



Estate Services Club
11 October 2023

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Attendee Information

Club Forum

All Club meeting documents and materials will be added and shared with you via the [Club Teams Forum](#). Please use it to collaborate with fellow Club members between meetings, to share insight, information and to post questions.

Housekeeping

Open 'People' panel to see a list of the attendees joining the Club meeting.

The Housemark host will mute all attendees on arrival and during presentations.

Use the 'Chat' button to open messages, where you can add questions, comments or share information throughout the Club meeting.

During Q&A you can also indicate if you have a question for the speaker(s) by raising your virtual hand (located at the top of the screen). Please introduce yourself before asking your question.

During the scheduled comfort break please stay logged in to the Teams meeting but feel free to turn off your video during this time.

During the group discussions session in breakout rooms please make sure your videos are turned on to engage with fellow Club members and participate in group conversation.

Presentations

A PDF copy of all presentations will be available after the meeting.

Evaluation

Please take the time to complete our online feedback survey after the meeting. Your feedback is important to us to help improve future presentations and keep Club content relevant.

Social media

Use [#EstateServicesClub](#) and include [@HousemarkLtd](#) to tweet about the Club, speakers and presentations.



Estate Services Club

Wednesday 11 October 2023

Online via Teams

Agenda October

09:30 Online access

09:35 Welcome and opening comments

Dawn Smithson, Head of Building Support Services at Thirteen Group and Club Manager

09:40 New approaches to ground maintenance

Michael will give us insight into Thirteen Group's approaches to ground maintenance. We'll discuss dealing with boundary issues, practicalities of in-house vs contract management, ensuring quality of services and value for money.

We'll find out how their team of 'urban rangers' with focus on estate quality checks, fly tipping investigation and community environmental projects is improving the environment for local communities.

Michael Hall, Head of Estates Services and Dawn Smithson, Head of Building Support Services, Thirteen Group

10:20 Co-operative Neighbourhoods – Community and Neighbourhood Cohesion

We'll hear from Jane and Gemma about Stevenage Borough Council's co-operative neighbourhoods operating model that enables neighbourhood cohesion, bringing improvements for residents through a more collaborative, proactive approach.

We will find out how this model promotes better value for money services and encourages greater community engagement.

Jane Konopka, Community Development Manager and Gemma Maret, Neighbourhood Warden Manager, Stevenage Borough Council Communities

11:00 Comfort break

11:15 Group discussion session:

Skill shortages, recruitment challenges and staff retention

12:15 Performance trends and data analysis for estate management

In our final session, based on the latest data, we'll examine the current estate management performance trends across the housing sector in the UK and what conclusions we can draw from those trends.

John Wickenden, Research Manager, Housemark

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

Speaker biographies (Agenda order)



Dawn Smithson, Head of Building Support Services at Thirteen Group and Club Manager

Dawn has over 13 years' experience working in housing and estate services and is currently Head of Building Support Services at Thirteen Group, managing a team of 90 colleagues in the facilities management team. With a wealth of experience in the retail, hospitality, and development sectors, she is committed to delivering high quality services and providing exceptional customer experience.



Michael Hall, Head of Estates Services, Thirteen Group

Thirteen Group are a landlord and housing developer, owning and managing around 35,000 homes across Teesside, the Northeast and Yorkshire.

Michael Hall has over 30 years of experience of working in the of estate management and ground maintenance positions, in private sector and housing.

He joined Thirteen Group team in 2017, and he's delivered change and improvements within their team.



Jane Konopka, Community Development Manager, Stevenage Borough Council Communities and Neighbourhoods Business Unit

Jane forms part of the Stevenage Borough Council Communities & Neighbourhoods business unit.

Jane is the Community Development Manager, responsible for the delivery of Community Development across the borough as well as the implementation of the Co-operative Neighbourhoods Programme.



Gemma Maret, Neighbourhood Warden Manager, Stevenage Borough Council Co-operative Neighbourhood Programme

Gemma is the Community Development Team Manager managing the neighbourhood warden team and supporting residents across the town through the delivery of the Co-operative Neighbourhood Programme.



John Wickenden, Research Manager Housemark

John has over 20 years' experience in the social housing sector covering local authorities, ALMOs, housing associations as well as membership and trade bodies. John's research covers all aspects of social landlords' work, with up-to-date analysis of key policy issues and how they affect day-to-day operations.

