

## Estate Services Club

Wednesday, 15 March 2023

Online via Teams

### Agenda

09:30 Online access

09:35 **Welcome and opening comments**  
*Dawn Smithson, Club Manager*

09:40 **New commercial approaches to estate management**  
Eden Housing Association and Mitre Housing Association have partnered with Karbon Homes in a bid to provide high quality, value-for-money services for their residents. Karbon Homes will deliver various services, including estate management and grounds maintenance through its cost-sharing vehicle (CSV), Karbon Solutions.

In this session we will learn about the benefits of this model.

*George Surrey, Head of Karbon Solutions, Karbon Homes*

10:20 **Digital solutions for estate management – Photobook app**  
We will explore how by using digital solutions it's possible to implement a consistent and efficient approach to all types of inspections, improve resident engagement and increase operational efficiency.

Zack will also introduce current case studies of how different organisations are using Photobook.

*Zack Hodge, Commercial Head of Design/Photobook, Housemark*

11:00 **Comfort break**

11:15 **Group discussion session**

12:15 **Procurement – Managing external contractors and suppliers**  
In our final session we will discuss how housing providers can work better together with contractors and equipment procurement providers to effectively support estate services.

PfH is a national procurement consortium dedicated to driving efficiency and improving procurement practice for more than 900 social housing providers throughout the UK. They manage the purchasing and supply of almost £4m of goods and services every week.

*Guy Stapleford, Head of Consultancy Services, Procurement for Housing (PfH)*

12:55    **Wrap up and close**  
*Dawn Smithson, Club Manager*