



Leaseholder and Tenant Service Charges

17 September 2020

 #NHFVirtual event

#NHFSserviceCharges
housing.org.uk/servicecharges

**NATIONAL
HOUSING
FEDERATION**

Leaseholder and Tenant Service Charges 2020

There are many new challenges heading the sector's way which will impact on all service charge departments including the effects of coronavirus, leasehold reform and updates in legal case law.

This will increase the ongoing pressure to ensure charges are calculated correctly, that residents are communicated in a transparent manner and compliance to new regulations. This event provides a chance for you to take a break in your service charge cycle to reform your strategy and to hear how your peers are meeting similar challenges to you.

What can you expect at a #NHFVirtual event?

They're just like the sector-leading NHF conferences you know and value, with live speakers, rooms for interactive debate and networking opportunities to catch up with colleagues – but streamed live to your browser.



Content

We've created a flexible agenda to allow you to dip in and out of the content as it suits you.

- All the top speakers, expert analysis and case studies you've come to expect from an NHF event.
- Live speaker Q&As.
- Panel discussions.
- Facilitated group roundtables.

All the sessions and content are available to watch back on demand for three months after the event, so it's flexible around your work commitments.



Networking

We'll make sure that you don't miss out on the networking opportunities that you value. You'll be able to:

- Catch-up with colleagues in our virtual discussion rooms.
- Share your ideas, discuss challenges and unpick key topics with speakers and colleagues on the discussion boards.



Book your place:

housing.org.uk/servicecharges | events@housing.org.uk | 020 7067 1066

New for 2020



Q&As

Have your legal questions answered by an expert at our legal surgery.



Talk to the experts

Lightning talks from three thought leaders giving their insights from different outlooks of service charges.



Interact with your peers

Fewer powerpoint presentations and more opportunity to exchange ideas through peer to peer and panel sessions.

The National Housing Federation is the voice of affordable housing in England. We believe that everyone should have the home they need at a price they can afford. That is why we represent the work of housing associations and campaign for better housing. Our members provide 2.6 million homes for more than six million people. And each year they invest in a diverse range of neighbourhood projects that help create strong, vibrant communities.



Fundamentals of Service Charges

10 September 2020

 #NHFVirtual event

For anyone new to service charges (or in need of a refresher), we're offering a pre-conference crash course in the fundamentals of service charges.

We're running a morning of sessions to provide the key fundamentals of service charges for anyone new to the topic, the sector or just want to refresh their knowledge.

Tickets start at £75 for NHF members.



#NHFSERVICECHARGES | @natfedevents | #NHFVIRTUAL

As an NHF member, you have access to special rates or services from our Preferred Suppliers – reputable partners who have expertise within the social housing space. We negotiate preferential terms and conditions with these partners to help you save money, so that you can use your resources as efficiently as possible to deliver on your social mission.

**NATIONAL
HOUSING
FEDERATION**

**Preferred
Supplier**

Our Preferred Suppliers

CASTLETON
An MRI Software Company

Castleton Technology

Our preferred housing management solutions provider offers a range of services to support the smooth running of your business operations and digital initiatives, offering 10% discount for NHF members.

HouseMark
business intelligence

HouseMark

HouseMark helps you benchmark your housing management and maintenance and track issues such as homelessness, anti-social behaviour and tenant involvement.

The GuardianJobs
Find good company

Guardian Jobs

Guardian Jobs helps housing associations attract and recruit the best candidates. NHF members benefit from exclusive discounted recruitment advertising offers.

isio.

Isio

New but established. Isio's twenty partners led the pioneering pensions practice at KPMG, from where they originate. Simplifying the language and work around pensions, Isio provide a tailored service for housing associations.

My Home
Contents Insurance

My Home Contents Insurance

My Home is an affordable and flexible scheme designed to protect your tenants against a whole range of risks and there's no cost to you as a member.

pfh | PROCUREMENT
FOR HOUSING

PfH

The PfH consultancy offer includes strategic sourcing, spend analytics, strategic reviews, procurement health checks, merger solutions, asset management supply chain reviews and outsourcing solutions.

PHOENIX

Phoenix Software

Phoenix Software is the UK's leading supplier of software, hardware, devices, IT solutions and Software Asset Management services to housing associations in the UK. They offer members up to 60% off selected products and services.



