

# Housing Management Conference 2011

## Law and Best Practice

The unmissable annual conference for all housing association and local authority housing managers, officers and lawyers

### LONDON

**Thursday 15th December 2011**

Cavendish Conference Centre  
(near Regent Street),  
22 Duchess Mews,  
London, W1G

#### Fee

Only £295 + VAT

*(Price held for seventh  
successive year)*

for top quality training from  
the foremost authorities in  
the country.

### Special Offer

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DELEGATES HALF PRICE\***

*(\*see booking form)*

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#### Find out the latest on:

- **Impact of the Localism Act 2011 on Housing Management**
- **Fixed-term and affordable tenancies for social housing**
- **Anti-social Behaviour (practical and legal issues)**
- **Possession Proceedings update**
- **'In- Tray' problem areas including the latest on Abandonment, Subletting, Succession and Under-occupied homes**
- **Vulnerable tenants: problems and solutions**

### SPEAKERS

- **Jan Luba QC** (Chairman),  
Garden Court Chambers
- **Michael Owen**, Partner and  
Joint Head of Housing Management,  
Coffin Mew LLP Solicitors
- **Sharon Nandoo**, Group ASB Manager,  
Southern Housing Group
- **John Bryant**, National Housing Federation

**Implications  
of the Localism  
Act 2011 for  
Housing  
Management**

# Housing Management Conference 2011

This conference has been specially developed to meet the needs of front-line, housing associations and local authority housing managers, advisers and lawyers.

Now in its 7th year, Lime Legal's annual Housing Management Conference has become established as one of the most important training events in the housing manager's calendar.

## Who should attend?

- Housing managers and officers in local authorities, housing associations, ALMOs and TMOs
- Tenancy managers and officers
- Estate services managers and officers
- Heads of housing management
- Housing policy staff
- Solicitors and barristers working for local authorities or housing associations
- Housing solicitors and barristers in private practice

## Why you should attend this conference

Training budgets are under pressure and so you need to be discerning about the training courses you choose.

Book this conference if you want:

- Top quality training which delivers real benefits
- Superb value for money (price held for 7 years!)
- Presentations from some of the country's leading experts
- A programme that focuses on the subjects of greatest importance to you
- Comprehensive notes to aid understanding and for future reference

## SPEAKERS

**Jan Luba QC** (Chairman), Garden Court Chambers. Jan is one of the foremost housing law barristers in the country. He has appeared in many of the leading social housing law cases and his many years' experience has helped to give him a deep understanding of the problems that front-line housing managers and officers and their legal advisors have to address in their daily work.

**John Bryant** Policy leader in the neighbourhoods and sustainability team at the National Housing Federation. He leads on regulation and service improvement and is currently working on the far-reaching changes introduced by the Coalition Government to the way social housing is delivered and regulated, including the introduction into the sector of a regime of fixed-term tenancies and the Localism Act 2011. He has experience of housing management issues including tenancy matters and anti-social behaviour.

**Michael Owen** Partner, Coffin Mew LLP Solicitors, one of the leading housing law firms in the country. Michael is joint head of the housing management section within the social housing department which comprises a specialist team of lawyers exclusively dedicated to providing legal services to social housing providers. He has many years' experience in advising local authorities and housing associations about a wide variety of housing management related problems.

**Sharon Nandoo** Group anti-social behaviour manager for Southern Housing Group and former chair of the London Housing ASB Group. Sharon is also past chair of the Social Housing Law Association (SHLA). She is responsible for supporting front-line staff dealing with ASB cases and for developing policies, procedures and strategy. She has worked in housing since 2003 having formerly been a practising lawyer. This knowledge and experience of the demands of front-line case work and the legal requirements needed to secure successful outcomes give her a truly rounded experience in combating ASB in social housing.

## Look at what past delegates have said:

*'Superb delivery and precise content'*  
Housing Association Customer Liaison Manager

*'Very enjoyable, useful and informative – highly recommended for any housing professional'*  
Local Authority Area Housing Manager

*'Wonderful speakers – made it all very clear'*  
Local Authority Housing Team Manager

*'Very enjoyable and informative sessions, good venue and location'*  
Housing Association Housing Team Leader



**TAKE UP OUR 'THIRD AND SUBSEQUENT DELEGATE HALF PRICE OFFER'** to really get the maximum benefit from your training budget and give your team top quality training to help them with their personal development and to empower them in their day to day work

Book online at [www.limelegal.co.uk](http://www.limelegal.co.uk)

## Programme

09.15–10.00

### Registration and Refreshments

10.00–10.10

### Chairman's Introduction

*Jan Luba QC*

10.10–11.00

### Management of Fixed-term Tenancies

*John Bryant*

- Policy objectives in using fixed-term tenancies
- Starter and introductory tenancies in the context of fixed-term tenancies
- Tenancy policies and strategies: relationships between housing associations and local authorities
- Management implications of fixed-term tenancies:
  - during the term
  - near the end of the term
- Issues in deciding whether to re-grant the tenancy
- Affordable rents and rent setting
- Service charges in an affordable rent regime

