

## Estate Services Club

Wednesday 24 March 2021

Online

### Programme

09:30	Arrival / online access
09:40	<p>Welcome and opening comments</p> <p><b>Dawn Smithson</b>, Club Manager</p>
09:45	<p>The impact of regulatory compliance changes on estates and neighbourhood management</p> <p>In our opening session we'll take a look at the current approach to regulation and consumer standards and the changes to these that could impact the delivery of estate services. As a senior housing professional, Paul will discuss some of the big ideas in the Social Housing White Paper for England and what challenges they may pose, and how organisations can start to prepare for some of these changes.</p> <p><b>Paul Warburton</b>, Senior Consultant, DTP</p>
10:15	<p>Re-visiting the approach to tenant engagement and customer satisfaction</p> <p>From their work helping Social Landlords to build sustainable tenancies by combining behavioural science, data analysis and technology, Chris from Voicescape will share details of;</p> <ul style="list-style-type: none"> <li>• How customer relationships are built on key behavioural science principles</li> <li>• How to capture the right information to understand how tenants think and feel and what drives their behaviours</li> <li>• How to monitor how services are received</li> <li>• How to encourage tenants to engage with your services</li> <li>• The key drivers to improving tenant engagement and customer satisfaction</li> <li>• Best practice examples of how re-visiting your approach can have a positive impact on staff efficiency, service delivery and customer experience</li> </ul> <p><b>Chris Walker</b>, Behaviourial Insights Lead, Voicescape</p>
10:45	Comfort break
11:00	<p>Best practice group discussions session – breakout rooms</p> <p>Crisis Management – lessons learnt from the front line during the COVID-19 pandemic;</p> <ul style="list-style-type: none"> <li>• What have you stopped doing?</li> </ul>

	<ul style="list-style-type: none"> <li>• What have you continued doing but adapted? Did you require any additional technology or tools?</li> <li>• What have you started doing that will continue post-COVID?</li> </ul> <p>Includes feedback from breakout groups</p>
<b>12:00</b>	<b>Building a better community and stronger community voice</b>
	Overview and speaker to be confirmed
<b>12:30</b>	<b>Wrap up and closing comments</b>
	<b><i>Dawn Smithson, Club Manager</i></b>