



ASRA

Programme & Registration Form

2019 Annual Conference
& Exhibition

Sunday 7th April -
Wednesday 10th April

Macdonald Aviemore
Resort

The largest student accommodation
conference in the UK & Ireland



www.asra.ac.uk

ASRA 2019 Gold Sponsors

circuit
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Well we are well and truly over 21 now and what a great celebration we had in Birmingham for the 2018 Conference.

We had an overwhelming number of new delegates and hopefully they all returned to their workplaces singing the praises of what I feel is an amazing association.

I would like this opportunity to thank our existing and new exhibitors, sponsors and members for the support they give ASRA.

I would also like to say a big thanks to the people that work behind the scenes to bring all the pieces of the jigsaw together and ensure that everything is in place and goes smoothly.

So to Aviemore in Scotland we travel and I know some would have been concerned about the journey but what a beautiful place it is for our 22nd anniversary!

As the conference draws closer it's time to cajole and convince your managers, owners and partners of the benefits of being at the largest student accommodation conference.

If you need any convincing, which I doubt, I am sure you will all agree that the benefits of attending are amazing, the training this year will include member led discussions, supplier showcases, areas specific to Wales and Scotland, cultural areas, legal issues and social media to name just a few. We will once again encourage attendance at the Sunday afternoon and our **'Bringing People Together'** session which we hope will be an enthusiastic and engaging event to start the conference off.

We will officially start the conference off with a great keynote speaker, Linda Moir, I am sure you will find her engaging and memorable and someone that you will talk about in the future. We encourage members to attend our Suppliers Showcases which gives our exhibitors an opportunity to reveal what they have to offer to a wider audience with a range of areas to suit all.

As always we have to thank our old faithful and new exhibitors who provide us with a diverse range of stands and are always on hand to discuss and promote their wares in a great environment.

So why would you not attend...there is something for everyone, with a great opportunity to network, catch up with colleagues and share experiences, especially after the training events!

So thanks to all of you for supporting **your** Student Accommodation Association, we are the student accommodation people!

Look forward to seeing you in Aviemore!

Karen

Karen J Burke

Conference Location



ASRA

Aviemore is known for its close proximity to the secluded lochs, ancient forest, mountain trails and ski runs of the surrounding parkland. Near town, the funicular at the CairnGorm Mountain resort has panoramic views of the Cairngorms mountain range.



Southwest, Highland Wildlife Park's inhabitants include Scottish wildcats and capercaillie birds.

People enjoy visiting colourful Aviemore for a variety of reasons. You'll never go short of a tasty hot meal, a decent cappuccino and free wi-fi hotspots should you so desire. The biggest town in the Cairngorms National Park, Aviemore was the first town in Scotland to set up its own ski resort.

Aviemore offers everything you need to ensure your trip to the Cairngorms is as perfect as can be. In fact, you could come to the Cairngorms empty handed and kit yourself out in one last minute fell swoop from the town that caters for your every need. Everything is on offer here, from binoculars to bobble hats. In Aviemore, you can enjoy a delicious hot dinner, get a haircut, some bedtime reading and a tank of petrol without breaking into a sweat. You can get it all here, in this one-stop shopping dream come true. For those who like nothing better than setting off on a last minute trip to the Highlands, stopping over at Aviemore means you don't even need to concern yourself with packing a bag!

People come to Aviemore and the Cairngorms for a variety of reasons. The more adventurous amongst us who prefer the skiing and snowboarding type of challenges in life gravitate here despite variable weather conditions. Others who prefer a much slower pace to life have a vast expanse of wild unkempt scenery to explore. Bird and wildlife lovers head over here to glimpse the ospreys and the crested tits in their natural habitats as well as pine martins, red squirrels and red deer roaming about the countryside. Photographers and artists love the Cairngorms for the dramatic landscape, the unkempt solitude of the land and the freedom to enjoy it at close quarters. It is one of the most exhilarating environments you can ever imagine and one, that once tasted, proves difficult to resist!

Aviemore is perfectly situated for touring the region and ideal for visiting several local sights and attractions including Lake Insh, Boat of Garten, Rothermurchus Estate and the Cairngorm Mountains. The busy city of Inverness, north of Aviemore, can be found at the end of a twenty mile drive. Why not travel up to Inverness by train? Aviemore Railway Station can be found lurking behind WH Smith. Look out for the Strathspey Steam locomotive tooting its horn and coughing out its smoke and grab a ten mile scenic train ride across to Broomhill!



Conference Venue



The Macdonald Aviemore Resort

is situated at the very heart of the Cairngorms National Park in the Scottish Highlands - a truly magical location. You'll find everything you need and more within the resort - from a great choice of 4



star hotels to a fantastic selection of restaurants and bars, the latest movies in the cinema or the latest brand fashion in their luxury retail outlet, Spey Valley Shopping. There is a huge activity centre including an indoor pool complex featuring a 25m lagoon pool with giant flume and wave machine, soft play and multi activity room and for golfers, there's Macdonald Spey Valley Championship Golf Course, 5 minute drive; voted one of the best in Scotland, this course boasts some of the most breath taking views in the world and the longest



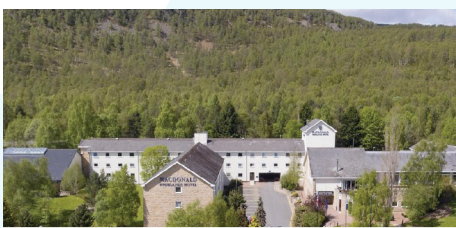
hole in Scotland measuring 635 yards!

