

The Agenda...

9:00 REGISTRATION & MEETINGS

10:00 TRIBES

Income & Asset Performance

Fender's Room (1st floor)

Rent growth vs occupancy

The Tribe will work through where the ceiling actually sits on rent growth before it starts costing more in void periods and re-letting than it earns in uplift.

People, Delivery & Technology

Committee Room (2nd floor)

Onsite staffing and talent

The Tribe will weigh headcount, skills and structure against technology and outsourcing, and where the balance actually sits for service quality versus operating margin.

Resident & Place

Prince of Wales Room (2nd floor)

Place-shaping vs building management

The Tribe will debate whether operational asset managers are running buildings or shaping neighbourhoods, and whether that distinction matters to performance.

11:00 NETWORKING & MEETINGS

11:30 TRIBES

Income & Asset Performance

Fender's Room (1st floor)

Benchmarking and performance data

The Tribe will debate what "good" performance actually looks like across a fragmented sector where comparable data is hard to come by.

People, Delivery & Technology

Committee Room (2nd floor)

Technology and proptech ROI

The Tribe will interrogate whether the current wave of operational technology is actually delivering efficiency gains or just adding cost and complexity.

Resident & Place

Prince of Wales Room (2nd floor)

Amenity ROI & Retention Economics

The Tribe will work through which amenities and services actually earn their keep, which are cost centres dressed up as differentiators, and when the cost of preventing churn outweighs the churn itself.



12:30 NETWORKING LUNCH & MEETINGS

Download the SPACE+ app to schedule meetings.
You may have meeting requests waiting for your reply.

13:30 TRIBES

Income & Asset Performance

Fender's Room (1st floor)

Capex reinvestment and asset lifecycle

The Tribe will debate how portfolios should be prioritising reinvestment across ageing stock without starving returns in the short term.

People, Delivery & Technology

Committee Room (2nd floor)

Operating model: in-house vs third-party

The Tribe will interrogate whether bringing management in-house, staying with third-party managing agents, or running a hybrid actually delivers better performance outcomes.

Resident & Place

Prince of Wales Room (2nd floor)

Resident experience

The Tribe will work through what residents are actually experiencing day to day, and whether service design is keeping pace with what "quality" now means in the sector.

14:30 NETWORKING & MEETINGS

14:45

Tribal Council

Three rooms. Three sessions each. One conversation, together, to close.

Each 'Tribe Envoy' reports back - not a summary, but the sharpest contention from their room. The finding the group couldn't agree on. The question that kept resurfacing.

Then the floor opens. Where do the conclusions from one room contradict another? What cuts across all three Tribes? And what does this room collectively believe about where the operational excellence conversation is heading next?

NEW!

