

Repairs and Asset Management Club 2023

Wednesday 21 June 2023

Online via Teams

Programme

09:30 Arrival / online access

09:35 **Welcome and opening comments**
Peter Salisbury, Club Manager

09:40 **Mould prevention in social housing– Identifying and managing risks**
The Housing Ombudsman has urged social landlords to renew their focus on damp and mould in the report published last year that outlined the recommendations for landlords to implement.
In our opening session we will discuss the impact of damp living conditions on our tenants and the implications to housing providers.

Rebecca Reed, Head of Insight and Development, Housing Ombudsman

10:20 **Repair Planning – The Key to Success**
Siân will review the role of Repairs Planners in maintenance programmes, exploring how we can better manage repairs and maintenance services, and how this can lead to improvements in customer service and increased resident satisfaction.

Siân Humphreys, Interim Assistant Director Repairs and Maintenance, Golding Homes

11:00 **Comfort break**

11:15 **Group discussion session**

- How often should we survey the condition of our housing stock
- What information are you collecting, and how often

12:00 **Housing innovation – drones for social housing**
In this session we will showcase drone technology for property inspections. We will discover how we can use drones to drive safety, productivity, and efficiency to improve maintenance services.

Stuart Parker, Managing Director, VantageUAV Ltd

12:50 **Wrap up and closing comments**
Peter Salisbury, Club Manager