The resort also boasts a world-class Conference Centre - a natural choice for large national and international associations, both large and small, for meetings and conferences in a unique location. The ASRA conference will take place in the Conference Centre with the registration, exhibition and catering in the Osprey Arena.

Accommodation

ASRA will be accommodated in all three of the resorts 4* hotels, the **Macdonald Highlands Hotel**,

the **Macdonald Aviemore Hotel** and the **Macdonald Morlich Hotel**, all of which are within walking distance of the Conference Centre and Osprey Arena.



Macdonald Highlands Hotel



Macdonald Aviemore Hotel



Macdonald Morlich Hotel



The 4-star rooms at each property feature a flat-screen TV, a private bathroom with a bath or shower and free WiFi and room facilities include:

- Tea/Coffee Maker
- Bath or Shower
- Safety Deposit Box
- Telephone
- Hairdryer
- Wake up Service/Alarm Clock
- Iron and ironing board

Guests staying in any of the properties benefits from direct guest access to the resort's leisure facilities within Aviemore Activity Centre including a large leisure pool, soft play, children's activity rooms, gym and café.

The hotels and bedrooms will be allocated by the resort on your arrival.

Please note: The Macdonald Morlich Hotel has been identified to offer late night bar facilities, therefore, if you would prefer a quiet hotel, please request at the time of booking on your registration form and this will be noted and passed on, although cannot be guaranteed.



By Air: Inverness is the central airport for the Highlands. British Airways run direct flights from London Heathrow. EasyJet depart from Bristol, Gatwick and London Luton. Flybe depart from Belfast and Birmingham. Loganair depart from Manchester and Dublin. Have a look at Inverness Airport <http://www.hial.co.uk/inverness-airport.html>

Airport Transfers will be available between Inverness Airport and Macdonald Aviemore Resort (subject to official conference timetable) for those booking the Full and Short Conference Package, please confirm your departure airport on the registration form.

If travelling outside of the conference timetable, you may wish to consider hiring a car

<https://www.invernessairport.co.uk/car-hire/>

By Train: Travel with ScotRail to Aviemore <http://www.scotrail.co.uk/>

Aviemore Main Line Railway station is just 200 metres away from the resort with direct services from London Euston, London Kings Cross, Edinburgh, Glasgow etc.

By Road:

From North (Inverness)

Leave A9 as signposted for Aviemore (B970), turn right at T junction and follow road through Aviemore village. Turn right (2nd exit) at first roundabout into the Macdonald Aviemore Highland Resort and follow signs to Reception.

From South (Glasgow, Edinburgh and Perth):

Leave A9 as signposted for Aviemore (B970), turn left at T junction and follow road into Aviemore village turn left into Macdonald Aviemore Highland Resort. (first exit on completion of roundabout at this junction) and follow signs to Reception.

From Aberdeen:

Join (A96) heading northwest to Moray for 80 miles. Join the (A95) heading south west towards Aviemore for 75 miles. Turn left onto the A9 for 4 miles. Leave A9 as signposted for Aviemore (B970), turn right at T junction and follow road through Aviemore village. Turn right (2nd exit) at first roundabout into the Macdonald Aviemore Highland Resort and follow signs to Reception.

Travel distances by car - Inverness airport - 40 minutes, Edinburgh - 2hrs 40mins, Glasgow - 2hrs 35mins
Perth - 1hr 40mins, Aberdeen - 2hrs 15mins.

By Coach: Buses all over the country make the journey up through Scotland to Aviemore and the Cairngorms. Travel with CityLink <http://www.citylink.co.uk/index.php> or Megabus <https://uk.megabus.com/>

Aviemore within the Cairngorms National Park:

Public Transport map and contact details:

<https://cairngorms.co.uk/resource/docs/publications/11042014/CNPA.Paper.1937.Cairngorms%20Explorer%202014-15.pdf>

Local Bus timetable from Inverness to Aviemore

<https://bustimes.org/services/34x-inverness-aviemore-via-grantown-on-spey>

The Bus terminal is 200 meters away from resort.

Conference Fees



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Prices based are per person and applicable for all bookings received prior to Friday 15th February, 2019*

Conference Fees	ASRA Member **	Non Member
	Single occupancy	Single occupancy
Full Conference Package (Sunday - Wednesday)	£620.00	£770.00
Short Conference Package (Monday - Wednesday)	£480.00	£620.00
Day Delegate - 2 day package (Monday & Tuesday)	£400.00	£500.00
Day Delegate - 1 day package (Monday OR Tuesday)	£320.00	£420.00

* Bookings received after this day may be subject to a 5% late booking fee.

** The ASRA Members rate is available to any person working within the provision of student accommodation of a member institution or private company, whose annual subscription has been paid in full prior to 31st December, 2018.

Full Conference Package includes pre-conference seminar, full training and refreshments as stated, 3 nights' dinner, bed & breakfast accommodation (Sunday, Monday and Tuesday) and transfers between Inverness Airport and Macdonald Aviemore Resort.

Short Conference Package includes full training and refreshments as stated, 2 nights' dinner, bed & breakfast accommodation (Sunday and Monday or Monday and Tuesday) and transfers between Inverness Airport and Macdonald Aviemore Resort.

Day Delegate - 2 day package is based on attending **both** Monday **and** Tuesday and includes full training, tea/coffee during the breaks and lunch.

Day Delegate - 1 day package is based on attending **either** Monday **or** Tuesday and includes full training, tea/coffee during the breaks and lunch.

