

## Repairs and Active Asset Management Club

Thursday 14 November 2019

Ambassadors Bloomsbury, London

### Programme

- 09:45**      **Arrival and networking refreshments**
- 10:15**      **Welcome and opening comments**  
*Raj Kumar, Club Manager, HouseMark and Cathy Osborn, Director, Savills*
- 10:20**      **Repairs and asset management performance update**  
Overview to be confirmed  
  
*Kevin Walters, Data Analysis and Insight Team Manager, HouseMark*
- 11:00**      **Procuring a major contract**  
As one of the largest housing associations in the sector, Peter will talk about Clarion's decision to procure a mega repairs contract and the challenges and benefits of this approach.  
  
*Peter Nourse, Director of Assets, Clarion Housing Group*
- 11:40**      **Networking refreshment break**
- 12:00**      **Roundtable discussion session**  
Facilitated group discussions where members will have the opportunity to share ideas and best practice around the following topics;
- How do you think your organisation rates in terms of performance?
  - How does your organisation tackle major work programmes?
- 12:50**      **Networking lunch**
- 13:40**      **The modern way to deliver a repairs service**  
In this session Emma will explain how and why Peabody has radically changed its strategy and approach to the delivery of its repairs and maintenance service, which reflects a 21st century approach to being customer centric.  
  
*Emma O'Shea, Director of Asset and Housing Strategy, Peabody*



14:20

**Value for Money – A race to the bottom**

Michael will help us to look at the current financial constraints and pressures that are having an adverse effect on the quality of products and services, discussing the role that procurement can have in delivering what the internal customer needs and what the end customer demands.

*Michael Williams, Relationship Manager, Asset Management, Procurement for Housing (PfH)*

15:00

**Wrap up, overview of 2019 and plans for the Club in 2020**

*Raj Kumar, Club Manager, HouseMark and Cathy Osborn, Director, Savills*

15:10

**Close**