Day 1: **Asset management ambitions for the new decade**

**Tuesday 3 March 2020**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30</td>
<td>Registration and exhibition viewing</td>
</tr>
<tr>
<td>9:20</td>
<td>Welcome - from Richard Medley, founder and director, Housing Dynamics</td>
</tr>
<tr>
<td>9:30 - 10:15</td>
<td>Setting the assets agenda for the 2020s; perspectives and priorities Interactive panel session, discussion and debate</td>
</tr>
<tr>
<td>10.20 - 11:05</td>
<td>Delivering a strategic approach to repairs and investment</td>
</tr>
<tr>
<td>11.35 - 12:20</td>
<td>What to do when regeneration is the answer</td>
</tr>
<tr>
<td>13.00 - 13.30</td>
<td>The Ei1000G SmartLINK Gateway - The smarter way to check every tenant’s safety at any time</td>
</tr>
<tr>
<td>13:45 - 14:30</td>
<td>How best can we collect and use data to inform asset management decisions?</td>
</tr>
<tr>
<td>14:45 - 15:30</td>
<td>Delivering the step change needed for heating low carbon homes</td>
</tr>
</tbody>
</table>

*Registration and exhibition viewing*

*Welcome - from Richard Medley, founder and director, Housing Dynamics*

*Setting the assets agenda for the 2020s; perspectives and priorities Interactive panel session, discussion and debate*

- Richard Medley, speaker and facilitator
- Stacey Dingwall, policy lead, SFHA
- Chris McGinn, commercial manager, PfH Scotland

*Delivering a strategic approach to repairs and investment*

- How do you go about ensuring that your repairs and investment spend contributes to your corporate objectives?
- At Wheatley Group, they are answering this question by using a service transformation initiative to deliver their MY Repairs Project, coupled with a new Performance Management Framework that uses data analytics to identify trends for informing investment programmes.

*What to do when regeneration is the answer*

- This £21.5m housing led project involves the large-scale regeneration of Upper Langlee in Galashiels. The project will see c. 115 new homes built over several phases, in addition to the refurbishment of some existing homes and the demolition of some existing housing blocks. Involving masterplanning, partnership working and extensive tenant and resident engagement, this project provides valuable lessons and insight into delivering successful regeneration.

*The Ei1000G SmartLINK Gateway - The smarter way to check every tenant’s safety at any time*

- This session will investigate how the Gateway and Cloud portal brings together data from all SmartLINK-enabled Alarms in a simple, online dashboard format - so viewing and managing them is easy, convenient and more effective. The system also makes alarm maintenance, repair and replacement more efficient by creating alerts for maintenance and Alarm expiration events.

*How best can we collect and use data to inform asset management decisions?*

- As a landlord, we collect a lot of data, but do we collect the right data, and do we make the most of it to improve how we look after our assets? What questions do we want to answer and how can we use our data to support decision making? This can include interrogating performance and specification against expectations, moving to ‘just in time’ investment, investigating tenant feedback, or understanding the balance of repairs versus replacement over time.

*Delivering the step change needed for heating low carbon homes*

- EESH and EESH2 aim to deliver the Scottish Government’s vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland. To deliver this will require a massive shift in how we go about heating our homes and new heating technologies like heat pumps have a key role to play in reducing resident energy bills, reducing CO2 emissions and improving SAP ratings. How can local installers, in-house teams, training and upskilling staff help to maximise these opportunities?

*Supported by:*  

**MEARS**  

*#housingfestival*
### 3–4 March 2020 • EICC, Edinburgh

**#housingfestival**

**Supported by:**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:30 - 16:00</td>
<td>Assets and Repairs drinks reception</td>
<td>Supported by <strong>MEARS</strong></td>
</tr>
<tr>
<td>16:00 - 16:40</td>
<td><strong>Adding the value in our assets work</strong></td>
<td>We all know that effective partnership working delivers better results for everyone. And at MPS, we know the foundations for great partnerships are built on developing the right culture, relationships, values and wider contributions. As we enter the 2020s, our partnerships and our organisations need to deliver so much more than the basics. At MPS, we’re keen to share how we go about forming strong, mutually beneficial relationships and how these can go the extra mile, whether it be through delivering apprenticeship programmes or through our social value initiatives. Alexander McDonald, partnerships manager, MPS Housing Ltd</td>
</tr>
<tr>
<td>16:40</td>
<td>Closing remarks</td>
<td></td>
</tr>
<tr>
<td>17:00</td>
<td>Exhibition drinks reception</td>
<td>Supported by <strong>LINK</strong></td>
</tr>
</tbody>
</table>
Day 2: Re-inventing repairs for the 2020’s

Wednesday 4 March 2020

8:30 Registration and exhibition viewing

9:20 Welcome - from Richard Medley, founder and director, Housing Dynamics

9:25 - 10:05 Improving Tenement Maintenance: Carrots & Sticks to Drive Behaviour Change
Exploring everything you need to know about how the extensive work of the Scottish Parliamentary Working Group on tenement maintenance is set to affect your work in repairing, maintaining and investing in the properties you manage over the coming decade so they provide the good quality, safe, sustainable and affordable homes residents need. We provide the ‘what’, ‘why’ and ‘how’ to get you up to speed on this critical area of work.
Euan Leitch, director, Scottish Parliamentary Working Group on tenement maintenance

10:10 - 10:55 Developing the art and science of repairs
At Together Housing, Angela, Liz and colleagues have been on a voyage of discovery, learning and service development that will inspire and enthuse. Come and hear all about how they’ve worked collectively and collaboratively to raise their service standards and outcomes and take away those that could work for you too.
Angela Stuttard, group head of property care, Together Housing
Liz O’Connor, head of repairs & maintenance, Together Housing

11:30 - 12:15 Working in Partnership to deliver repairs and maintenance excellence
As partners in a sector leading price per property (PPP) contract in Scotland, Mears and Thenue HA talk about the key ingredients for their successful partnership working. Come and hear about how the model works and the range of benefits and advantages it brings to housing provider, service provider and tenants through this truest form of partnership.
Steven Porch, regional operations director, Mears Group
Sharon Craig-McLeary, area services & repairs manager, Thenue Housing Association

13:10 - 13:55 Using disruption and innovation to drive organisational performance
HouseMark Scotland is known for its data analysis and insight services and combining these with innovation and learning to support the transformation of social landlord businesses. Data and digital are fundamental to this transformation. In this session we will explore how landlords will respond to the challenges of the 2020s to perform well, continually improve and achieve high customer satisfaction.
Kirsty Wells, head of House Mark Scotland

14:00 - 14:45 Embracing the world of new technology
As we move into the 2020’s we need to stop holding back, open minds and embrace what the future holds. There’s a whole world of new technology, inventions and innovations that can help us in our work. Let’s explore how we can maximise the use of software, drones, applications and more to help deliver the more effective and efficient services and property care that’s needed.
Stewart Little, CEO, IRT Surveys
Richard Jennings, CRE MD, Places for People

14:45 Closing remarks

* programme subject to change