Property Booking

Property Booking and the NHF work in partnership to boost awareness of shared ownership, as part of our national campaign. The platform helps members to showcase their shared ownership homes through their property portal.

Find out more:

www.housing.org.uk/suppliers

Programme

09:00

Chair's welcome and opening remarks

Annemarie Roberts, Director of Operations, Golding Homes

09:10

Lightning talks

Hear insights from thought leaders on the changing world of service charges, covering political, academic and tenant insights.

Sir Peter Bottomley MP, Chair, All-Party Parliamentary Group on Leasehold and Commonhold Reform

Helen Evans, Chief Executive, Network Homes and Chair of g15

10:00

A review of 2020 case law

A round-up of the most relevant service charge tribunal cases and an explanation on how these judicial precedents will impact your future processes and policies.

Ranjit Bhose, Barrister, Cornerstone Barristers

10:30

Virtual break and chat with other delegates

“

Very informative and plenty of useful advice. This has given me ideas to go back to my work with and share with my team. I will be a regular attendee as I think there is so much more knowledge to gain!”

bpha, 2019



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11:00
11:40

Breakout sessions and roundtables – please select one option

How to prepare for First-tier Tribunals

- The best approaches and ways to run a tribunal
- How to pull together the information required
- Advice on how to avoid a tribunal

Mark Oakley, Partner,
Judge & Priestley

Ashley Hassell,
Leasehold Policy and
Projects Manager,
Notting Hill Genesis

Chair:
Steve Schollar,
Home Ownership Manager,
Red Kite Community
Housing

Impacts of the coronavirus outbreak on service charge payments

- Managing the potential increase in service charge arrears
- Reputation management and sustaining cooperative landlord-resident relationships
- A look at the impact of deliverable services during the pandemic
- The impact on major works during the crisis and getting the balance right with charging

Kevin Dunleavy,
Head of Homeowner
Services, The Guinness
Partnership

Emma McSweeney,
Head of Specialist Housing
Services, Phoenix

Ramesh Manickavasagan,
Leasehold Finance
Manager, Richmond
Housing Partnership

Chair: Ken James,
Head of Leasehold,
A2Dominion

Peer-to-peer roundtables

Limited availability



One-hour session
11:00-12:00

Updates on building safety compliance

- Best practice in being transparent on fire safety updates with your tenants and leaseholders
- Beyond cladding, a look at fire doors, sprinklers, asbestos removal, Legionella and electrical updates

**BOOK
TWO PLACES
AND GET A
THIRD PLACE
FREE**



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12:00

Virtual lunch break and chat with other delegates



Legal surgery: Have your burning legal questions answered at an interactive session by a leading legal expert, **Emma Hardman**, Senior Associate, Anthony Collins Solicitors.



Submit your questions in advance

13:00
13:40

Breakout sessions and roundtables – please select one option

How to successfully run a sinking fund

- Factors to take into account when analysing the funding of major works
- Getting the numbers right: costs, component life cycle and annual charges
- Engaging and consulting with tenants and leaseholders
- Dealing with change: review, inflation and replacement
- Lessons from local authorities managing a sinking fund

Chair: Pascale Mézac,
Consultant, Plan2moro

Dispensation masterclass

- The dispensation process
- Top tips for presenting the best legal case; and making life easy
- Communication with customers

Emma Hardman,
Anthony Collins Solicitors

Adrian Shaw,
Clarion Housing Group



Peer-to-peer roundtables

Limited availability



One-hour session
12:50-13:50

Housing benefit vs. Universal Credit

- Discussion on Universal Credit regulations relating to service charges
- Explanation of the definition of service charge for the purpose of Universal Credit
- A look at excluded and eligible costs

Sue Ramsden,
National Housing Federation

Lisa Cogley,
Regenda Homes

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13.50

Virtual break and chat with other delegates

14:20

Section 20 but not as we know it: engaging with service charge payers

- Going beyond the legal requirement with additional communication on planned works or long term agreements
- Communicating with residents – good examples and challenges to plan for
- Involvement of partner/contractors
- Redesigning S20 policy after a merger

Ellie Desborough, Head Leasehold Department, Notting Hill Genesis

Matthew Saye, Interim Director of Housing, Settle

Adrian Shaw, Head of Service Charges, Clarion Housing Group

Kirsty Skinner, Leasehold & Service Charge Manager, Coastline Housing

15:00

Chair's closing remarks and end of the conference

Annemarie Roberts, Director of Operations, Golding Homes

“

A wonderful conference with a good array of speakers within the industry who share their knowledge. This information gives us new ideas to go to or workplace with so that we can tweak and improve our methods.”