11.00–11.15

### Refreshments

11.15–12.05

### Social Housing Management After the Localism Act 2011

*Jan Luba QC*

- Tenancy strategies – the new rules
- Affordable Rent tenancies – a new structure
- The new 'Flexible' social housing tenancies: what happens and when?
- Changes to grounds for possession in social housing
- New rules on succession to tenancies
- The Super-Ombudsman for housing complaints
- The new local tenant panels
- The new social housing regulator and its new standards

12.05–12.55

### ASB Cases: Practical Tips for Housing Managers

*Sharon Nandoo*

- The Mandatory Ground for Possession: what will it involve?
- The new ASB Respect Charter: what it means for your organisation
- Improving casework skills

- Vulnerable residents: identifying risk and getting the right support

#### ■ Witnesses:

- effective engagement from the outset
- resident feedback: the underused tool in combating ASB
- witness support: methods that work
- witness statements: how to get them right

12.55–13.15

### Questions and Answers

*Panel*

13.15–14.15

### Lunch

14.15–15.05

### Case Law and Other Legal Developments in Core Housing Management Areas

*Michael Owen*

- ASB case law update: Injunctions, ASBOs and Evictions
- Possession for non-payment of rent: the lessons from *Rochdale BC v Dixon*
- Possession claims on other grounds: tenants with and tenants without security
- Vulnerable tenant issues: mental capacity, minority and much more

15.05–15.20

### Refreshments

15.20–16.10

### The Housing Manager's In-tray: An A-Z

*Jan Luba QC*

- Abandonment (and 'second' homes)
- Death (of the tenant)
- Gas safety – getting access
- Human rights issues
- Joint tenancies
- Mutual exchange – new systems
- Pets – enforcing the rules
- Sub-letting – recovering our tenancies
- Under-occupation – what works?

16.10–16.30

### Ask the Experts

*Panel*

Raise questions with the expert speakers

16.30

### Close of Conference

# Housing Management Conference 2011

## Booking Form

**London** Thursday 15th December 2011

Please reserve ..... place(s) at the above event:

..... place(s) at £295.00 (+VAT) £59.00 each = .....

..... place(s) at £147.50 (+VAT) £29.50 each = .....  
(See 'third and subsequent delegates')

**Total** £

(For multiple delegate bookings simply copy this form and send all of the forms together).

Please invoice me (*public sector and charity delegates only*).

I enclose a cheque made payable to 'Lime Legal Limited' for the above total.

Please charge my credit card as follows:

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**Address** .....

.....

..... **Postcode** .....

**Tel** ..... **Fax** .....

**Special dietary requirements** (please specify) .....

.....

**Other needs** e.g. access (please specify) .....

.....

I understand and agree to the terms and conditions.

**Signed** .....

### How to book

To secure your place complete the form and send it to us by one of the following methods:

✉ Lime Legal Limited, Greengate House,  
87 Pickwick Road, Corsham, Wiltshire SN13 9BY.

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🌐 www.limelegal.co.uk

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**For more information telephone 01249 701555**

**Fee** £295 + VAT @20% (£59.00) = £354.00

**Third and subsequent delegates** offer applies to same event, same location, multiple bookings only. Provided all delegates are from the same office of the same firm/organisation/chambers and book at the same time as two full price delegates, the additional delegates qualify for a half-price place at £147.50 + VAT @20% (£29.50) = £177.00 per delegate. Offer applies to a booking of up to 9 delegates.

**NOTE** If you have not received admission details from us at least 7 days before the date of the event please let us know.

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1. In respect of any training event we reserve the right to vary the content, timetable, location or speakers, or to cancel the event if necessity demands. In such circumstances we accept no liability for the variation or cancellation, but in the event of a cancellation only we will refund the registration fee + VAT.
2. You may substitute delegates at any time up to and including the day of the training event.
3. If you cancel your booking the full fee (plus VAT) will be payable unless a written notice of cancellation is received by us at least 10 working days prior to the event, in which case we shall only charge an administration fee of £40 + VAT.
4. Payment is due immediately.
5. The despatch by us, whether by email or letter, of written confirmation of your booking constitutes a legally binding contract. At that time we will issue a VAT receipt.
6. Neither Lime Legal nor its employees or speakers will be liable by reason of breach of contract, negligence or otherwise for any loss or consequential loss incurred by any person acting or omitting to act in reliance upon any material or presentation given at or in connection with the event or, except to the extent that any such loss does not exceed the fee for the event, arising from or connected with any error or omission in the material or presentation given at or in connection with the event.

**The conference is CPD accredited for 5 hours  
by the Solicitors Regulation Authority, Bar Standards  
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