15:30 - 16:45 NETWORKING & DRINKS



10:00 Tribes

KEY



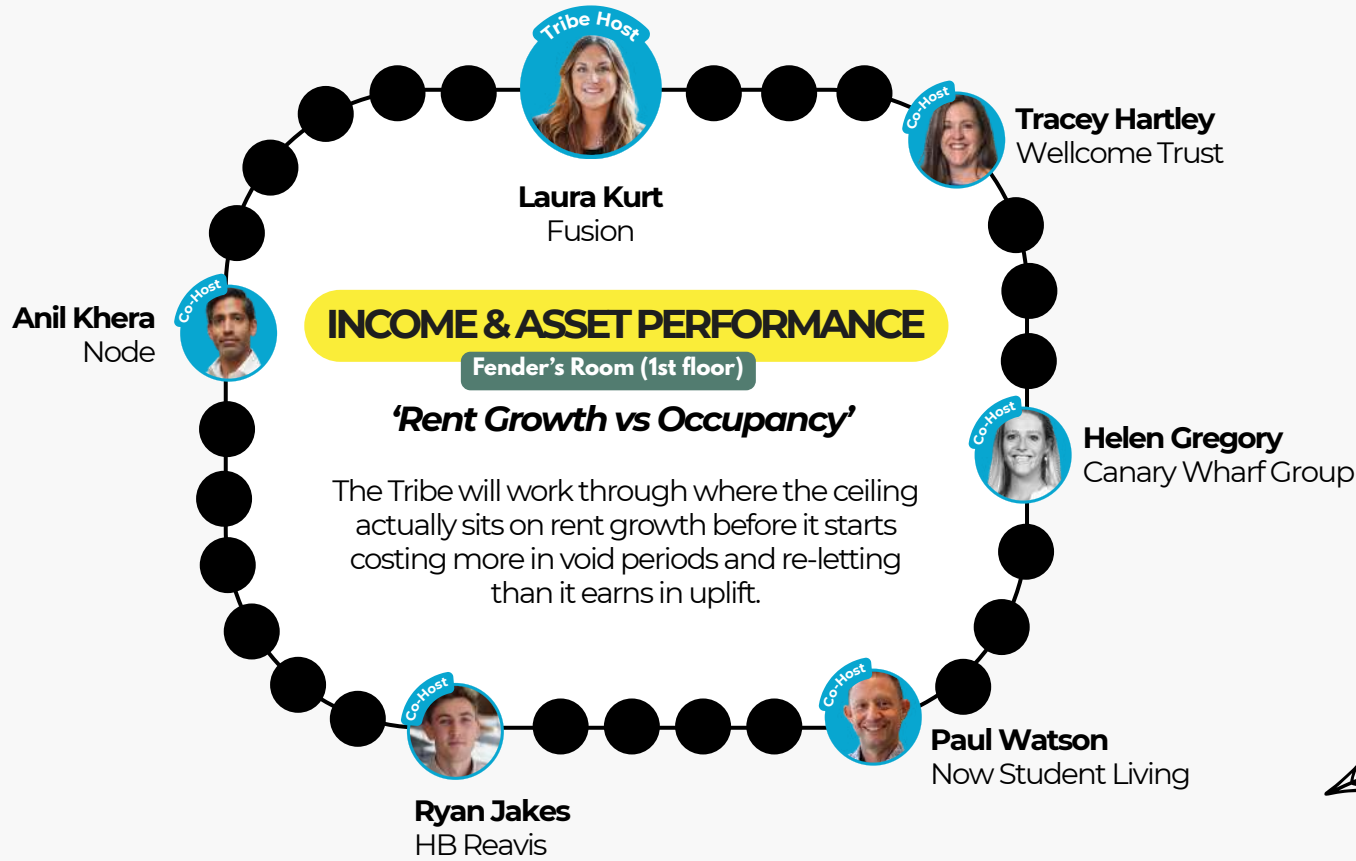
HOST



CO-HOST



DELEGATE



**CHOOSE
YOUR OWN
ADVENTURE**

FAQ: Do you pre-register for Tribes?
No. You just choose what to attend on the day...

