

Getting it 'right first time'

Achieving excellence in repairs reporting and diagnostics for frontline officers

At a time when resources are stretched to their limit but service expectations continue to grow, the repairs reporting service – an important key to achieving 'excellence' in service delivery – faces increasing scrutiny.

The session covers what works well, why and how in terms of telephone etiquette and the pre-requisites qualities needed to deliver a customer-focused, efficient and value for money service.

DELEGATES WILL LEARN

- A sound understanding of housing construction and repair and maintenance terminology in everyday use
- How to diagnose the most common building faults either through observation or effective diagnostic questioning across the main building trades such as brickwork, carpentry, plumbing, electrics and the like
- How to interpret and translate customers' repair requests with a greater degree of accuracy and make valid assessments across such diverse issues as procedure and protocol associated with equality and diversity, discretionary repairs, re-chargeable and emergency issues
- How to embed a 'right first time' culture and thinking into activities and processes
- How to communicate more effectively with both knowledge and confidence to interested parties of varying technical ability
- That the collection of appropriate information and offering of appropriate advice is key to ensuring the maximisation of resources and protecting landlord's legal, moral, health and safety responsibilities.

WHO SHOULD ATTEND?

Customer contact centre staff, housing officers, clerical/admin staff, performance and/or quality officers, estate and neighbourhood staff, supported and sheltered housing officers, caretakers and wardens, tenant liaison officers, contractor/DLO employees and other interested parties.

OUR TRAINER

Facilitated by **Wayne Anderson**, expert lecturer, national conference speaker, chartered surveyor, arbitrator and consultant, the sessions are lively, colourful and interactive and are based on extensive experience gained over 25 years with best practice organisations involved in the housing repairs and maintenance sector. Wayne has a reputation for simplifying complex issues and encouraging frontline staff to develop a deeper understanding of maintenance issues that can be applied confidently on a day-to-day basis – can you really afford not to attend this course?

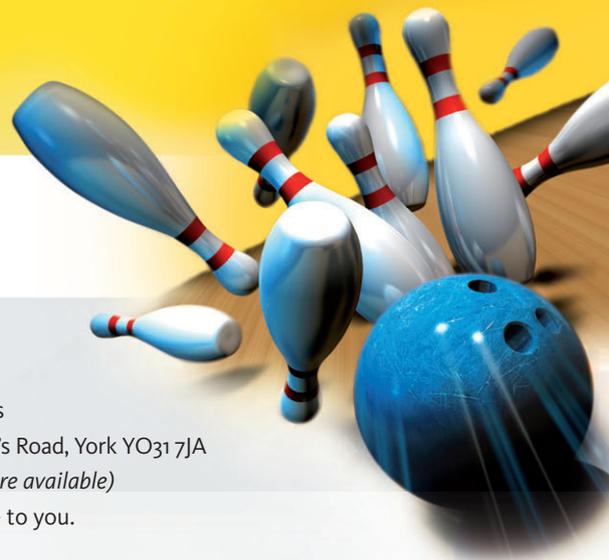
Thursday 6 October 2011 | London

Tuesday 11 October 2011 | Birmingham

Thursday 13 October 2011 | Manchester

Getting it 'right first time'

Achieving excellence in repairs reporting and diagnostics for frontline officers



How to book

- Online:** For our online booking form, go to: www.hqnnetwork.co.uk/forthcoming_events
By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
By fax: Fax us on 0845 4747 006 (a fax transmission will secure a firm booking if places are available)

PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes No

Who are we? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 700 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).
The fee includes refreshments, lunch* and an information pack.

Please state which venue(s) you wish to book for (tick boxes required)

London | 6 October Birmingham | 11 October Manchester | 13 October

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		TOTAL £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Booking Form

hqn
training