

Estate Services Club

15 October 2025

Online via Teams

Programme

09:30 Arrival / online access

09:35 Welcome and opening comments

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

09:40 Grounds maintenance review: Rochdale Boroughwide Housing

In this session, we will explore the comprehensive review of grounds maintenance recently conducted by Rochdale Boroughwide Housing (RBH).

We will discuss the importance of effective grounds maintenance in enhancing customer satisfaction and community well-being, alongside strategies to ensure that funds are utilised efficiently.

We will explore key strengths and the challenges faced by RBH in service delivery and infrastructure improvement.

Dario Leone, Head of Repairs & Environmental Services, Rochdale Boroughwide Housing

10:30 Refreshment break

10:40 Procurement of new tree services

We will learn in this session how Stockport Homes (SHG) approached their procurement of tree services, focusing on policy alignment and the challenges faced along the way.

Jo will also tell us more about their trees and green spaces, procedures they follow, and the overall SHG approach.

Jo Cole, Head of Environmental Services, Stockport Homes

11:30 Refreshment break

11:40 Technology solutions for effective tree management

We will explore the role of technology in effective tree management within social housing estates. In this case study we will hear the outcomes from utilising this technology at Sunderland City Council.

Julie and John will share how technology has enabled the Council to streamline the tree inventory processes, facilitate maintenance scheduling, and enhance communication with residents regarding tree health and safety.

Julie McBurnie, Gateshead Council and John Hodgkinson, Neighbourhood Services Directorate, Sunderland City Council

12:30 Group discussion – Communal Areas Policies

In this session, we will discuss communal areas policies. We will explore the standards and expectations for shared spaces including stairwells, gardens, cleanliness and how these policies impact residents' wellbeing, safety and a wider community.

Club members will have the opportunity to discuss any successes or challenges you're experiencing in your organisations currently, as well as the chance to dig deeper into any of the topics covered in the morning.

**12:55–
13:00 Wrap up and closing comments**

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