

# Agenda

## Stakeholder Strategy Day

5 May 2022 • Kimpton Clocktower Hotel, Manchester

- 9:45-10:30 **Arrival, registration and refreshments**
- 10:30-10:40 **Introduction to the day**  
Sara Shanab, Director of Governance and General Counsel  
Lee Buss-Blair, Director of Operations
- 10:40-11:00 **Chair's Welcome**  
Terrie Alafat, Group Chair
- 11:00-11:15 **An introduction to One Housing Group and future integration**  
Richard Hill, Chief Executive, One Housing Group  
Caroline Corby, Chair, One Housing Group
- 11:15-11:30 Break
- 11:30-11:50 **Guest Speaker Presentation**  
Kate Dodsworth, Director Consumer Regulation, RSH
- 11:50-12:10 **Customers at the Heart**  
Patrick New, Executive Director - Customer Service  
Chyrel Brown, Chief Operating Officer, One Housing Group
- 12:10-12:30 **Question and Answer session**
- 12:30-13:30 Lunch
- 13:30-13:50 **Financing our ambitions**  
Cris McGuinness, Executive Director - Chief Financial Officer
- 13:50-14:10 **Developing our new Corporate Plan 2023-26**  
Hugh Owen, Director of Strategy and Public Affairs
- 14:10-15:20 **Workshops, The Big Conversation**
- 15:20- 15:50 **Feedback from workshops**
- 15:50-16:00 **CEO closing remarks**  
Carol Matthews, Chief Executive