The ASRA dine-around



ASRA

Monday 8th April 2019

The Macdonald Aviemore Resort boasts of a wide range of dining options, bars and a café across the resort. All food is prepared to strict quality standards, using the freshest local and organic produce available. We are pleased to offer a variety of dining experiences with an added ASRA experience to allow you to participate in a fun and informal evening.



Sports Night:

Enjoy an evening of sport, burgers and beer in the Spey Burger located in the Macdonald Aviemore Hotel.

Handmade from fresh 100% prime Scotch beef choose from a variety of burgers, plus lighter options and vegetarian burgers too!

The evening will conclude with a Sports Quiz.



Pamper Party & Prosecco:

A round the World Buffet is on offer in the country-kitchen style Spey Valley Food Court located in the heart of the resort. Time to indulge and pamper yourself with a bit of retail therapy in the resorts luxury shopping complex and enjoy an Elemis beauty demonstration.



Top-Your-own Pizza Night:

Giovanni's Italian Ristorante, located in the Morlich Hotel, provides a real taste of Italy serving authentic Italian pizza and pasta dishes.

Do you put toppings or cheese on a Pizza first? What are the best Pizza topping combination? Which cheese is best for Pizza? Top tips on making your own Pizza, demonstration by the resorts top chefs.



The Highlands Whisky Tasting:

Become a whisky connoisseur with a whisky tasting masterclass. Learn from the expert the "swirl, smell, sip, swallow" process with water added to your **whisky**.

Dinner will then be served in Aspects Restaurant located in the Macdonald Highland Hotel.

Due to limited numbers available in each establishment you will be required to pre-book your preferred dining option at the time of booking on the registration form.

Following your dining experience, for those wishing to join in with others, ASRA will be **'Bringing People Together'** in the Spey Valley Cinema. Pick-up your popcorn and a drink, relax and enjoy a private showing of the latest box hit!

Programme of Events



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Sunday 7th April 2019

- 15:30 – 17:30 Arrivals
'Bringing People Together'
(afternoon of activities/games, i.e. The Price is Right, University Challenge, Minute to Win It!)
- 18:00 – 21:00 **The ASRA Networking Event** with the exhibitors
A Taste of the Highlands
Farmers Market serving local produce to savour
Free Time and late night bar facilities

Monday 8th April 2019

- 07:00 – 09:00 Breakfast
Registration & Exhibition including AGM Registration
- 09:30 – 10:15 Keynote Address: **Linda Moir**, leader of London Olympic and Paralympic Games makers, Virgin Atlantic's Director of in-flight Services
- 10:15 – 10:45 ASRA AGM
- 10:45 – 11:15 **Coffee & Exhibition**
- 11:15 – 12:15 Plenary Session – **Understanding Unconscious Bias**
Laurence Harvey, Laurence Harvey Training
- 12:30 – 13:15 **Suppliers Showcase**

Red 1	Blue 1	Yellow 1	Pink 1	Orange 1
Transition - The Leap to University Chris Cater & Allison Parkes-Norris Unite Students	Unlock your accommodation team's true potential John Gledhill & Stewart Davis StarRez	Line of Duty- Special Investigation Simon Horniblow Campuslife	Manage your student accommodations, inspections, maintenance and more Marie-Catherine Loeckx Chapps	Embrace student interaction to enhance satisfaction Richard Abbots Inventory Hive

- 13:15 – 14:15 **Lunch & Exhibition**
- 14:15 – 15:15 Plenary Session – **What if Fish Really Could Climb Trees?**
Mel Loizou, Fish Climb Trees
- 15:15 – 15:45 **Tea & Exhibition**
- 16:00 – 17:00 **Members led discussions**

Red 2	Blue 2	Yellow 2	Pink 2	Orange 2
Developing Community and Rapport - taking student support in residences back to basics Cheryl Hutton Edinburgh University	Student Wellbeing - Middlesex University partnership between Accommodation and Sports Lisette Metcalfe Middlesex University	Town Gown Relations - A Global Approach: a whistle stop tour of key issues relating to students' living off campus, from a worldwide perspective Cooper Healey & Poppy Humphrey UK Town and Gown Association	24/7 University Support Dr Kevin Partington & Natalie Cosgrove University of Southampton	Challenges of opening a new build property (and gridlocking the City on move in day!!) Christie Lee & Angela Dunkley Host

- 19:30 **The ASRA Dine-Around Sports Night**
Pamper Party & Prosecco
Top-Your-own Pizza Night
The Highlands Whisky Tasting
- 21:00 **'Bringing People Together' - Spey Valley Cinema**
Pick-up your popcorn and a drink, relax and enjoy a private showing of the latest box hit!

Programme of Events



ASRA

Tuesday 9th April 2019

07:00 – 09:00 Breakfast
Registration & Exhibition
 09:00 – 10:00 Plenary Session – **3 minutes to Save a Life; combining compassion with governance in the response to suicide and self-harm risk**
 Clare Dickens, Senior Lecturer and Researcher in Mental Health and Nursing Studies
 10:15 – 17:00 **Training and Development Programme**

