2013 conference delegate testimonials:

"An excellent event overall and Radisson Blu is a great accessible venue"

"Very good conference with plenty of information"

"The master classes were brilliant. Very useful information shared."

"Excellent conference, excellent content, hard to think of any improvements"

Limitation of Liability
- The Chartered Institute of Housing (CIH) accepts responsibility for accident, injury or loss suffered whilst attending this event if it is directly due to negligence on our part.
- Delegates are responsible for taking care of their own property.
- CIH accepts no responsibility for any loss incurred whilst using material or information gained at this event.

Cancellation of Events
- CIH may have to cancel an event. In this case, we will return any payments received in advance. We will not refund any other costs you may incur as a result of this cancellation.

Copyright
- The copyright of all training material rests with the CIH or the trainer.

Data Protection Act 1998
In making this booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you.

If you would prefer not to be informed of CIH products please tick this box.

All CIH members are entitled to receive the discounted rate as indicated above. If you are not currently a CIH member and would like to benefit from this discount, along with a range of other offers, please contact Customer Services on 024 7685 1700 or by email on customer.services@cih.org or visit our website at www.cih.org/services/member/index.php

By submitting this booking I agree to the CIH terms and conditions.
Celebrating 25 years of the CIH Eastern Annual Conference
The CIH Eastern conference is the region’s premier annual housing event and attracts over 450 professionals during the three days. This year is our 25th anniversary and we will be celebrating the success of our conferences with you. Reflecting on the past 25 years and looking forward to the next 25 years, throughout the programme content and dinners on each evening. The conference will provide great opportunities for networking with colleagues and learning about the latest challenges and issues in the Eastern region. Day 3 once again will follow the same format as last year and is aimed at front line professionals working in the housing sector – supported housing; resident involvement; housing management; housing repairs, homelessness and housing advice.

“100% of delegates rated the CIH Eastern Conference and Exhibition as the most important regional housing event they attended in 2013”

We are bringing together the leading housing experts in the sector who will provide policy, strategic and government updates, share good practice with delegates and offer solutions to the issues organisations may face. We are providing more sessions than ever to accommodate the fast-paced changing environment that housing professionals are currently facing and are pleased to welcome back for the third year running, Mark Easton, Home Editor of the BBC who will be chairing our conference.

Day 1 – Day one considers the high-level strategic and political issues facing the housing sector. We open day one with a session on “Our election hopes for housing.” With less than 6 months to the 2015 general election, we hear from politicians and opinion leaders on what the different parties think and feel about housing. Keynote sessions later in the day will cover the economy’s effect on housing led by Oliver Kamm, Columnist from the Times and Paul Johnston, Institute of Fiscal Studies and a final session on the next 25 years in housing and what we can expect from the CIH Vice President, Geraldine Howley and Cecilia Tredget, Managing Director, East of England LGA.

Master classes
Master classes will include sessions on what makes a good value for money statement; universal credit – learning from the pilots; minimizing the risks of joint ventures; risk management and assurance and more than just repairs.

Day 2 – Day 2 will concentrate on the current operational issues that are surrounding our profession. The opening keynote session looks at the real impact of universal credit from Gavin Smart, Deputy Chief Executive, CIH and the Chief Executive of Wakefield and District Housing, Kevin Dodd, whose organisation is one of the leading pilots. Kevin will share his insight on how to work with the changes most effectively. There will also be keynote sessions on social enterprises and capturing the community spirit from the founder of the Big Issue, John Bird MBE and Geeta Nanda, Chief Executive Thames Valley Housing who runs a successful social enterprise, ‘fizzy living.’ The closing keynote session on day 2 will focus on ‘delivering the customer experience’ from the former head of Customer Service at John Lewis, Andrew McMillan.

Master classes
The master classes on day two will include sessions on rethinking repairs and asset management; tenancy fraud and collecting money from tenants; housing law update; working with your boards effectively; the care act; welfare reform delivery; climate change and flood prevention and improving outcomes for children, young people and families.

