

# High impact arrears management

## Autumn workshops 2011

Do you want to collect more rent? Reduce your arrears? Prevent evictions? Then our new rent arrears workshop is for you.

### WHAT'S THE PROBLEM?

Amidst cuts in public spending and welfare benefits, social landlords must meet a triple challenge: maximising rent income by minimising arrears and sustaining tenancies.

This can be daunting for individuals and teams whose job is to ensure that the organisation collects its income and that its customers can afford to pay.

### WHAT'S THE SOLUTION?

Our rent arrears workshop will ensure that you stay one step ahead of the game. Our highly rated open courses are designed and delivered by Tony Newman, manager of HQN's specialist Rent Income Excellence Network. This rent arrears training has been redesigned and updated for 2011 to ensure a cutting edge approach that deals with the real and topical issues in a practical, effective way.

Implement the practical tips from this training and it will pay for itself many times over!

### ABOUT THE COURSE

The course consists of practical workshops, helping your team to:

- Understand the causes and impact of rent arrears and the value of their work
- Understand and meet customer expectations
- Work effectively with the courts and other agencies
- Prioritise cases to prevent rent arrears
- Improve individual and team effectiveness and performance
- Meet the expectations of the regulators.
- Drive collection rates through powerful negotiation and dynamic case management

Tony will also help you to identify areas for improvement and provide you with a toolkit of course material for future service development.

### WHO SHOULD ATTEND?

Everyone involved in the management and collection of housing income and those helping residents with money management and benefit advice: income and rent arrears officers, housing officers, contact centre staff who deal with arrears, estate and neighbourhood management staff, support workers, welfare benefit and debt advisers, and financial inclusion officers.

### HERE'S WHAT PREVIOUS DELEGATES HAVE SAID:

- "I really enjoyed the course. Very useful, and practical tips"
- "The most relevant and useful course I have been on"
- "Tony is a brilliant trainer – very understanding and experienced"
- "Very interesting and informative – outstanding facilitator"
- "It was an interesting course and gave me new ideas to explore"
- "Inspirational!"
- "Well presented and enjoyable"
- "Excellent!"

### OUR TRAINER

**Tony Newman** is a highly experienced trainer and consultant, with a wealth of practical housing experience, and is recognised across the sector as an expert in housing income management and financial inclusion. He has a proven track record of helping organisations to improve performance and customer focus. He has worked with many of the country's top performers and designed HQN's income management toolkits to help social landlords to improve performance.

Thursday 3 November 2011 | London

Thursday 10 November 2011 | Manchester

Thursday 17 November 2011 | Birmingham

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### How to book

- Online:** For our online booking form, go to: [www.hqnetwork.co.uk/forthcoming\\_events](http://www.hqnetwork.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.hqnetwork.co.uk](http://www.hqnetwork.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 | 3 November  Manchester | 10 November  Birmingham | 17 November

		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.		<b>TOTAL</b>	£ :

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