Red 3 10:15 – 11:45	Blue 3 10:15 – 11:15	Yellow 3 10:15 – 11:00	Pink 3 10:15 – 11:15	Orange 3 10:15 – 11:45
Legal Update / Q&A session Hilary Crook Hatch Legal Solicitors	Is Your Total Brilliance Being Held Back by Your Inner Critic? Mel Loizou Fish Climb Trees	Run - Hide - Tell Reaction to an active shooter or terrorist situation Mark Thake Ex-military hostile environment security advisor	Social media: I'll let you into a secret Jordan Meates Sheffield Hallam University	Understanding Unconscious Bias - in more detail Laurence Harvey
Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition
Red 4 12:00 – 13:00	Blue 4 12:00 – 13:00	Yellow 4 11:30 – 12:30	Pink 4 11:45 – 12:45	Orange 4 12:00 – 13:00
Licensed to Let - update on HMO and other types of licence Hilary Crook Hatch Legal Solicitors	3 minutes to Save a Life - Democratising Suicide Prevention combining compassion with governance. Clare Dickens Mental Health and Nursing Studies	Students and Drugs Liam Watson Drugstraining.com	What Next? How to Stay Relevant in a Digital World Mike Ritchie & Hannah Davies Campuslife	Residential Life: Community focused work in the 'Rainy City' Adam Rothwell Manchester Metropolitan University
Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition
Red 5 14:00 – 15:30	Blue 5 13:30 – 14:30	Yellow 5 14:00 – 15:00	Pink 5 13:30 – 14:30	Orange 5 13:30 – 14:30
Assured Shorthold Tenancy Masterclass Hilary Crook Hatch Legal Solicitors	Push the Panic Button! What to do when things go wrong Tatjana Walker & Luke Blake Unite Students	Students and Alcohol Issues Liam Watson Drugstraining.com	Creating an optimistic workplace James Donaldson & Alix Donaldson Auctus	Private Sector Accommodation Providers are now more student-friendly than Universities: why is that? Simon Kemp Unipol
Tea	Tea	Tea	Tea	Tea
Red 6 16:00 – 17:00	Blue 6 15:00 – 17:00	Yellow 6 15:15 – 16:15	Pink 6 15:00 – 16:00	Orange 6 15:00 – 16:00
Alleged Racketeering by Letting Agents: All charges dropped Hilary Crook Hatch Legal Solicitors	Scottish Legal News - updates and any questions? Claire Thornber Weightmans (Scotland) LLP	Students and Cognitive Enhancement Drugs Liam Watson Drugstraining.com	(repeat of Pink 5) Creating an optimistic workplace James Donaldson & Alix Donaldson Auctus	Accommodation Codes of Practice. Are they a help to me? Michael Ball ASRA Rep for UUK Code / Chair UUK Code Sector Advisory Group

20:00 – 02:00 **ASRA Conference Dinner**

Wednesday 10th April, 2019

07:00 – 10:00 Breakfast
 Delegates check-out and depart

Please note that all timings, session titles and speaker details are provisional at the time of printing and may be subject to change. The final programme will be distributed at the time of Registration at the venue.



To implement this year's conference theme '*Bringing People Together*' we are pleased to introduce a number of plenary sessions on both Monday and Tuesday which will provide an opportunity for all ASRA members to come together and enjoy sessions delivered by the following speakers:



Linda Moir is an exceptional keynote speaker. From Virgin Atlantic's award winning service to the exemplary front of house service at the London 2012's Olympic and Paralympic Games, she has been responsible for famously outstanding operations in HR and customer service management.

Linda's career took off with British Airways, where she worked in HR for air traffic control before rising to HR Director of National Air Traffic Services. In her time spent at the UK's largest airline, Linda experienced an environment of significant changes as the company transitioned from public to private ownership.

In 2003, Sir Richard Branson hired Linda to 'make flying fun' as Virgin Atlantic's Director of In Flight Services, and she certainly did: after completely overhauling the training, recruitment, promotion and performance management of 5,000 Cabin Crew, the highest customer satisfaction scores in the airline's history were recorded. Throughout the process, she oversaw significant business growth whilst consistently driving the airline's catchy promise of 'Brilliant Basics, Magic Touches'.

When it was announced that London would host the 2012 Olympic Games, Linda knew this was a once in a lifetime opportunity and that she had to be involved. She developed the powerful 'blended team' approach, combining professional stewards with volunteer 'Games Makers'; consequently, the tarnished reputation of the British service industry was profusely redeemed through a three-year programme of engagement, and the Games Makers became one of the most iconic and memorable symbols of the games.

Linda's unparalleled success in HR and customer service management serves as an inspiring model of performance delivered through people.

Her speaking topics include:

- Engaging employees
- Bottom-up leadership
- Delivering excellence
- It's the little details that count



Laurence Harvey is highly skilled in understanding, managing and developing people's personal knowledge of how their attitudes are influenced and how this affects behaviours. He has 27 years' experience in delivering Conflict Avoidance, Personal Safety and Equality and Diversity sessions to all levels of organisations in many Sectors. He is expert in delivering thought provoking and enlightening inputs, that explore our natural survival instincts and how they can affect relationships, behaviours and decisions that are made at work.

He has personally designed, overseen and managed the delivery of large scale projects throughout UK.

This thought provoking, enlightening, interesting and challenging session provides delegates with the opportunity for honest self-reflection in a safe environment. Delegates take time to reflect on what has and still does influence their thoughts, values and opinions.

- Define unconscious bias
- Understand what influences bias
- Identify how bias affects behaviours, relationships and decisions



Mel Loizou has had an eclectic career working in the hospitality, education and IT sectors. Starting out in sales and marketing, Mel then moved into general management and it was during this time that she developed a real interest in people and why we do what we do. Mel has successfully led teams and organisations through periods of great change, achieving tangible results in customer service and innovation, employee engagement and performance and creating cultural shift, always with a positive impact on the bottom line. In 2015, she set up her own company Fish Climb Trees, helping individuals, teams and organisations achieve their goals and fulfil their potential, through a fusion of coaching, consultancy, training and facilitation. Mel's approach is reflective of

the Albert Einstein quote that inspired her company name 'Everybody is a genius. But if you judge a fish by its ability to climb a tree it will spend its whole life believing its stupid'.