Day 3 – Day 3 will once again provide a full day of learning and sharing of best practice for all front line housing professionals. The changes to day 3 are a result of your feedback from previous conferences and will provide an environment for you to examine the changing landscape and challenges that you face each day whilst continuing to provide customer focussed services to residents. Our keynote session for the morning focusses on what motivates us to work in housing which will be delivered by the Chief Executive of South Liverpool Housing, Julie Fadden who has led her organisation to first place in The Sunday Times 100 ‘Best Not-For-Profit Organisations To Work For’ list. Julie will be sharing the stage with Alistair McIntosh, Chief Executive, HQN who will be presenting in his unique humorous style. We are excited to be closing our conference on day 3 with a 2012 Paralympic athlete and silver medallist, Karen Darke. Karen is a member of the British Cycling GB squad and will share with delegates her personal story focused on overcoming challenge, embracing change and achieving the ‘unachievable.’

Master classes
The master classes on day three will include sessions on housing law on the front; ASB, prevention or cure; dementia: finding housing solutions; how to help tenants to manage their money; support, health & housing – linking to social enterprises; safeguarding and housing; measuring social impact and homelessness’ impact on temporary accommodation outcomes for children, young people and families.

Who should attend?
This is a must for everyone working in housing – chief officers; directors; tenants; residents; board members; managers and operational service staff from across the eastern region. There is something to suit everyone on different days. You will gain an insight into some of the key issues in the region and have the opportunity to network with colleagues from other organisations.

The venue
The Radisson Blu Hotel in Stansted is an enviable location just a two-minute walk from the airport terminal and mainline railway station.

- Train station adjacent to hotel offers convenient, 45-minute train ride to Cambridge and London.
- The hotel offers free parking for delegates for up to 200 vehicles.
- It is 85 miles from Norwich, 66 miles from Peterborough, 57 miles from Bedford, 50 miles from Ipswich, 33 miles from Colchester, 30 miles from Cambridge and 40 miles from London
- Just situated off junction 8 of the M11

Exhibition and sponsorship
Exhibiting at the Eastern Conference provides you with the opportunity to promote your organisation and the services you provide. Refreshments will be served within the exhibition area enabling you to meet and chat with delegates in a relaxed atmosphere. If you are interested in an exhibition or sponsorship opportunity then please contact Dale Smith on 024 7685 1722 or e-mail: dale.smith@cih.org

6 reasons not to miss this conference:
- 35 expert speakers
- 8 hours of high level content per day
- 250 guests at the gala dinner
- £75 discount per package for CIH members
- 1 unique networking opportunity
- 4 hours of CPD learning and development opportunities

Kindly sponsored by:
Guide to sessions

Keynote main sessions
Learn from inspiring speakers from inside and outside the sector presenting knowledgeable sessions with informative debate and challenging discussions.

Master classes
Hear experts and leaders in the sector offer a programme of good practice sessions as well as discussing projects and schemes that can offer innovative solutions to communities and organisations.

Conference Programme*

Day 1 – Tuesday 11 November
08.45  Delegate Registration opens
10.00  Conference welcome
10.05  Keynote Session
Our election hopes for housing
Chair: Mark Easton, Home Editor, BBC
11.00  Refreshments and exhibition viewing
11.30  Master Classes
1.  What makes a good value for money
Matthew Bailes, Executive Director for Regulation, HCA (Invited)
2.  Universal credit - learning from direct payment pilots
Christopher Smith, Regional Operations Director, Circle
3.  Joint ventures, new challenges and opportunities
Oliver Smedley, Partner, Clarke Willmott
4.  Risk management and assurance
Greg Campbell, Director, Campbell Tickell
5.  Proactive asset management in 2014
Mears Group
12.15  Lunch and exhibition viewing
13.15  Keynote Session
Economy’s effect on housing
Chair: Mark Easton, Home Editor, BBC
14.15  Keynote Session
The next 25 years, what can we expect?
Chair: Mark Easton, Home Editor, BBC
15.30  Keynote Session
Universal credit, how is it shaping up?
Chair: Mark Easton, Home Editor, BBC
16.45  Conference and exhibition closes
19.30  Pre-dinner drinks reception
19.45  Conference gala dinner with award presentations

