

Access and abandonment

Summer workshops 2012

Operationally messy and problematic to get right: refusal of access causes corporate anxiety and confusion. What to do – risk prosecution for forcing entry or spend lots of money on legal remedies that might not work? Ditto suspected abandonment – fears of legal challenge and uncertainty may lead to expensive non-decisions.



This training will provide clear, cost-effective, practical solutions to these issues.

YOU WILL LEARN:

- How to gain access to residents' homes cost-effectively
- How 'security of tenure' might be lost and how to deal with it
- Relevant case law and its applicability to real cases
- Top tips in prevention of and managing refusal of access
- What the options are for people left behind
- How to answer possible legal challenges.
- What the law says housing providers can and cannot do
- What to do with any personal possessions left behind

WHO SHOULD ATTEND?

Everyone involved in dealing with refusal of access and/or abandonment including:

- Customer service and frontline staff including caretakers
- Housing officers, support workers and their managers
- Repairs operatives and their managers
- Housing policy and procedure staff.

OUR TRAINER

Richard Paris has an MA from Queens' College, Cambridge and a post-graduate Diploma in Housing from LSE. From 1991-93 he was senior research officer at LSE Housing, and has worked for short-life and supported housing agencies, mainstream housing associations and local authorities. He is a freelance housing law specialist with 20 years' training and development experience undertaking educational training, consultancy, policy and procedure health checks. He specialises in housing law updates, dealing with anti-social behaviour effectively, preventing and controlling rent arrears, do-it-yourself possession proceedings, the law in supported housing and the law on disrepair and best practice.

Thursday 5 July 2012 | Manchester

Tuesday 17 July 2012 | Birmingham

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How to book

- Online:** For our online booking form, go to: 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 650 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.

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

Manchester | 5 July Birmingham | 17 July

		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