

The Leasehold Excellence Network

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Comments we receive

"An enjoyable and very informative conference – thank you."

Vivienne Barnes, Leasehold Finance Officer and Elaine Bowles, Right to Buy Officer, People 1st Slough,
following attendance at our sell-out November 2007 leasehold management conference

*"A leasehold benchmarking group is a welcome and invaluable tool in establishing PIs for leasehold management,
measuring and comparing performance and sharing best practice to improve expertise in leasehold management."*

Zoe Bryan, Leasehold Practice Advisor, Metropolitan Housing Trust Midlands

*"Access to benchmarking information in leasehold services is an area which can always be developed and used to
improve service delivery. As a founder member, this group is what we've been waiting for!"*

Andy Patchitt, Business Development Manager, Longhurst Housing Association

Driving up service quality and leaseholder satisfaction

The Leasehold Excellence Network is a resource for anyone working with leaseholders in social housing who wants to improve service delivery AND increase leaseholder satisfaction.

Useful for local authorities, ALMOs and housing associations it aims to help providers compare policy and practice, measure and evaluate performance, identify innovations in the sector – and apply these where appropriate to deliver effective services that demonstrate real value for money. Support is provided through emails, good practice and briefings, workshops and seminars, and an annual benchmarking exercise, supplemented by member surveys of specific aspects of service.

LEN is supported by a team of experienced Associates and practitioners, providing you with access to current leasehold service knowledge and practice from across the country.

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LEN benefits

LEN membership will benefit your organisation and its leaseholders by:

- Providing access to key performance information relating to leasehold services, enabling you to compare your service provision against other providers
- Taking the hard work out of keeping up to date through our briefing papers and regular email updates
- Providing you with policy support by analysing and translating emerging policy into practical steps that can be taken at the local level
- Enhancing your knowledge and skills through guidance from our team of experts
- Putting you in touch with like-minded colleagues who have similar interests, and providing help from our other specialist networks such as the Rent Income Excellence Network (RIEN) and hf:expert, our housing finance network.

Especially for members

During 2007 we undertook a pilot benchmarking exercise with seven organisations and this helped to shape our network and formed the basis of our annual benchmarking survey. We carried out the first major benchmarking survey covering 2007/08 across the summer of 2008 and this has become an annual exercise. All members will get to take part in this survey and will be able to draw from the year-on-year statistics.

As a LEN member you will have access to:

- The reporting from the survey
- A dedicated LEN manager who will be responsible for developing the network to meet your needs and priorities
- Up-to-date information on leasehold management policy and practice
- Discounted rates for our annual leasehold conference and regional workshops: as a LEN member you will be able to influence our programme and receive discounted places
- Contact details for other members for information-sharing.

And if you want or need more support?

HQN's performance improvement, finance and asset management consultancy teams offer bespoke consultancy support in relation to policy making and service implementation.

Examples of recent and current work include:

- Healthchecks of leasehold services in preparation for inspection
- Preparation and updates for leaseholder services manuals
- Reviews of leaseholder management charges.

The LEN team – at your service

Jeff Platt has extensive experience of leasehold property management and sales in both the public and private sectors. As a consultant and HQN Associate specialising in leasehold management, recent assignments have included Best Value reviews, procedure reviews and mock inspections for local authority and housing association clients, advising on lease terms and management structures for new developments, assisting the Audit Commission on redrafting their KLOEs on leasehold management, compliance checks for the Association of Retirement Housing Managers, business assessment assignments and disposal of surplus residential properties.

As immediate past chairman of the Institute of Residential Property Management (IRPM), Jeff is also heavily involved in developing professional qualifications and training in residential property management.

Jackie Dickens has been an HQN Associate since 2001. Prior to this she held positions at the London Borough of Harrow, Orbit HA and the Network Group, where she was responsible for leasehold management and promoting the Association's work in the field of low cost home ownership initiatives.

With HQN Jackie has worked on a variety of projects including Best Value reviews and numerous mock inspections of leaseholder services for ALMOs, local authorities and housing associations, including subsequent support work leading up to inspection by the Audit Commission.

Aileen Hamilton-Farey has over 25 years' experience of commercial and residential property management for both the private sector and housing associations. She has specialist knowledge of shared ownership and Right to Buy/Acquire leases, with particular interest in service charges and leasehold management for housing associations and local authorities.

She is a member of the RICS Residential Faculty Working Party on the Residential Service Charge Code of Practice; a member of the RICS working party on the Commonhold and Leasehold Reform Act; a founder member of the PSNTO/RICS working party for open learning courses, and the Low Cost Home Ownership Group of the NHF; a Fellow of the Royal Institution of Chartered Surveyors and the Chartered Institute of Arbitrators. She is Vice-President of the Residential Property Tribunal Service in London and sits on various tribunals as part of that appointment.

Richard Waft is the Leasehold Excellence Network Manager. Richard joined HQN as a Business Manager in April 2007 and was responsible for implementing our pilot leasehold benchmarking exercise. Prior to joining HQN Richard held a consultation and research role in a local authority which involved him in managing research, surveys and benchmarking.

Our administration team ensures that the service runs smoothly and members receive the information they need.

Founder members of LEN

We are pleased to confirm that Gentoo, Longhurst, Metropolitan HT Midlands, Nottingham Community Housing Association, Sovereign, Testway, Wolverhampton Homes, and Your Homes Newcastle have already become members of LEN and will be helping develop our services over the coming year.

Membership fees

Details of LEN fees for 12 months' subscription can be found in the enclosed joining form. Discounts are available for organisations that are already members of other HQN networks. If you would like further details please email: len@hqnetwork.co.uk or call us on **0845 4747 004**.

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JOIN NOW!

LEN – the network for anyone working with leaseholders in social housing who wants to improve service delivery AND increase leaseholder satisfaction.

Name	
Job title	
Organisation	
Address	
	Post code
Telephone no.	
Email address	

LEN membership – 12 months' subscription is £820 plus VAT and I understand that I will be invoiced for this amount upon receipt of my joining form.

Signature

LEN is one of a range of specialist networks run by HQN, a leading provider of consultancy and training, designed to help you to achieve real and lasting improvements in your services.

Discounts are available for organisations that are already members of other HQN networks. If you would like further details, please email len@hqnetwork.co.uk or call us on **0845 4747 004**.

Please return to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

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