Club Member list (First name order)

Name	Job title	Organisation
Andrea Tidy	Estate Services Manager	London Borough of Hounslow
Andrew Chequers	Estates Manager	Raven Housing Trust
Aylene Henry	Head of Estates	London Borough of Hammersmith and Fulham
Bernard O'Beirne	Estate Delivery Manager	MHS Homes
Bev Johnson	Caretaking Services Manager	L&Q
Bryan Low	Estate Services Manager	Sandwell MBC
Carley Dawson-Jones	Estate Services Manager	Great Yarmouth Borough Council
Caroline Nolan	Estate Services Contract Manager	Notting Hill Genesis
Chloe McLaughlin	Estates Services Manager	Brighton and Hove City Council
Chris Vavlekis	Neighbourhood Improvement Manager	London Borough of Haringey
Daniel Williams	Operations Manager	Sovereign Housing Association
David Wrigley	Head of Neighbourhood Care	First Choice Homes Oldham
Dawn Smithson	Head of Building Support Services	Thirteen Group
Dean Blomfield	Grounds Maintenance Manager	Incommunities
Elizabeth Allen	Housing Manager	East Suffolk Council
Emma Langstaff	Head of Localities	Soha Housing
Erik Nolander	Estates contracts manager	Genesis Housing Group
Gareth Banks	Operations Manager - Estates	Sovereign Housing Association
Helen Scott	Service Manager	Sheffield City Council
Herbert Mgema	Estates Officer	Soha Housing
Ian Jardine	Environmental Services Manager	London Borough of Redbridge
Ian Perry	Head of Estates and Caretaking	Nottingham City Homes
Jamie Winter	Housing Team Leader Estate Management	Norwich City Council
Jason Hutchinson	Estates Services Manager	54North Homes
Jim Brennan	Business Manager – Tenancy & Estate Management	Sandwell MBC
Joanne Cole	Sustainability Manager	Stockport Homes
John Ross	Estate services manager	Greatwell Homes
John Ross	Environmental Service Delivery Lead	Wheatley Group
Jordon Guenigault	Estate Inspector	Raven Housing Trust
Julia Chambres	Contract Manager – Open Spaces & Environmental Services	Weaver Vale Housing Trust
Julie Terry	Head of Housing Services	West Kent Housing Association
Karina Adie	Neighbourhood Housing Officer	Cottsway Housing Association
Karl Gilbert	Cleaning, Estates & Compliance Manager	Magna Housing
Kate Daine	Head of Housing and Neighbourhoods	London Borough of Brent

Kevin Price	Caretaking & Contracts Manager	Fairhive
Lauren Compton	Performance officer	Brighton and Hove City Council
Lindsay Ann Wilson	Environmental Services Manager	Incommunities
Mahmut Aydogan	Estate Services Manager	London Borough of Brent
Mark Frayne-Johnson	Housing Services Manager	Fairhive
Mark Hewson	Estate Services Manager	Moat Homes
Michael Dean	Interim G&E Transition Manager	VIVID
Michael Hall	Head of Estate Services	Thirteen Group
Michelle Levy	Estates Manager	SW9 Community Housing
Michelle Menzie	Senior Environmental Manager	London Borough of Hackney
Mohini Khanna		Notting Hill Genesis
Nicola Chamberlain	Head of Estate Management	Platform Housing Limited
Phillip Ralph	Estates Services (Contracts) Manager	Northamptonshire Partnership Homes
Reece Rowlinson	Strategy and Insight Officer	Stockport Homes
Richard Lee	Grounds Manager	VIVID
Sandra Clark	Team Leader - Caretaking	Stevenage Borough Council
Sarah Lawless	Open Space Officer	Weaver Vale Housing Trust
Sean Ellam	Interim Head of Tenancy	South Lakes Housing
Shaz Chudry	Neighbourhood Services Manager	Cottsway Housing Association
Steve Greenwood	Senior Manager – Environmental Services	Together Housing
Steve McGregor	Neighbourhood Services Manager	WHG
Steve Stockwell	Neighbourhood Services Team Leader	Ongo Homes
Steven Gray	Neighbourhood Services Manager	Wheatley Group
Suzanne Ozanne	Maintenance Manager	Guernsey Housing Association LBG
Teslim Fagbavi	Neighbourhood Services Manager	Islington and Shoreditch Housing Association
Tom Harding	Neighbourhood Management Senior Specialist	Folkestone and Hythe District Council
Toni Martin	Senior Estates Coordinator	MHS Homes



Housing Data and Analytics Summit 2023

9 November, Silverstone – Northamptonshire

The sector's biggest housing data event!

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KEYNOTE SPEAKER
Bernie Collins
 Former Head of Race Strategy
 at Aston Martin F1