

## Programme

- 09:30 / 10:00 Arrival, Registration & Coffee  
10:00 / 10:15 Introduction and Themes for the day  
10:15 / 10:45 Realistic customer expectations  
10:45 / 11:30 Effective case management - ASB  
11:30 / 11:45 Coffee  
11:45 / 12:30 Effective case management – Repairs  
12:30 / 13:15 Lunch  
13:15 / 13.45 HouseMark – Benchmarking Toolkit  
13:45 / 14:15 Complaint handling – Policy & Regulatory issues  
14:15 / 14:45 Common mistakes (and how to avoid them)  
14:45 / 15:00 Coffee  
15:00 / 15:30 Practical examples and how to work with the Ombudsman  
15:30 / 16:00 Open forum  
16:00 / 16:10 Closing comments

## Booking Information

Where and when is the course?

Venue	Date
Birmingham	Thursday 15th April 2010
London	Thursday 22nd April 2010
Manchester	Thursday 29th April 2010

**Delegate fees:** (Fees include refreshments, lunch and all course materials)

For 1 person: £175 (+ VAT at applicable rate)

**Discounts for multiple bookings:**

£155 per delegate 2 people (+ VAT at applicable rate)

£125 per delegate 3 people or more (+ VAT at applicable rate)

**Book online:**

[www.regonline.co.uk/birmingham\\_customer\\_expectations](http://www.regonline.co.uk/birmingham_customer_expectations)

[www.regonline.co.uk/london\\_customer\\_expectations](http://www.regonline.co.uk/london_customer_expectations)

[www.regonline.co.uk/manchester\\_customer\\_expectations](http://www.regonline.co.uk/manchester_customer_expectations)

For booking information contact [whiteheads@right-location.co.uk](mailto:whiteheads@right-location.co.uk) Tel 0845 463 7315

For information about workshops contact Neil Whitehead Tel 0844 873 1360



## CUSTOMER EXPECTATIONS MANAGING ASB & REPAIRS COMPLAINTS

MOST COMPLAINTS TO THE OMBUDSMAN CAN BE AVOIDED. THIS EVENT WILL LOOK AT BEST PRACTICE IN DEALING WITH ISSUES BEFORE THEY BECOME COMPLAINTS AND HOW TO RESPOND IF THEY DO.



BIRMINGHAM/15TH APRIL  
LONDON/22ND APRIL  
MANCHESTER/29TH APRIL





## What will delegates learn?

*Key learning outcomes are:*

- / Record keeping & Audit trails
- / Avoiding complaints
- / What your organisation can and must do
- / Managing realistic expectations
- / Case management
- / Challenging complaints
- / Using the HouseMark Complaints Toolkit
- / How the Ombudsman can help you
- / Compliance with the new regulatory framework

## The Trainers

### *David Higgins*

A solicitor who previously worked as a housing manager for 15 years for local authorities and RSLs. David works on all areas of housing and tenancy management including Community Safety, Disrepair, Compliance and P&P.

### *Linda Collier*

Head of Service User Relations at HOS, previously Senior Investigator. She also has 12 years' experience in housing management in both the local authority and housing association sectors.

### *Rafael Runco*

Deputy Ombudsman, has worked in the field of landlord/tenant relations in the UK for over two decades. He was a senior officer in the team which set up the Housing Ombudsman Scheme and has been with the Service since then.

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**FACT / 29% OF COMPLAINTS TO THE OMBUDSMAN ARE ABOUT REPAIRS**

**FACT / 15% OF COMPLAINTS ARE ABOUT ASB**

**FACT / 20% OF COMPLAINTS ARE ABOUT ESTATE SERVICES**

**FACT / 3000 COMPLAINTS WERE INVESTIGATED IN 2008/9**