hqn
len

Make sure your service is watertight

The practical workshop for leasehold practitioners on health and safety, lease-related issues, insurance, sinking funds and section 20

Tuesday 8 November 2011 **Leeds** Book now

Thursday 10 November 2011 **London** Book now

Come and hear the latest. Get the most up-to-date advice from our team of experts. Updates on all the legislative changes made clear, with implications fully thought-through and explained for leasehold teams. All your questions answered. Practical options and solutions offered.

Workshop sessions

The lease: property lawyers **Stephen Crossick** and **Graham Jaffe** from JPC Law will take you through the latest amendments, extensions and legislative changes.

Health and safety: you can't afford to get this wrong – hear about the latest best practice in **gas safety** from **Kevin Bentley** from HQN's Safetynet and **fire safety** from **Graham Fieldhouse**, Head of Fire Safety at East Thames Group.

Insurance: **Martin Crowe** from Farr Insurance will explain how to make sure you are fully covered.

Environmental change: sustainability expert **Paul Webb**, Business Manager at Bury Six Town Housing, will outline new thinking in this area and provide practical examples for leasehold teams.

Sharon Crossland from Leasehold Life and shared owner **Colin Stuhlfleder** will explain what it feels like to be at the receiving end of leaseholder services and identify ways of increasing your customer satisfaction.

Best practice forums: **Steve Wood**, HQN's Director (Finance Services), and **Jackie Dickins**, leasehold management expert, will offer a choice of practical workshops on sinking funds or avoiding the pitfalls of section 20.

Who should attend?

- All leasehold and homeownership specialists:
  - Heads of department
  - Managers
  - Officers
  - Advisors
- All service delivery and housing management leads
- Managers and officers who deal with leasehold issues.

Delegate fees

£262.00 (plus VAT at the applicable rate). The fee includes refreshments, lunch and a detailed information pack. Please inform us in advance of any special dietary requirements.

Discounts

Discounts are available to members of The Housing Quality Network and LEN – please click on booking link above for further details.

4.0 CPD hours

Registration	10.00am
Start	10.30am
Finish	4.00pm

Contact us

This is an HQN LEN event. To find out more – please go to www.hqnetwork.co.uk, phone 0845 4747 004 or click here for more information.

Information

Terms and conditions

Terms and conditions apply. To find out more, please click here.

Ts & Cs

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.

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