

Gone but not forgotten!

Former tenant arrears training

Spring workshops 2010



In the current economic climate, maximising your rental income is challenging but critical to the success of your organisation. Effective collection and recovery of former tenant arrears (FTA) should be a key part of any successful income management strategy.

To help you to meet this challenge, we present our outstanding autumn workshops for everyone involved in FTA management. This top-rated course has been designed by Tony Newman, lead associate of HQN's specialist Rent Income Excellence Network, with input from the country's top performers on FTA. The course will comprise **practical workshops**, focused on helping you to:

- Minimise debt and maximise FTA collection
- Develop service standards that enhance customer focus and satisfaction
- Deliver value for money
- Improve individual and team effectiveness and performance
- Measure success
- Meet the expectations of the inspectors.

WHO SHOULD ATTEND?

Anyone involved in collection and recovery of former tenant arrears, including:

- Income and rent arrears officers
- Contact centre staff who deal with arrears
- Housing officers
- Estate management staff
- Support workers
- Welfare teams
- Homelessness prevention and housing aid staff.

WHAT WILL THEY LEARN?

Delegates will learn to achieve operational excellence and sustained performance improvement by:

- Recognising the main causes of FTA
- Understanding the impact on the business, customers and communities
- Knowing how to prevent and minimise FTA
- Implementing practical techniques for pro-active case management
- Ensuring personal effectiveness
- Using low-cost tracing facilities
- Getting the most out of debt collection and tracing agents
- Working effectively with the Courts as part of the FTA recovery process
- Measuring success and build upon it
- Understanding how top performers in the field achieve operational excellence
- Making a positive difference to their organisation, customers and communities.

If you want to provide a top quality, value for money housing service, can you afford to miss this training?

OUR TRAINER:

Tony Newman manages HQN's specialist Rent Income Excellence Network (RIEN). He carries out 'mock' inspections and health checks in respect of income management, and has extensive practical housing experience and a proven track record of helping organisations to improve performance and customer focus. He has worked with many of the country's top performers and recently designed HQN's income management toolkit to help social landlords to improve performance.

Tuesday 13 April 2010 | London

Thursday 15 April 2010 | Bristol

Tuesday 20 April 2010 | Birmingham

Thursday 22 April 2010 | Manchester

Tuesday 27 April 2010 | Glasgow

hqn

training

Gone but not forgotten!

Spring workshops 2010

How to book

- By phone:** Please telephone us on 0845 4747 004 (*and send this booking form as soon as possible*)
By fax: Fax us on 0845 4747 006 (*a fax transmission will secure a firm booking if places are available*)
By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
Online: For our online booking form, go to: www.hqnetwork.co.uk/coming_events.php
PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

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 over 750 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*)

London | 13 April Bristol | 15 April Birmingham | 20 April
Manchester | 22 April Glasgow | 27 April

Delegate name	Position	Fee payable (incl. VAT)
		£ :
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
How did you hear about this event?	

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