The relationship between an organisation and its people is complex and challenging. But what if we lived in a world where fish really could climb trees and an organisation, and its people were united by their shared values. And if this bizarre cosmos really existed, what changes would we see in the workplace? Funny, thought provoking and just slightly bonkers, this session will have you questioning your thinking and behaviour and whether doing what you have always done is the key to success.



Clare Dickens is a Senior Lecturer and Researcher in Mental Health and Nursing Studies. Prior to this role Clare was the university of Wolverhampton MH coordinator and pioneered a whole population approach, a collaboration with Connecting with People, to enable confidence in suicide and self-harm mitigation; training all staff. Clare has worked internationally with the National Office of Suicide Prevention of the Irish Government and more locally across the UK, delivering training across a range of sectors including primary care, secondary care and education. Clare has also spoke at a number of conferences discussing 3 minutes to save a life. Such meetings include attending the Suicide and Self-harm All Parliamentary Group and the Zero Suicide Alliance Meetings

in Parliament. Additionally, the collaboration supports knowledge transfer with the Public Health and the NHS including partnerships with the Black County Partnership Trust. In 2016 3 minutes to save a life won the Times Higher Education Award for Outstanding Support for Students, and in 2017 Clare was shortlisted from dozens of national entries as the Nursing Times Nurse of the Year for her work in suicide prevention.

3 minutes to save a life and Connecting with People, is founded on the premise that suicide is preventable and the philosophy places compassion, empathy and collaboration at the heart of every encounter with a person at risk of suicide. The program provides training in the use of a compassionate, person-centred approach, and offers a standardised and non-stigmatising language which fosters greater understanding and consistency when speaking to and responding to people at risk of suicide. Key consideration in effective suicide prevention is having effective systems to support students at times of distress, thoughts of self-harm or suicide, or if they have self-harmed. It is designed to tackle unconscious barriers to identification and intervention of people at risk of suicide such as fear, stigma, personal experiences of suicidal distress or suicide loss, lack of time (real or perceived), lack of personal agency and the sense that suicide is inevitable. The training was designed to take participants on an emotional and experiential journey in addition to improving the knowledge, skills and confidence of people who come into contact with others at risk of suicide.

Training and Development Programme



ASRA

Please find below a summary of the Training sessions for this year's conference. Due to the limited number of places on each session we request that you pre-book your preferred choice on the Registration Form at the time of booking.

The conference organisers will endeavour to allocate your first choice training option/discussion group, but if this is not possible they will contact you in advance of the conference to discuss an alternative choice.

Red 1 - Suppliers Showcase

Transition - The Leap to University. Chris Cater & Allison Parkes-Norris, Unite Students.

The transition from school to university is a bit like riding a bike without stabilisers for the first time. As a suddenly independent student, you experience a heady mix of anticipation, excitement and anxiety. As a parent, meanwhile, it's a moment when you have to let go and send your child off on their own, provoking conflicting feelings of pride and apprehension. It's this sense of opportunity and uncertainty that makes the transition to university such an important, pivotal life moment. We call this moment 'The Leap'.

We have conducted research into this by speaking to parents and students from across the UK, as well as drawing on the experience of our people, who spend their working lives looking after students from every imaginable background, and consulted a panel of recognised experts. This research suggests that, given the right support and preparation, the vast majority of students have what it takes to not only make The Leap, but find it a valuable, rewarding and memorable experience.

In this session, we will present our findings and look at how these should be taken forward to support students pre and post arrival.

This session is aimed at: All ASRA members.

Red 2 - Members led discussion

Developing Community and Rapport - taking student support in residences back to basics. University of Edinburgh.

In this session we will explore how to enhance the student experience through the development of community from pre-arrival to when the students depart our accommodation. Reflecting on the value of sense of belonging and being connected. We will also assess how to measure success and student satisfaction and we will explore fun, innovative and back-to-basic ideas of what Residence Life does and the impact it has.

This session is aimed at: Resident Life and Accommodation professionals.

Red 3 -

Legal Update / Q&A session. Hilary Crook, Hatch Legal.

This session will provide a summary of recent legislation and case law applicable to student accommodation, followed by the opportunity for delegates to put their questions to a legal expert.

This session is aimed at: Everyone welcome!



Red 4 -

Licensed to Let - update on HMO and other types of licence. Hilary Crook, Hatch Legal.

The law on mandatory licensing of HMOs changed in October 2018. The change already affects some landlords, but will have widespread impact on the student accommodation sector for the 2019/20 letting cycle.

Licensing is now compulsory for all HMOs housing 5 or more people, and there are new licence conditions relating to minimum room sizes.

It has become simpler for local authorities to designate areas under their control as areas of additional licensing (which affects HMOs housing fewer than 5 people) or special licensing (which affects properties other than HMOs). The fees for licensing properties in these areas can run into thousands of pounds.

This session will explain how the law has changed, and how it will impact accommodation providers, with examples of real-life situations and how they were resolved.

This session is aimed at: People who deal with accommodation that is: off-campus; or not managed or controlled by an educational institution.

Red 5 -

Assured Shorthold Tenancy Masterclass. Hilary Crook, Hatch Legal.

Generation Rent has made the politicians aware that something must be done to tackle problems in the quality and availability of housing. The government is working on a “comprehensive package” of housing measures ... one of which seems to be to make it increasingly more difficult for landlords to recover possession. This can have a serious impact on short-term lettings in the summer.

More than ever, having the right paperwork is vital to the success of renting in the private sector. Landlords who get it wrong may never be able to recover possession if the tenant is not at fault, and could face fines or prosecution.

