

## The REGENDA ASSET MANAGEMENT CONFERENCE

Regenda recently held its first Asset Management Customer Conference on the 25<sup>th</sup> March 2009..... WHY? :

- To enable Asset Management staff (see mug shots below) and their customers to get together to get involved and discuss all things to do with Asset Management in fun but informative way.
- To engage with a cross section of customers across Regenda involving all our subsidiaries (West Pennine / LVT / Wyre / Maritime / Templar).
- To find out the true opinions of residents who had experienced the service first hand.



John Royle  
**Head of Asset  
Management**



Peter Weightman  
**Planned Contract  
Manager**



Gary Rostron  
**Building Services  
Manager**

One challenge we faced setting the day was how to get people involved and understand what the Conference was about and also make the day fun but informative. The challenge was on! We had xx people at the conference and we would like more customers at future events and hopefully this bulletin will help inform people and raise interest in attending our next conference.

We invited a random selection of residents who had first hand experience of planned works so we approached people who had had their property painted or had had a new kitchen or bathroom fitted.

### What happened on the day ????????

- We discussed how planned maintenance is organised & delivered
- We discussed the brand new gas maintenance contract
- We played the 'Budget Game' where residents had the opportunity to say where they thought Regenda should spend its planned maintenance money; this has now redirected the thoughts of the Asset Management Team.

- There were workshops where residents discussed their experiences of the service & how it can be improved.
- There was an interactive communication game where residents & staff learnt all about the importance of listening !!!

All in all it was a thoroughly enjoyable day & both residents & staff took a great deal away from it. Therefore it was agreed by all at the end of a very successful day it would be useful to produce a summary of the day so that when people who attended spoke with other customers they could pass some information on about what the Asset Management Team at Regenda do.

#### **What the residents thought.....**

"Serious but fun" Phil from Southport

"Pleasant & relaxed atmosphere & approachable staff" Dave from Newton

"Learnt a lot" Angela from Fleetwood

"Listened to & Understood" Sharon from Vulcan Village

"Questions were answered" name withheld

"Issues park, what a good idea"

#### **The Issues Park**

As these days are not about bringing your own personal issues along to address we don't want to ignore any problems that we know you may have. So we use an Issues Park where residents can write down their particular problems & staff will take these away to try & get a resolution.

What a great idea !!