REGISTER NOW

11:30 Tribes

KEY



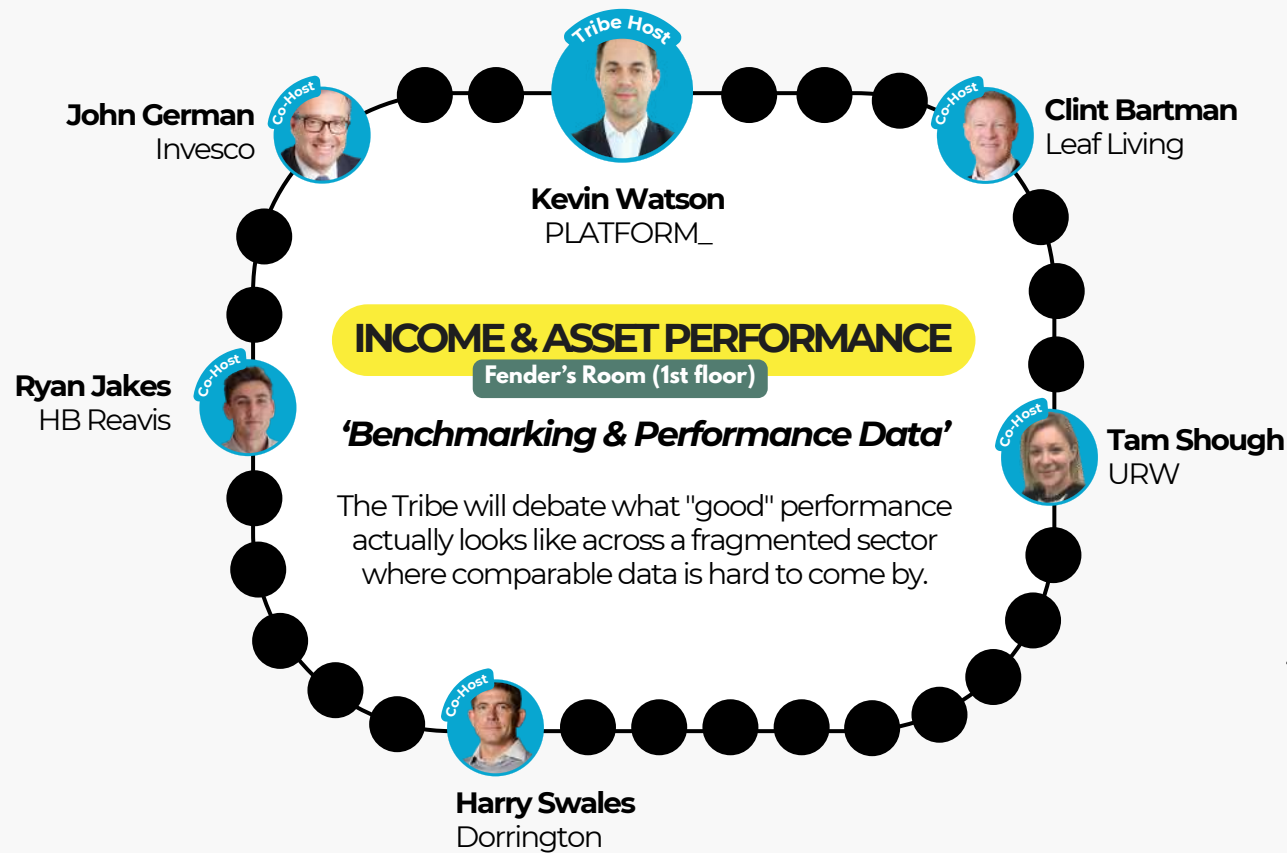
HOST



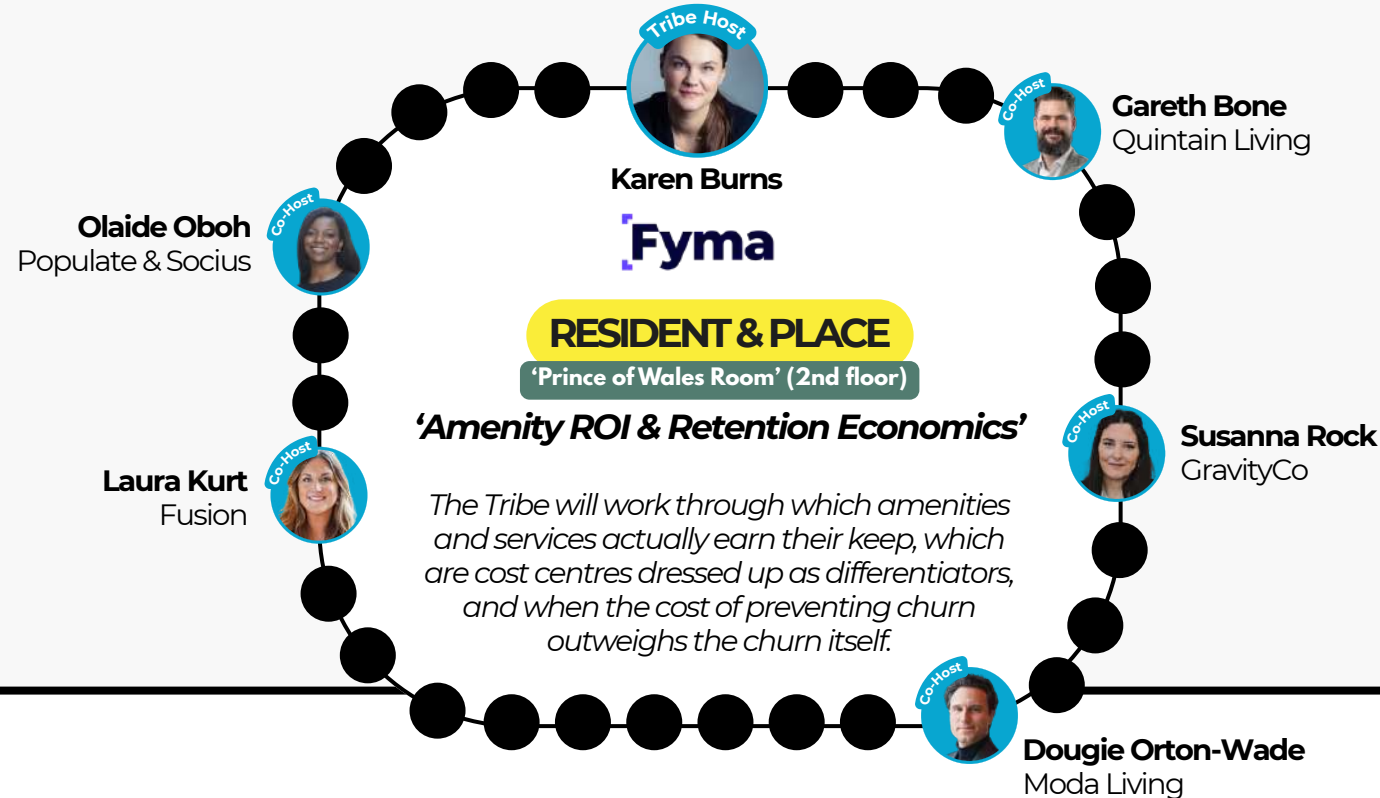
CO-HOST



DELEGATE



CHOOSE YOUR OWN ADVENTURE



FAQ: What do the Co-Hosts do?

They act as quality control. They help form the Tribe agenda in advance, and help the Host steer the conversation on the day.

