

Repairs and Asset Management Club

23 March 2022

Online

Programme

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| 09:30 | Arrival / online access |
| 09:40 | <p>Welcome and opening comments</p> <p><i>Peter Salisbury, Club Manager</i></p> |
| 09:45 | <p>The journey to transparency – engaging customers on fire safety</p> <p>The Hackitt report called for a 'golden thread of building information' and increased transparency with customers. It's a clear goal, but with no single or straightforward route. We need building and fire safety to be at the forefront of people's minds but we're in constant competition for our customer's attention and it's a topic that can trigger fierce emotions.</p> <p>In our opening session, Chris and Becky will chart B3living's journey of engaging customers on fire safety and the challenges and issues they've tackled. Their story includes how they brought communications and asset management expertise together to publish fire risk assessments and manage EWS1 issues on sub-18m blocks.</p> <p><i>Chris Ellison, Executive Director of Operations and Becky Geoghegan, Head of Communications, B3living</i></p> |
| 10:15 | <p>A Zero-Carbon Strategy for Social Housing Organisations</p> <p>In this session Peter will outline the challenges presented to the housing sector by the UK's statutory net-zero carbon target and identify the unknown factors that make it difficult to formulate a strategic response. He will share insight into his work with John Kiely at Savills to develop a 'no regrets' zero-carbon strategy for social housing, which can be started immediately and implemented over 20-30 years.</p> <p><i>Peter Rickaby, Energy and Sustainability Consultant (Buildings and Housing), Director, Rickaby Thompson Associates Ltd</i></p> |
| 10:45 | Comfort break |
| 11:00 | <p>Best practice group discussions session – breakout rooms</p> <p>Includes feedback from breakout groups</p> |
| 12:00 | <p>The optimisation of repairs operations to deliver improved services</p> <p>Session overview to be confirmed</p> |

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| | <i>Charlie Gilbert, Business Solutions Director, Field Dynamics</i> |
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| 12:30 | Wrap up and closing comments |
| | <i>Peter Salisbury, Club Manager</i> |