This workshop invites delegates to bring their own agreements and procedures to be put to the test, and the speaker will give practical tips on how to close up any loopholes.

This session is aimed at: People who issue and enforce contracts; compliance officers; complaints handlers.



Red 6 -

Alleged Racketeering by Letting Agents: All Charges Dropped. Hilary Crook, Hatch Legal.

In 2012, Scotland banned letting agents from charging fees to tenants. Now the rest of the UK is catching up, with the Tenant Fees Act in England, the Renting Homes (Fees etc) (Wales) Act. In Northern Ireland, student tenants have successfully used the Commission on the Disposal of Lands (Northern Ireland) Order 1986 to recover fees from letting agents.

The new legislation will affect:

- landlords who collect rent in unequal instalments
- accommodation providers who charge separately for gym membership, internet, res life or possessions insurance
- landlords who charge a booking fee or cancellation fee
- landlords who insist on a tenant providing a professional guarantor; and
- the practice of fining students for misconduct in student accommodation.

This session is aimed at: People who: prepare advertising content and accommodation contracts; deal with cancellations; process student payments; advise students or deal with nominations agreements.

Blue 1 - Supplier Showcase

Unlock your accommodation team's true potential. John Gledhill & Stuart Davis, StarRez.

Are your accommodation staff still tied to highly manual application, booking, allocation, billing and check-in processes?

Find out how StarRez can help you streamline and automate your routine operations, integrate more effectively with your other campus systems, and allow your team to focus on the things that really matter to your students.

We will look at:

- Streamlining the application and booking journey with engaging self-service tools
- Automating routine decision-making and how to update all your other campus systems automatically from StarRez
- Eliminating paper-based and email-based forms
- Using the StarRez Campus Life capabilities (Programming, Interactions, Concerns and Incidents) to truly engage with your residents

This session is aimed at: Accommodation Managers and Hall Managers.

Training and Development Programme



ASRA

Blue 2 - Members led discussion

Student Wellbeing - Middlesex University partnership between Accommodation and Sports.

At Middlesex University the Accommodation Team have joined forces with sports to promote the new Activity portal where students can sign up and log their activity to win prizes and in turn improve their mental wellbeing. This session will provide information on how to collaborate with other departments for good student outcomes and provide ideas for improving student mental health and building a community with the halls.

This session is aimed at: all University student housing services.

Blue 3 -

Is Your Total Brilliance Being Held Back by Your Inner Critic? Mel Loizou, Fish Climb Trees Limited.

Do you ever have times when you want to do something outside your comfort zone but there is a little voice inside your head giving you all the reasons why you shouldn't or couldn't do it? That's your inner critic (IC) at work. Your IC who is fully conversant with all your limiting beliefs and will use any opportunity to remind you of them and hold you back from being totally awesome.

If you're interested in learning more about your IC and strategies to manage your relationship, then this session is for you. Interactive, fun and just a little bit weird this workshop will help you become even more brilliant than you already are.

This session is aimed at: delegates who are interested in learning more about themselves and what can hold them back from being courageous and brave.

Blue 4 -

3 minutes to Save a Life - Democratising Suicide Prevention combining compassion with governance.

Clare Dickens, Senior Lecturer and Researcher in Mental Health and Nursing Studies.

3 minutes to save a life and Connecting with People, is founded on the premise that suicide is preventable and the philosophy places compassion, empathy and collaboration at the heart of every encounter with a person at risk of suicide. The program provides training in the use of a compassionate, person-centred approach, and offers a standardised and non-stigmatising language which fosters greater understanding and consistency when speaking to and responding to people at risk of suicide. Key consideration in effective suicide prevention is having effective systems to support students at times of distress, thoughts of self-harm or suicide, or if they have self-harmed. It is designed to tackle unconscious barriers to identification and intervention of people at risk of suicide such as fear, stigma, personal experiences of suicidal distress or suicide loss, lack of time (real or perceived), lack of personal agency and the sense that suicide is inevitable. The training was designed take participants on an emotional and experiential journey in addition to improving the knowledge, skills and confidence of people who come into contact with others at risk of suicide.

This session is aimed at: anyone who has an interest or finds themselves in a first responder role.

Training and Development Programme



ASRA

Blue 5 -

Push the Panic Button! What to do when things go wrong. Tatjana Walker & Luke Blake, Unite Students.

What do you do when things go wrong? Are you prepared to handle emergency situations? How do you continue operating in crisis with students and their welfare at the forefront of your mind? We would love to share our story of learning from experiences over the years whilst doing what's right and delivering 'Home for Success' to all of our customers.

This session is aimed at: All ASRA members.

Blue 6 -

Scottish Legal News - updates and any questions? Claire Thornber, Weightmans (Scotland) LLP

Aimed at anyone who has issues arising in Scotland in relation to tenancy law, this session will provide a round up of current legal issues and highlight any relevant differences between the legal systems in England and Northern Ireland.

There will also be an opportunity for delegates to raise any questions and in the interactive part of the session to share current experiences.

This session is aimed at: anyone with properties in Scotland or an interest in Scottish housing law.

Yellow 1- Supplier Showcase

Line of Duty - Special Investigation. Simon Horniblow, Campuslife.

Join DCI Simon Horniblow and his officers from Campuslife (the Higher Education Special Investigative Unit) as they tackle OPERATION SNOWFLAKE, a unique case of student experience and engagement involving multiple universities across the UK.

Can they follow the winding trail of the student journey, crack the student experience and unravel the mystery of what students actually want from their accommodation in 2019?

This session is aimed at: Everyone working in student accommodation.

