



HAIAF SEMINAR 23rd May 2007

'Eyes Wide Open'

Chartered Institute of Public Finance and Accountancy
3 Robert Street
London
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Telephone (020) 7543 5602

Directions: <http://www.cipfa.org.uk/conferencecentre/map.cfm>

AGENDA

10:00 - 10:15 Coffee on Arrival

10.15 – 10.30 Welcome and Forum Business

1. Apologies for absence
2. Minutes of General Meeting 28 November 2006
3. Matters arising from the minutes
4. Feedback on Free Training Days 23/30 January and 19 April 2007
5. Conference Update
6. Any other business

10:30 – 11:15 'War Stories: HA's in Financial Distress' Piers Williamson, Chief Executive, THFC Ltd

Our sector borrows in excess of £40Bn, partly on the basis of an unblemished record of 'no Default'. Occasionally financial distress situations arise, but to date these have been either worked out or an orderly rescue has been facilitated. THFC has been lending directly to 130 RSLs for 20 years and in that time has seen a variety of problem situations. This talk highlights specific examples of what can go wrong and gives a practical insight into early warning indicators of financial distress from an external financier's point of view.

Piers Williamson was appointed chief executive of THFC in October 2002 and joined its board in 2003. He has over 20 years' experience of the financial markets having previously worked as treasurer and then as director of corporate finance for HFC Bank. Prior to this he was assistant Group treasurer at the Mortgage Funding Corporation, a centralised residential



mortgage lender run by Kleinwort Benson, and prior to that he worked at NatWest International in a variety of roles, including the structured finance group. He holds professional qualifications in both treasury and banking.

11:15 – 12:00 ‘With the Best of Intentions: Learning from Problem Cases III – The Housing Corporation’ Nigel Phethean, co-author

This book is the story of how problems arise. They form a set of cautionary tales for readers, who should reflect carefully on how they could prevent similar events arising at their own housing associations. But the stories go on to describe how the problems were resolved – each one has a positive ending, in the sense that public funds and tenants are ultimately protected. There are lessons here too about how to achieve successful change in failing organisations.

Nigel Phethean is a former Housing Corporation Director of Corporate Affairs & Communication and specialises in regulation and governance. Author of National Housing Federation guide to regulation, Mapping the Maze.

12:00 – 12:30 ‘HAIAF Internal Audit Practice Guides: Discussion Session’ Andrew Townsend, Chief Executive, TIAA Ltd

TIAA have been updating many of the HAIAF internal audit guides as well as writing a few new ones during the past few months. Andrew will lead a discussion on whether they are meeting your needs and look for ideas on subjects and style for the future.

12.30 Lunch

13:30 – 14:15 ‘The Housing Ombudsman Service: Dealing with Disputes and Complaints’ Rafael Runco, Deputy Ombudsman

For the first time since the inception of the Service complaints about how landlords handle complaints through their internal procedures have taken the pole position in the list of problems brought to the Ombudsman's attention. Internal Auditors will want to provide assurance over the internal complaints process, as well as the services giving rise to the greatest complaint by our residents.

Rafael has worked in the field of landlord/tenant dispute resolution for two decades. He was a senior programme officer at the Housing Corporation when he took part in the team who set up the first housing ombudsman scheme in 1993, and has been with the project since then. He has been associated with a number of housing organisations; he served as vice chair of the Campaign for Bedsit Rights, as chair of the King's Cross Homeless Project and the



Private Tenants Rights Group, and as member of the Race & Housing Action Group. He is a member of the Chartered Institute of Housing and the Housing Law Practitioners Association.

14:15 – 15:00 ‘Choice Based Lettings’ Speaker from DCLG

The Directorate of Housing Strategy and Support within the Department for Communities and Local Government is responsible for the development of government housing policy and strategy in a number of housing management areas, including choice based lettings. A speaker from the Directorate will update us on the future direction of this very topical issue.

15.00 Close