

Neighbourhood and Community Forum

18 March 2026, 10:00am – 11:30am, Online, Teams

Agenda

10:00 Welcome, introductions and housekeeping

Dawn Smithson, Head of Estates, Thirteen Group and Forum Chair

10:05 Interactive Introductions

10:25 Better Neighbourhoods: Challenges, Opportunities, and Smarter Ways of Working

This session will explore the key challenges and emerging opportunities in neighbourhood management, focusing on how organisations can deliver more effective, responsive, and sustainable services. We will examine the balance between contractors and in-house teams, consider approaches to performance management, and discuss the importance of community building beyond traditional estate management.

The discussion will include:

- Challenges and opportunities in neighbourhood management
- The balance between contractors and in-house teams
- How data and resident feedback can drive smarter planning improving estate maintenance including. repairs, cleaning, and grounds maintenance
- Performance management and Tenant Satisfaction Measures (TSMs).

Speaker panel:

Steven Higginbottom, Senior Consultant, Morada works

John Wickenden, Research Manager, Housemark

11:05 Interactive Q&A and a discussion

- Contractor vs in-house delivery: Which model are you using?
- How can we strengthen performance management across neighbourhood services so that expectations are clear, accountability is consistent, and improvements are driven by meaningful data rather than reactive fixes?

Lessons learned: what works, what doesn't, and how to adapt

11:20 Wrap Up & Key Takeaways

11:30 Next Steps and close

Dawn Smithson, Head of Estates, Thirteen Group and Forum Chair