Day 2 – Wednesday 12 November
08.45  Registration and exhibition opens
09.45  Conference welcome
10.00  Keynote Session
Economic impact of new communities and partnerships
Chair: Mark Easton, Home Editor, BBC
10.30  Refreshments and exhibition viewing
11.00  Master Classes
1.  Rethinking repairs and asset management
Chris Franks, Director of Property Services, Circle Anglia
2.  ASB, prevention or cure?
3.  Social landlord to social business, how to create a meaningful change
4.  Social enterprises and capturing the community spirit
Chair: Mark Easton, Home Editor, BBC
5.  Social enterprises and working with external partners
John Morris, Chief Executive, Trident Housing
11.45  Master Classes
1.  The care act, what you really need to know
Sarah Davis, Senior Policy Officer, CIH
2.  Universal credit, how is it shaping up?
Chair: Mark Easton, Home Editor, BBC
12.45  Lunch in exhibition halls and exhibition viewing
13.45  Keynote Session
Economy’s effect on housing
Chair: Mark Easton, Home Editor, BBC
14.15  Keynote Session

Day 3 – Thursday 13 November
09.00  Registration and exhibition opens
09.45  Conference welcome
10.00  Keynote Session
What motivates us to work in housing?
Chair: Paul Kingston, Director of Supported Housing, Orwell Housing
10.30  Refreshments and exhibition viewing
11.00  Master Classes
1.  Housing law on the frontline
2.  Measuring social impact
3.  Safeguarding and housing
4.  Homelessness impact on temporary accommodation and the migration from London to the Eastern region
5.  Homelessness impact on temporary accommodation and the migration from London to the Eastern region
12.45  Lunch in exhibition halls and exhibition viewing
13.05  Conference gala dinner with award presentations

*Programme and Speakers may be subject to minor changes.
BOOKING CODE: 15464

Employing Organisation _________________________________________________________
Department/Section _____________________________________________________________
Address _________________________________________________________________________
_________________________________________________________________________________
Contact Person ___________________________ Authorising Officer ______________________
Telephone Number_____________________ Fax Number ______________________________
E-mail __________________________________________________________________________
Invoice Address (If different) _____________________________________________________
________________________________________________________________________________
Purchase Order No. ______________________________________________________________

Where did you hear about this event? Please choose one
☐ Flyer  ☐ Ezine  ☐ Bulk E-mail  ☐ Website  ☐ Employer Recommendation
☐ Other, please specify _________________________________________________________

Delegate Detail

First Name  Last Name  E-mail  Job Title  Option

Please give details of any specific access, diet or other needs for each delegate.

10% DISCOUNT IF YOU BOOK BY 26 SEPTEMBER 2014
(of offer does not apply to tenant rate or conference dinner bookings)

PRICES ARE FROZEN FROM 2013

A. Full delegate for 3 days with accommodation and dinner on Tues and Weds evenings
   Standard Rate £575 + VAT  CIH Member Rate £500 + VAT

B. Tuesday and Wednesday delegate with accommodation and dinner on Tuesday evening
   Standard Rate £436 + VAT  CIH Member Rate £361 + VAT

C. Tuesday and Wednesday delegate with no accommodation or dinner
   Standard Rate £325 + VAT  CIH Member Rate £250 + VAT

D. Tuesday day delegate
   Standard Rate £250 + VAT  CIH Member Rate £175 + VAT

E. Wednesday day delegate
   Standard Rate £250 + VAT  CIH Member Rate £175 + VAT

F. Thursday day delegate
   Standard Rate £175 + VAT  CIH Member Rate £100 + VAT

G. Tenant day rate (please state which day you wish to attend)
   Standard Rate £75 + VAT  CIH Member Rate £75 + VAT

H. Conference Dinner on Tuesday evening
   Standard Rate £68 + VAT  CIH Member Rate £68 + VAT

If you wish to book other combinations please ring Denise Osborne on 024 7685 1722