# Introduction to social housing

# Autumn workshops 2011

This course aims to give frontline housing staff a working knowledge of the context in which they operate and how we have arrived there. It will give delegates insight into the development of social housing as a sector and profession, and highlight current key operational concerns and external influences on service delivery.



### KEY ELEMENTS OF THE TRAINING INCLUDE:

- Locating social housing: understanding tenure in the UK
- Who provides social housing? Who is it for?
- Changing demographics and new challenges for the sector
- What is social housing and how did it develop? The Victorian philanthropists and early state intervention
- From the welfare state to a business focus: the reconfiguration of tenants as customers
- Housing management under the spotlight: delivering core services in context – key functions, key concerns
- Understanding service delivery: generic versus specialist working arrangements
- Social housing: professional concerns
- Who funds social housing and how are we accountable?

### WHO SHOULD ATTEND?

All staff, board members and resident representatives new to the housing sector or wishing to update their knowledge in the rapidly changing housing world.

### **OUR TRAINER**

**Michael Guest** has extensive housing experience and expertise gained working within housing organisations, in consultancy, training, teaching and a variety of professional roles with the Chartered Institute of Housing. He is well known for his approachable and participative style of training, ensuring that it is effective for delegates whatever their role, and that learning is retained and can be applied to those roles.

Tuesday 29 November 2011 | London
Tuesday 6 December 2011 | Manchester
Tuesday 13 December 2011 | Birmingham



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### How to book

Online: For our online booking form, go to: www.hqnetwork.co.uk/forthcoming\_events.php

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, 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.

to book for (tick boxes required)  Fee payable (incl.  Delegate name  Position  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.	:
Name of person making booking  Order no.	
Name of person making booking	
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.

