



Vanguard Scotland

Housing Seminar

Systems thinking -
Better service at less costs in housing

2-day seminar: 8th & 9th June 2010

£375 + VAT

Designed for housing professionals & customer services/improvement professionals.



Housing professionals are under pressure from Government and Regulators to become more efficient, do more with less, make savings and at the same time improve service, reduce waiting times for allocations and repairs and delight customers.

Vanguard Scotland have helped housing organisations throughout the UK improve their repairs, allocations, voids and arrears processes, achieving performance never thought possible AND cut costs.

- End to end time (maximum time) reduced from up to 70 days to up to 12.5 days (from the first call to the completion of the repair)
- First time fix rate increased from 71% to 97%
- Reduction in no access dropped from 5% to less than 2%
- Arrears reduced by £2.4m
- Relet times reduced from average 76 days to 29 days
- Lets within 4 weeks increased from 49% to 67%

Where: Colzium House
Lennox Estate
Kilsyth, Lanarkshire
G65 0PY

Date: 8th & 9th June 2010

Time: 0930hrs - 1630hrs

Cost: £375+ VAT

Delegates will be presented with relevant case studies showing solutions applied in both planned and programmed works.

Find out how you can deliver better service at reduced costs in this 2-day seminar. This seminar will focus on:

- Why does housing need to change?
- Identifying the root cause of a problem
- The housing lifecycle
- Running housing from a different perspective: results that can be achieved
- How to run repairs better
- How to improve allocations and voids (project environment)
 - Building a void network
 - Managing the network
- Better contractor management
- Rent collections
- Starting points for change
 - Demand, Capability & Flow

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SC205711

Delegate Details

Name	Position	Email

Organisation Details

Organisation name:
Address:
Postcode:
Telephone:
Booked by: Email:

Payment Details

Payment for _____ delegate(s)

I enclose a cheque for £_____

Made payable to:

Vanguard Scotland Ltd.

Unit 38 Imex Business Centre Dryden Road Bilston Glen, Loanhead, EH20 9LZ

Please invoice me

Order No: _____ Sign: _____

Additional Information

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G65 0PY

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Cancellation:

If you need to cancel your reservation, please have your cancellation in writing not less than 10 days before the workshop. We will give you a complete refund less a £15 administration fee. We regret that cancellations received after that date cannot be refunded; however we would welcome a substitution.

Special Dietary Requirements:

Please note this will be on a request basis depending on the availability and choice of your requirements. We will inform you in advance if this cannot be met.

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