Yellow 2 - Members led discussion

Town Gown Relations - A Global Approach: a whistle stop tour of key issues relating to students' living off campus, from a worldwide perspective. Cooper Healey & Poppy Humphrey, UK Town and Gown Association.

We know that the majority of students spend the majority of their time living off campus. We want our students to have the best possible experience living in our communities, but there may be a few hiccups along the way. Learn about key 'Town Gown' issues facing off campus communities across the globe, from South Manchester, to South Carolina and somewhere in between. Discuss similarities and trends and consider unique methods to help develop your toolkit for managing town gown relations. It will be back to the classroom for attendees with a little of bit history and an academic perspective thrown in too, as well as real life case studies for you to draw on and shape your own campaigns and practices.

This session is aimed at: any delegates who engage with students' living off campus.



Yellow 3 -

Run - Hide - Tell. Reaction to an active shooter or terrorist situation. Mark Thake, Ex-military hostile environment security adviser.

This session is aimed at Public guidance in case of a firearms and weapons attack. The National Counter Terrorism Policing has launched a short public information film which sets out practical steps that can be taken to stay safe in the rare event of a firearms or weapons attack. Recent events in the UK and abroad remind us all of the terrorist threat we face, which in the UK is considered as 'SEVERE', meaning an attack is highly likely. Police and security agencies are working tirelessly to protect the public, but it is also important that communities remain vigilant and aware of how to protect themselves if the need arises.

This session is aimed at: all ASRA members.

Yellow 4 -

Students and Drugs. Liam Watson, Drugstraining.com.

This session will examine the changing nature of students drug use.

This session is aimed at: all ASRA members.

Yellow 5 -

Students and Alcohol Issues. Liam Watson, Drugstraining.com

The session will explore the practical safety issues around students alcohol use.

This session is aimed at: all ASRA members.

Yellow 6 -

Students and Cognitive Enhancement Drugs. Liam Watson, Drugstraining.com

This session will examine the issues raised by students' use of cognitive enhancement drugs ("Smart" Pills).

This session is aimed at: all ASRA members.

Pink 1 - Supplier Showcase

Manage your student accommodations, inspections, maintenance and more. Marie-Catherine Loeckx, Chapps.

We understand that managing student housing can be quite challenging, that's why we created specific tools for you to be able to handle this demanding job.

During our session we will explore the many benefits our Student housing software has on offer, along with exploring the latest features of the apps.



During our session we will discuss:

1. The Dorm Inspector App specifically created for the housing officer, resident dean or for professional inspectors for both on campus and off campus housing be it public or private.
2. The Floor Inspector App created for resident assistants, student staff and floor inspectors
3. The Resident Side, a tool where which students can indicate any issues/damages or problems on communal areas or their rooms, on this platform they can also see all report or changes assigned to them.
4. The Chapps Dorm Manager a handy web-based back office, which includes maintenance management tools, tenancy booking tools and much more
5. The Chapps Building Inspector App our latest App which is specifically created for your building inspections, a particularly handy tool for managing your building and maintenance controls.

This session is aimed at: Housing Officers, Facility Managers, Residential Housing Team, Residential Accommodation departments or Student Accommodation Professionals.

Pink 2 - Members led discussion

24/7 University Support. Dr Kevin Partington & Natalie Cosgrove, University of Southampton.

A brief overview of how the University of Southampton provide wellbeing support for students 24 hours a day, 365 days a year with a participative discussion group.

The session will discuss a risk-based approach to 24/7 provision of services including:

- lower-level prevention activities aimed at developing a sense of community, increasing resilience and engagement, and improved education and normalisation of common student issues.
- mid-level targeted support, advice, and guidance for students facing specific difficulties.
- specific interventions for high-risk students in crisis or requiring urgent support.

The session will include insight into the development of the University of Southampton's support services over the past few years, including the triage process used to determine the most appropriate support for students, the addition of hypnotherapy and Solution-Focused work to reduce waiting times, and the development of an out of hours team to a 24/7 wellbeing service based in Halls but linked to central support services and available to all students, including those in the private sector.

We will also be happy to answer any questions you may have about our services and the development of this model.

This session is aimed at: University staff involved in student wellbeing including support services, halls of residence, Health and Safety, Student Unions, Faculty staff, and security.



Pink 3 -

Social media: I'll let you in on a secret... Jordan Meates, Sheffield Hallam University.

You can love it or hate it, but never ignore it! Whatever your views, it is now widely established that the phenomenon of social media is thriving and here to stay.

Social media now forms an essential part of everyday life, from social interaction and information seeking, to the expression of opinions and entertainment, our students utilise social media for a wide variety of purposes. What's more, the current 'Generation Z' are the most tech-savvy to date, characteristically different from previous generations, and have markedly contrasting media consumption habits to their predecessors. When viewed holistically this begs an obvious question, how do we effectively engage with the students not just of today, but of tomorrow?

Throughout this interactive workshop session, we will explore how students utilise social media at present, and discover the secrets behind how Sheffield Hallam University Accommodation Services engage with students via Campuslife's Browzer platform. Delegates will have the opportunity to work together in small groups to consider their own organisational approaches to student engagement, identify the challenges of social media today, and delve into the future as we unpick and predict the changing landscape of the phenomenon.

This session is aimed at: anyone working within student accommodation and HE sectors with a general interest in social media!

Pink 4 -

What Nest? How to Stay Relevant in a Digital World. Mike Ritchie & Hannah Davies, Campuslife.

An interactive session uncovering the digital tools that we think will get your messages across to students - both now and in the future.

