



**22 MAY 2008 SEMINAR
'Collecting the Cash'**

The main theme of our next seminar is **'Income'**, we have however taken the opportunity to include a timely presentation by the author of our newly updated PI Validation Guide. The seminar is being held at The Riverside Group, Estuary Boulevard, Estuary Commerce Park, Speke, L24 8RF

Link: [The Riverside Group](#)

Attendance is free for up to three staff from fully paid up member organisations. Non members and additional delegates will be charged £35. If you are interested in attending this event please contact nicola.fitzharris@riverside.org.uk

The timetable is:

10.00 Coffee and biscuits on arrival

10.30 Forum business

10.45 Do you really know who you are dealing with? Fraud, corruption and money laundering threats to the social housing sector – Liesel Annible, Grant Thornton

Many criminals see right to buy as a cheap means of obtaining property. How much do you really know about tenants exercising their right to buy and the sources of their funding? This session will use real life case studies to illustrate how social housing organisations have been targeted, how their activities leave your staff vulnerable to prosecution and the measures you can take to stop them.

Liesel is a Director in the Forensic and Investigation Services Department of Grant Thornton LLP, and has specialised in financial investigations for over thirteen years. She has considerable experience in dealing with the investigation of financial irregularities on behalf of corporate, public sector and charitable bodies where she has also been involved in developing strategies for the seizure and recovery of illegally acquired assets and funds.

Liesel's experience in working on cases leading to the development of the recent proceeds of crime legislation has led to her developing systems to enable numerous public and private sector organisations to comply with the new proceeds of crime regime, including the provision of tailored training programs.

11.25 HAIAF PI Validation Guide - Helen Green, Housemark

Helen Green co-authored the original HAIAF Toolkit on PI Validation in 2004 and has now extensively revised the Toolkit in 2008.

She is an independent consultant specialising in research and analysis; policy / procedure development; and written communications generally. Helen was previously employed by Genesis Housing Group as Research & Information Manager and prior to that worked in local government - in housing management for Westminster City Council and in research and policy analysis for Oxfordshire County Council.

As an associate consultant with HouseMark, Helen has undertaken approximately 20 housing association validations / revalidations under the Housing Corporation External Validation of Performance Reporting Systems Framework. She has also carried out validations of local PIs for several other housing organisations.

12.05 Coffee

12.15 Rent Arrears - Incentivising Rent Payments - Andrea Spamer, Legal Services Manager Irwell Valley Housing Association,

Andrea Spamer is the Legal Services Manager at Irwell Valley Housing Association, and began her housing career in 1995 working for Wigan and Leigh Council as an Estates Management Officer, specialising in rent arrears. She joined Irwell Valley in 2000 and spent 5 years working as a Legal Services Officer, focusing solely on maximising rental income and reducing rent arrears.

In 2005 Andrea became manager of the Legal Services Department. She has recently expanded the team and responsibilities include the management of Rent Arrears, Gold Service, Former Tenants and Shared Ownership/Leaseholder accounts.

Irwell Valley was the first housing organisation to launch a rewards and incentive scheme for its customers. Since October 1998, Gold Service has grown and developed with around 90% of Irwell's tenants being Gold Service members.

Andrea will discuss the success of the Gold Service incentive scheme at Irwell Valley and how it has impacted their income levels/tenants.

13.00 Lunch

13.45 Capital Funding Guide 2008 - Susan Taylor and Andrew Osivwemu, The Housing Corporation

The Capital Funding Guide contains the rules and procedures for housing associations that have received capital grants/allocations from The Housing Corporation.

Susan and Andrew are Investment Managers at The Housing Corporation and will outline the key procedures in the Capital Funding Guide and highlight the split between the requirements (what 'must' be done) from guidance and explanatory notes.

14.35 The Legal Perspective - Paul Lloyd, Director and Solicitor at Whiteheads Solicitors Ltd.

Paul is a Director and Solicitor at Whiteheads Solicitors Ltd and has significant experience of a wide range of civil litigation areas. He specialises in many aspects of housing management and anti-social behaviour work and provides advice and representation to over 30 social landlord clients. Paul's presentation will cover two hot topics regarding service charges and rent;

'Service & Administrative Charges – Rights & Obligations' - the regulations in CLARA, and the obligations placed upon landlords for prescribed information in service and administrative charge demands for payment

'The DDA, Rent arrears & Lewisham v Malcolm' - the impact of mental health issues and disability on arrears cases, and brief examination of the Malcolm case (currently in the House of Lords) to see what lessons can be learnt.

15.15 Close