

Regulating Consumer Standards Learning from Pilot Inspections

Wednesday 21 June 2023, 10am - Midday
CWAG members invited



Championing
better homes and
communities

AGENDA

10.00	Chair's Introduction	Chloe Fletcher NFA Policy Director
10:10 – 10:30	RSH – pilot inspection programme	Angela Holden Assistant Director, Consumer Regulation Regulator of Social Housing
10.30 - 10.45	Q and A	
10:45 – 10:55	Comfort break	
10.55 – 11.25 (30 mins)	Eastbourne Borough Council and Eastbourne Homes	Ian Fitzpatrick Managing Director, Eastbourne Homes Richard Tomkinson BSc (Hons), PGDip, CIHCM Customer Experience & Performance Improvement Lead, Lewes & Eastbourne Councils Roger Eastwood Board Chair Gary Hall BA(Hons), FCIH, MinstLM Head of Homes First Peter Bowley MRICS Repairs Services Manager Jane McCarthy-Penman Governance & Compliance Lead: Property and Development
11.25 – 11.45	Q and A	
11.45 – 12.00	Chair's summing up	Chloe Fletcher NFA Policy Director