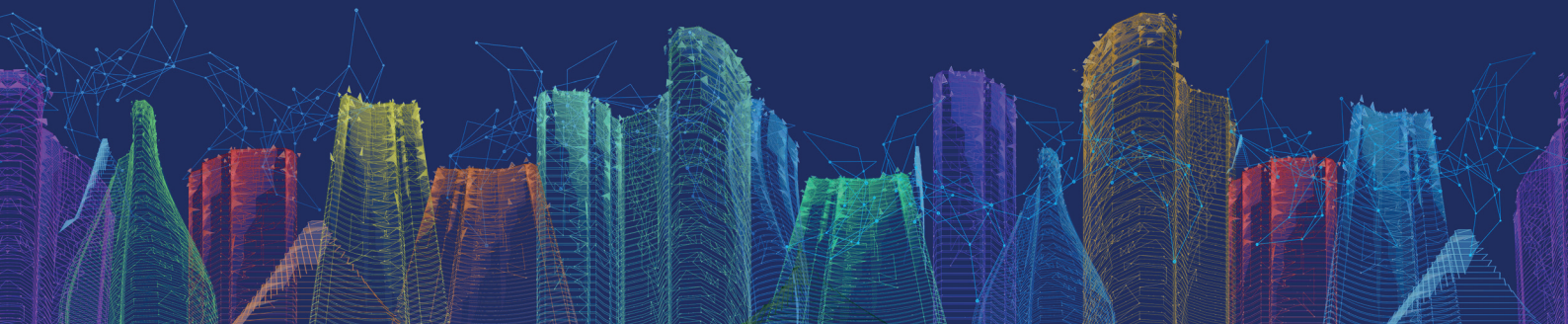


THE PROGRAMME

08.30	REGISTRATION OPENS	SUITE
08.45	AUDITORIUM OPENS	Enterprise
09.15	INTRODUCTION AND WELCOME <i>Moderator: Alan Walker</i>	Enterprise
09.25	TPI UPDATE – Andrew Bulmer, CEO	Enterprise
09.55	KEYNOTE 1 – PANEL SESSION Business Challenges & Opportunities for Managing Agents <ul style="list-style-type: none"> • Merger and acquisition activity. • Emergence of sole traders and micro businesses. • Can small firms win developer business, and what does the current developer pipeline look like today? • Will RMC's want to appoint large businesses? • Pondering the future for large, medium, small and sole trader managing agents. <i>Chair: Malcolm Perryman, The Property Institute</i> <i>Panellists: Joseph Mallon, JFM</i> <i>Sallie Marston, Hegarty PM</i> <i>Sam Massey, SAMAS Property Management</i>	Enterprise Q&A
10.50	REFRESHMENT BREAK 1	
11.20	Welcome from the new Building Safety Regulator Philip White, Chief Inspector of Buildings, Health and Safety Executive	
11.30	KEYNOTE 2 – PANEL SESSION Building Safety Health Check: Taking Stock of Where You Are <ul style="list-style-type: none"> • Preparing for BAC and the new regime • The importance of the intelligent customer • Individual and organisational competency <i>Chair: Jaclyn Thorburn, The Property Institute</i> <i>Panellists: Kim Tichias, Health and Safety Executive</i> <i>Charles Seifert, Inside the Box Advisory</i> <i>Shaun Lundy, Tetra Consulting</i> <i>Mark Varley, Emeria</i>	Enterprise Q&A
12.10	KEYNOTE 3 Talking Menopause – It's Everyone's Business – Stephanie Davies, Founder & Head of Happiness <ul style="list-style-type: none"> • What everyone needs to know about the menopause myths, truths and ways to have conversations. • Everyone's role in supporting people. • How to start sensitive, open and honest conversations. • Creating awareness for everyone for inclusive and supportive behaviours. 	Enterprise Q&A
	BREAKOUT/NETWORKING SESSION 1	
12.50	i) HOUSING ASSOCIATIONS – UNRAVELLING THE MYSTERIES – Steve Michaux, Former Director of Residential Services at A2Dominion <ul style="list-style-type: none"> • The types of arrangements. • How HAs are organised. • How to talk to the right person . • Getting bills paid. 	Interact Q&A



12.50	ii) LEARNING MATTERS – HOW TPI IS SUPPORTING YOU IN COMPETENCE – Lawrence Diamond and Simon Walker, The Property Institute When was the last time you learned something relating directly to your role? <ul style="list-style-type: none"> • At your fingertips: CPD modules, training courses, webinars & other learning material, available to members; formal training courses, guidance notes, AQD, Learning Hub, Safety Hub. • ARMA Training & IRPM Qualifications: Current offering & future plans. • Competency is King: The advantages of completing the full qualifications pathway. • How we adapt and refresh our learning material. 	Synergy Q&A
12.50	iii) COMMISSION IMPOSSIBLE!– Rob Mayo, Insurety	Integrate 2&3 Q&A
13.10	LUNCH BREAK	
14.05	KEYNOTE 4 LEGAL UPDATE – Cassandra Zanelli, Property Management Legal Services & Ellodie Gibbons, Landmark Chambers Significant cases have passed through the courts in recent months. We'll help you keep on top of landmark property cases and their implications.	Enterprise Q&A
	BREAKOUT/NETWORKING SESSION 2	
14.55	i) RESIDENT ENGAGEMENT STRATEGY – CASE STUDY – Kim Tichias, Health and Safety Executive	Interact Q&A
14.55	ii) HOW BIG CAN THE RESIDENTIAL RENTAL UNIVERSE GET? – Nick Whitten, JLL This session will explore the growth outlook for the UK housing market in comparison with other major European countries along with the potential scale of Private sale, BTR, PBSA and Social Housing in the UK.	Synergy Q&A
14.55	iii) THE ART OF BEING BRILLIANT: YOUR WELLBEING LAUNCH PAD – Andy Cope, Founder, The Art of Brilliance Based on the science of positive psychology, this session is evidence-based but with the big words surgically removed and replaced with common sense, doable principles and great fun. In a world where there's a lot of talk about 'best self', THE ART OF BEING BRILLIANT shows you how.	Integrate 2&3 Q&A
15.25	REFRESHMENT BREAK 2	
15.55	KEYNOTE 5 TECH TALK: HOW PROPTech IS RESHAPING THE WAY WE MANAGE AND OPERATE RESIDENTIAL PROPERTIES <ul style="list-style-type: none"> • How tech can help residential property managers with building safety and the Golden Thread – Dave Wardell, Building Passport • Boosting internal process efficiency through tech – Joe Goss, Fixflo • Using tech to bolster resident and community engagement – Henry Bliss, Built-ID 	Enterprise Q&A
16.15	KEYNOTE 6 SHIFT HAPPENS: BE THE CHANGE – Andy Cope, Founder, The Art of Brilliance The world is moving faster than human evolution. We've been outpaced. And as the world changes, so do the damn rules. The game of life's difficult enough, but if you're playing by the old rules, you're accidentally opening yourself up to a whole load of problems. SHIFT HAPPENS is built around Gandhi's famous quote; be the change. Whereas traditional training is additive – giving you more things to remember and do – SHIFT HAPPENS is subtractive. You don't need more stuff on your mind, you need less! SHIFT HAPPENS changes everything, starting with you.	Enterprise Q&A
16.55	CLOSING REMARKS Moderator: Alan Walker	Enterprise