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Counterintuitive knowledge: A systems view of Housing Management

The Systems Thinking approach to Housing Management is one that is currently contributing to massive increases in service quality in Housing Associations and Local Authorities across the United Kingdom. It is now seen as a powerful and more robust alternative to what the current DCLG and Audit Commission 'regime' prescribes.

Systems Thinking organisations consistently see that their old housing management problems dissolve, unlocking unimagined quality improvements at the same time as achieving jaw-dropping cost savings. And as a consequence residents delighted by the services that you are delivering.

Come and join us in Leeds on 13th April; Cardiff on 13th May or Brighton on 22nd June to hear Systems Thinking service providers talking about how they are solving long-standing housing management problems:

- The current government targets for repairs and voids rendered irrelevant
- Hear people talk about Real Choice Lettings (RCL), delivering actual choice to customers that in turn lead to more sustainable tenancies
- Hear from systems thinkers talking about how residents get an actual specific appointment time if they want one (no AM, PM or two hour slots)
- Cleaning and Grounds maintenance managed effectively, making a real difference!
- Rental Income systems where much of the conflict is removed, there are increased collection rates and the cost of the service decrease
- Find out about conflict-free relationships with repairs and maintenance contractors
- Systems Thinking materials suppliers that have creating a new service paradigm, by delivering on-site, direct to workmen the goods they need, when they need it!
- A different way of approaching planned maintenance that saves millions across the life of the programme

Download the following to find out more information:

<http://www.thesystemsthinkingreview.co.uk/index.php?pg=18&backto=1&utwkstoryid=229>

To find out more about Systems Thinking please feel free to read The Systems Thinking Review

<http://www.thesystemsthinkingreview.co.uk>

To book your place at the above event, please complete the booking form and return by email, fax or post.

Yours sincerely,



John Little

