

## Joint Customer Conference



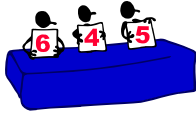


Saturday 8 November 2008



Aberdeen Football Club, Richard Donald Suite, Pittodrie Stadium

### PROGRAMME

10.15am	Registration, Coffee & Exhibition
10.30am	Welcome by Chairmen of Grampian & Langstane Housing Associations (TBC)
10.35am	<p><b>MAIN SESSION</b>  <b>Group Structure Proposals</b>  Presented by Alan Grant, Chief Executive, LHA &amp; Alan Moat, Chief Executive, GHA  Langstane and Grampian recently announced their intention to develop a new partnership in the form of a group structure. Find out about the proposals and what it means for customers.</p>
11.15am	<p><b>WORKSHOPS - choose an option from the following list:-</b></p> <p><b>Crime prevention - Grampian Police</b>  Workshop Leaders: Grampian Police</p>
	<p><b>Why bother getting involved? Customer participation in action</b>  Workshop Leader: Judith McCullough, TIGHRA  We are keen to encourage customers to participate in our activities. The benefits of getting involved will be outlined and there will also be an opportunity to find out about how other organisations work with their tenants.</p>
	<p><b>"They're at it again!" What can we do about anti-social behaviour?</b>  Workshop Leaders: Paul Robinson, Neighbourhood Services Manager, LHA  Martin Toward, Senior Housing Services Officer, GHA  We all know that anti-social behaviour and neighbour disputes can make lives a misery! Find out about the ways landlords can help deal with the problem and our work with other organisations to find solutions.</p>
	<p><b>Points make houses!</b>  Workshop Leader: Judith Sutherland, Housing Manager, GHA  Mike Murray, Senior Allocations Officer, LHA  Discover how properties are allocated and find out what factors we need to take into account when letting homes for rent.</p>



**From design to development - building new homes**

**Workshop Leaders: Mike Allan, Director of Development, GHA & LHA, Banchory Contractors**

We are committed to providing new homes both now and in the future. Take this opportunity to let us know what you think about the design and layout of your homes. You will also find out about how we plan our development programmes and work with other organisations to meet housing needs.



**Energy efficiency - how to save cash and reduce fuel**

**Workshop Leader: SCARF (Save Cash and Reduce Fuel)**

Learn more about energy efficiency and find out what kind of measures you can take to reduce the amount of energy you use at home and save money on fuel bills.



**Communities matter**

**Workshop Leaders: Matthew Reid, New Initiatives Manager, LHA  
Margaret Waddell, New Initiatives Manager, GHA**

We are involved in many activities that go beyond the traditional provision of housing. The name given to these is "Wider Role" and they aim to tackle poverty and help support people back into work. Find out what community based projects we're involved in and why.



**Relax with an introduction to Indian Head Massage and Reiki**

This is the session for you if you simply want to come along and relax! Suitable for people of all ages, you will find out about the health benefits of these alternative therapies.

**12.30pm Lunch, Entertainment by the Athol Smith Trio, Exhibition & Stadium Tour**

**1.45pm WORKSHOPS - choose another option from the above list**

**3.00pm MAIN SESSION**

**Home ownership beyond your reach? Find out if our range of low cost home ownership options could be right for you!**

**Presented by Judith Sutherland, Housing Manager, GHA**

Information about the Scottish Government's Low-Cost Initiative for First-Time Buyers (LIFT) will be provided. The initiative includes the New Supply Shared Equity and Open Market Shared Equity Pilot schemes, both of which enable you to buy an equity share in your home.



**3.30pm Exhibition & Close**