Efficiencies in Maintenance Programmes
Dr Neil Jarrett, Chief Executive Officer, Collaborative Working Company
- 4.30 Close of Day One
- 7.30 Dinner with all round entertainer **Tam Cowan** – TV presenter, radio host, columnist and restaurant reviewer

Day Two

- 9.00 Registration and Exhibition Viewing
- 9.30 Welcome and Introduction
Jim Strang, Vice-Chair (Policy), Chartered Institute of Housing
- 9.40 A Showcase – Meeting Physical Standard Requirements
Stewart Clark, Director of Property Services, Bield Housing Association
Roger Griffiths, Deputy Chief Executive, Whitefriars Housing Group
- 10.40 Refreshments and Exhibition Viewing
- 11.00 Workshops B
- 12.10 Lunch
- 1.30 Workshops B (repeated)
- 2.40 Energy Performance Certificates
A representative from the RICS
Richard Atkins, Managing Director, Home Energy and Data Services Limited
- 3.45 Close Conference

Workshops A:

1. **Doing Your Own – Direct Labour Forces**
Mike Bruce, Chief Executive, Weslo Housing Management
2. **Radical Transformation of Maintenance in Social Housing**
Phillip Russell, Managing Director, Morrison Facilities Services
3. **So What Do I Do Now?**
Liz Burns, Consultant, Liz Burns Training and Consultancy
4. **Fuel Poverty and the Scottish Renewable Heating Pilot**
Emma McColm, Assistant Manager, Scottish Renewables, Energy Saving Trust
Finlay Ross, Housing Officer (Technical Support), Fife Council

Workshops B:

1. **Legionella – The Know How!**
A representative from the Health & Safety Executive
2. **Community Benefit and Procurement**
Karen Smith, New Initiatives Manager, Grampian Housing Association
3. **Gas Safety**
Jamie Tennent, Area Operations Manager, CORGI
4. **Partnership Agreements**
Janet Herdman, Regeneration Manager, Cube Housing Association