13:30 Tribes

KEY



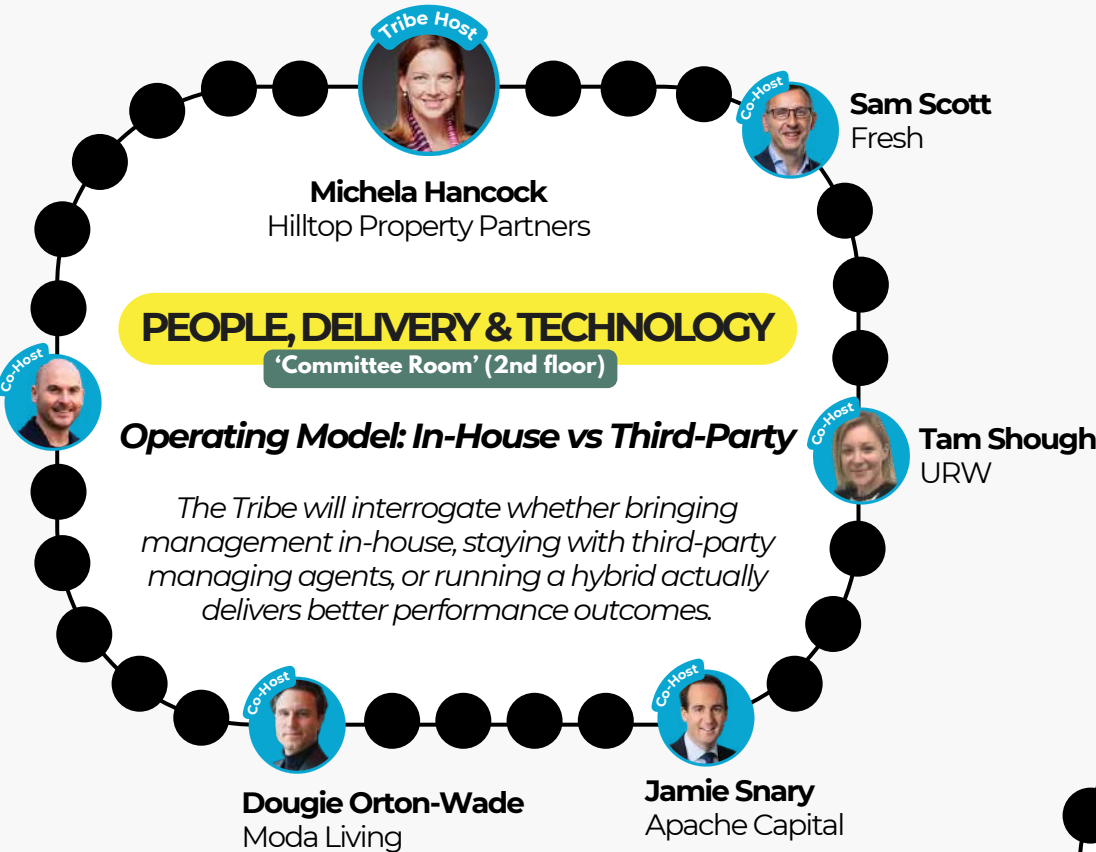
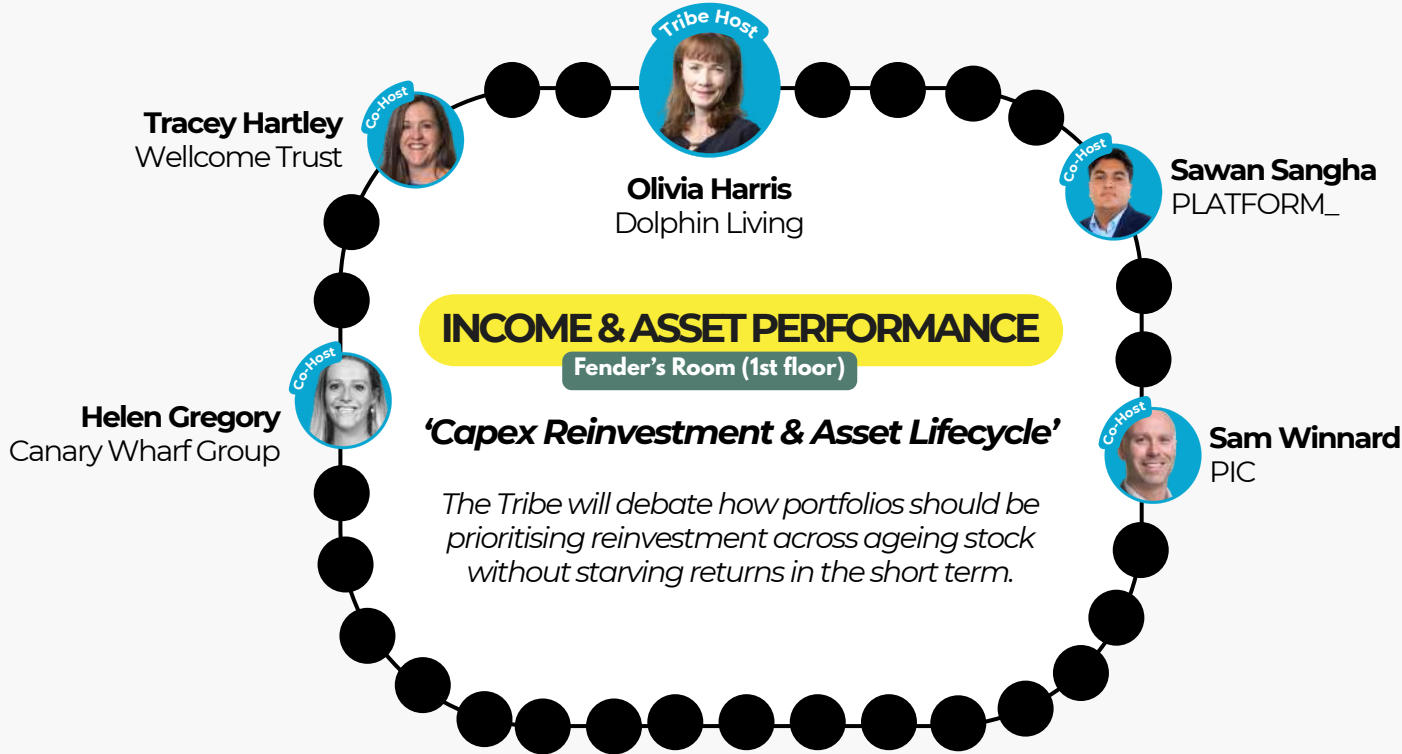
HOST



CO-HOST



DELEGATE



**CHOOSE
YOUR OWN
ADVENTURE**

FAQ: Is there an audience?
No audience. Everyone in the circle can participate openly...

CONTACT US