

What's on 2019

Day Event

We are housing Scotland

Scottish Factoring Network Conference

Friday 29 November 2019

Grand Central Hotel, Glasgow

In partnership with:



Scottish Factoring Network Conference 2019

About the Conference

An SFHA, SHARE and GWSF partnership forms the Scottish Factoring Network which provides support for housing practitioners and social housing organisations who are involved in delivering factoring services to owners.

Returning for its 7th year the conference will provide delegates with an update on the policy and legal developments through strategic plenary sessions as well as providing pragmatic operational advice, with a selection of practical workshops.

Key issues to be discussed at the conference include:

- Legal Update
- Tackling Unfactored Blocks
- Best practice in working with your local authority
- State of the sector panel
- Managing risks ...and much more

The conference offers an excellent opportunity for delegates to network with others working in factoring from around the country and to get face to face expert opinion on issues surrounding factoring.

About the Venue

Once again, the conference returns to the Grand Central Hotel in Glasgow city centre. Directly adjoining Central Station and a 5 minute walk from Queen Street Station, the hotel has excellent transport links for all those attending.

Who should attend?

This event is a must for anyone working in housing management, housing finance, maintenance and asset management and anyone involved in factoring or organisation who are considering introducing this service.

Costs and How to Book

The delegate fee starts at £239 for members of SFHA, SHARE and GWSF (£329 for non members) which includes attendance, lunch and all refreshments.

Book your place at the conference by using our own events booking system, so booking your place is even easier. You can book and pay online by visiting www.sfha.co.uk/whats-on

Contact Information

For more information about the conference programme, please contact Karen Devin, SFHA Events Producer, on **0141 567 6086** or email at kdevin@sfha.co.uk

If your enquiry regards delegate bookings, please contact the event administrators on **0141 332 8113** or email events@sfha.co.uk



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Conference Programme

Friday 29 November 2019

9.00 Registration, Refreshments & Networking

10.00 Conference Welcome

10.15 Opening Plenary: Motivational Speaker

Gavin Oattes, Keynote Speaker, Comedian & Author

Inspirational", "Mind-Blowing", "Hilarious" and "Barn-Storming" are just a few of the words used by clients to describe Gavin Oattes and his unique ability to entertain, enlighten and educate an audience. Gavin is an international keynote speaker, award winning comedian, best-selling author of SHINE and a former Young Entrepreneur of the Year. Although he spends much of his time speaking to business leaders and directors of some of the world's leading organisations Gavin's true inspiration for what he does comes from where he started out his career... primary school teaching.

11.00 Refreshments and Networking

11.30 Plenary: State of the Sector Panel
Stephen Leetion, Scottish Government; Shona Mitchell, SFHA & Debra Campbell, SHARE

This session will give an update from Scottish Government's Stephen Leetion, Senior Policy Officer on the Property Factors Team on where we are with the review of the Code of Conduct for Property Factors. Shona Mitchell, SFHA Policy Lead, and Debra Campbell, Learning and Development Officer at SHARE, will then discuss outcomes from the 2019 Scottish Factoring Network benchmarking survey and what it might mean for the Networks' areas of focus for 2020. Panelists will then take part in a Q&A.

12.15 Workshops: Block A

A1 Progress in Tackling Unfactored Blocks
Jacqueline Stirling, Govan Housing Association

A2 Managing Risks
Chris Thomson, Castle Rock Edinvar Housing Association

This session will look at the current big issues for factors including fire risks and environmental health risks and what we can do to manage these risks.

A3 Best Practice in Working with your Local Authority

There are particular issues with different landscaping cycles where factors and councils both have land in certain areas. This session will look at how the sector can work better with LA's for the benefit of the communities they serve.

A4 Simple Steps to Improve your Factoring Service

A SWOT analysis of your service can suggest changes to charges, staffing and procedures. Come along to this session to find out more about how this works.

13.15 Lunch and Networking

Programme continued on next page...



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Conference Programme

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14.15 Workshops: Block B

B1 Best Practice in Estate Inspections

What should the frequency of inspections be for different types of stock and how do you log your findings? Find out about some of the approaches that RSLs take to log their findings at this session.

B2 Mock FTT Panel

Jim Bauld, TC Young

This session uses a real example of a FTT case to allow delegates to witness the process and also establish what differences there are when it's factors asking the questions rather than the usual panel members.

B3 Managing Mixed Roles

Aileen Duncan, Lochaber Housing Association and Irene Irving, Clyde Valley Housing Association

Many factoring staff also cover housing management or corporate services functions at their organisations. Come along to this session to discuss ways that you can manage competing priorities and ensure you are up to speed on relevant information in relation to different areas of work.

B4 Is your Written Statement of Service Fit for Purpose?

The Written Statement of Service (WSOS) documents are a legal requirement for factors yet each factors WSOS varies in both length and content. This session will cover the expectations for the document and possible changes that could be made and why.

15.15 Refreshments and Networking

15.30 Legal Update

Jim Bauld, TC Young

We close this year's conference with an insightful overview of legislative developments that have taken place over the last year.

16.15 Closing remarks

Important Notice

This programme is correct at the time of going to press. We reserve the right to make alterations or substitutions if necessary. All timings may be subject to change. Views expressed by speakers at the event or in documents or notes provided are their own and may not necessarily be the views of SFHA.

Notice Of Filming

Throughout the conference there may be photography and the photos will be used for SFHA promotion and publicity and on social media. By your attendance at the conference, you acknowledge that you have been informed that you may be photographed or asked for comment as part of the release in promotional material. If you do not wish to be photographed as part of this event, you should inform SFHA staff immediately. Thank you for your cooperation.

GDPR and your Privacy

Due to GDPR coming into effect, SFHA has updated our privacy policy to ensure it meets these new standards. You can view it at www.sfha.co.uk/privacy-policy.



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Conference costs and how to book

Book now

Day Delegate costs

SFHA/GWSF/Share Members
£239

Non Members
£329

This includes:

- Attendance at all sessions & delegate materials
- All teas and coffees
- Lunch

Try the new SFHA Booking System – save time & book online!

Book your place directly on the SFHA website. It's easy, quick and secure.