South Yorkshire Housing Association, 2019



The NHF's Sector Suppliers are trusted companies that have been carefully curated and selected to provide expert advice and solutions for your organisation and its needs.



Save time and money on research.

Work with suppliers who understand your needs and have experience in working in the social housing sector.

Our Sector Suppliers:



Clarke Willmott

Clarke Willmott is a leading law firm with a strong reputation for their exceptional knowledge and expertise in the social housing sector. Their national social housing team is a leading provider of comprehensive legal services to the sector.



Pennington Manches Cooper

Penningtons Manches Cooper is recognised as a top class provider of legal advice to the social housing sector, with a wide-range of clients within the social housing sector.



The Safeguarding Solution

MyConcern

MyConcern provides safeguarding software and services for housing providers and the third sector. Their trusted and secure safeguarding software supports you to protect your tenants, especially those at risk.



Forbes Solicitors

Forbes Solicitors are able to offer NHF members a complete housing service that incorporates frontline consultancy underpinned by litigation and wider legal reassurance.



Resource Solutions

Resource Solutions specialises in helping supported housing providers with service charges. Their aim is to help client organisations recover all necessary, eligible and reasonable accommodation service costs through their service charges.



Mobysoft

Mobysoft's social housing intelligence software applications help landlords protect and maximise revenues, mitigate welfare reform and embed efficiencies.



InsuBiz

InsuBiz offers housing associations a digital solution for insurance handling so that your team can work smarter whilst maintaining its focus on important tasks.

Find out more:

www.housing.org.uk/suppliers

Content library



Leasehold reform and the future of service charges

- The latest on the government's leasehold reform agenda
- The impacts to service charges
- A look at some of the other recommendations on commonhold, ground rent and enfranchisement

Dawn Grocott, Leasehold Management Officer, Torus

Chair: John Bryant, Policy Leader, National Housing Federation

Service charges

A guide for housing associations
6th edition

Launching at
Leaseholder and
Tenant Service
Charges conference
2020.



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Booking form

Priority code: SC20WEB

Delegates fees

Member	£245
Fundamentals of Service Charges	£75
Not for profit/Public sector	£270
Fundamentals of Service Charges	£85
Private sector	£345
Fundamentals of Service Charges	£105

BOOK TWO PLACES AND GET A THIRD PLACE FREE

Delegate 1

Name: _____ Job title: _____

Organisation: _____

Delegate email: _____ Tel: _____

I wish to register for the add on day "Fundamentals of Service Charges" on the 10 September (additional charge applies, see above)

Delegate 2

Name: _____ Job title: _____

Organisation: _____

Delegate email: _____ Tel: _____

I wish to register for the add on day "Fundamentals of Service Charges" on the 10 September (additional charge applies, see above)

Delegate 3 – FREE!

Name: _____ Job title: _____

Organisation: _____

Delegate email: _____ Tel: _____

I wish to register for the add on day "Fundamentals of Service Charges" on the 10 September (additional charge applies, see above)

Where did you hear about the conference?

Letter/leaflet from the Federation Email Search engine Employer/colleague Twitter
Phone call from Federation Federation external affairs manager Other (please specify)

Payment

I understand that payment must be made at the time of booking.
Total payment £ _____

I would like to pay by INVOICE and my Purchase Order is below. (This must be completed)

I enclose a cheque payable to the National Housing Federation

I have paid by BACS and attach the remittance advice (Please quote **SC0920** on all BACS transmissions)
National Housing Federation bank account details are:
Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX. Sort Code: 30-94-73 Account No. 00113238

If you would like to pay by debit/credit card please tick this box and we will contact you to take payment.

All cancellations must be made in writing.

The full fee is payable for any cancellations however you can transfer your place to someone else at your organisation free of charge right up until the day of the event.

Gdpr privacy notice.

The National Housing Federation will process the personal data you provide to us subject to the provisions of the Data Protection Act (2018), the EU General Data Protection Regulation (GDPR) and other relevant regulations. Our full privacy notice, including information on data we process for our events, can be found online at www.housing.org.uk/eventprivacy

Please tick the box if you do not wish to receive information about existing and future products and services provided by the National Housing Federation.



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