After sharing our secrets we will release our group of every-demanding students, then work together to develop some innovative concepts to keep them engaged. A fun session guaranteed to get your creative juices flowing and not leave you feeling deflated.

This session is aimed at: anyone how want to better understand students and how to improve engagement with them through digital media.

Pink 5 -

Creating an optimistic workplace. James & Alix Donaldson, Auctus.

Identifying the core conditions and development tools required to enable a positive workplace environment that encourages growth, cohesion and professional well-being.

Examining the impact of positive psychology and mindfulness on individuals, teams and cultures whilst developing effective and long-term coping strategies, habits and behaviours.

This session is aimed at: anyone who engages with others.



Pink 6 (repeat of Pink 5) -

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Examining the impact of positive psychology and mindfulness on individuals, teams and cultures whilst developing effective and long-term coping strategies, habits and behaviours.

This session is aimed at: anyone who engages with others.

Orange 1 - Supplier Showcase

Embrace Student interaction to enhance satisfaction. Richard Abbots, Inventory Hive.

A look at how harnessing a student centric approach can streamline workflows, reduce damages and give students a fair voice.

This session will discuss:

- How first impressions counts
- How to create better engagement from the get-go
- How better engagement leads to better communication and less disputes
- How maintenance can be integrated within workflows to enhance student satisfaction.

This session is aimed at: Estates Management Staff, Housekeeping, Maintenance & Resi-Lfe

Orange 2 - Members led discussion

The challenges of opening a new build property (and gridlocking the City on move in day!!!). Christie Lee & Angela Dunkley, Host.

From the ground works to move in we will share our experience of a new build property working in partnership with Sheffield Hallam University. We also had a social media weekly update to encourage students to feel part of the process and want to live here. My life was spent living and breathing the building so this could feel like a counselling session to some of you!!

This session will provide an opportunity to discuss the good, bad and ugly of a new build; exchange views on how social media can ensure buy in from customers and engage all involved in the programme and project planning of a new build.

This session is aimed at: anyone who is or maybe involved in a new build in the future.



Orange 3 -

Understanding Unconscious Bias. Laurence Harvey, Laurence Harvey Training.

Identify the 4 ways in which our personal dislikes (prejudices) can affect the treatment (our behaviour) of others. Understand which of these 4 elements is acceptable.

This session will identify your own prejudices; recognise how prejudice affects behaviour and check that you are behaving fairly.

This session is aimed at: all ASRA members

Orange 4 -

Residential Life: Community focused work in the 'Rainy City'. Adam Rothwell, Manchester Metropolitan University.

This session will present a case study of the Residential Life team at Manchester Metropolitan University, which was created in 2014. Within the past four years, the team has grown and in collaboration with the wider Student Living department, created an award winning environment for residents living on campus.

We will highlight three key areas of community the team is mindful of and working within, and offers a positive but honest reflection of achievements, challenges and the journey ahead.

The interactive group work aims to help attendees reflect on their own community based work, identify new opportunities and network with others.

This sessions is aimed at: anyone interested in or already running a Residential Life programme.

Orange 5 -

Private Sector Accommodation Providers are now more student-friendly than Universities: why is that? Simon Kemp, Unipol.

What steps have private providers taken to improve the service they give to students within their accommodation in recent years and in what ways do these exceed current provision by universities. In this session we will look at what innovations have been introduced by PBSA suppliers; how has the requirements of the Code that they are member of adapted to these and what (if any) are the significant differences between the sectors.

This sessions is aimed at: anyone involved in the day-to-day provision of purpose-build student developments.

Orange 6 -

Accommodation Codes of Practice. Are they a help to me? Michael Ball, ASRA Rep for UUK Code. Chair UUK Code Sector Advisory Group.

Codes of Practice. Help or hindrance, benchmarking or admin necessity, customer focused or a complaints framework. A discussion session on the development of the codes of practice currently in place and the impacts on the Student Accommodation Industry.

This session will provide an opportunity to assess examples of positive outcomes from membership of codes, identify some challenges that arise and review how continuous development of the codes could be positive for all providers in student accommodation.

This sessions is aimed at: anyone who has accommodation registered with UUK, ANUK/Unipol or a local accreditation scheme.

FOR OFFICE USE ONLY:
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2019 Annual Conference

Registration Form

A Registration Form **must** be completed by **each delegate** in **BLOCK CAPITALS** and forwarded to the conference organisers. **Please note:** total numbers are limited, and registrations will be dealt with on a first come, first served basis.

Full name:
Job Title:
Institution/Company:

E mail:

Telephone No: Daytime: Mobile:

Invoice Name and Address:

Postcode:

Purchase Order Number, if applicable:

If a PO number is required on your invoice please ensure that this is completed prior to submitting your form

ASRA Region, if applicable:

Please tick the boxes to confirm your requirements and insert the amount you are expecting to be invoiced

Is your institution or private company an ASRA member

<input type="checkbox"/> Full Conference Package	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<input type="checkbox"/> Short Conference Package	
<input type="checkbox"/> Day Delegate – 2 day package	
<input type="checkbox"/> Day Delegate – 1 day package (please tick day required)	

Monday 8th April 2019 Tuesday 9th April 2019

TOTAL AMOUNT TO BE INVOICED £

Travel: Airport Transfers are included for delegates booking the Full and Short Conference Packages
Please confirm your departure airport by ticking the relevant box below

Belfast City Birmingham Bristol Heathrow Gatwick Luton Manchester
 Other - please specify

CREDIT/DEBIT CARDS, CHEQUE AND BACS PAYMENTS ARE ACCEPTED
– Please refer to point no. 2 of the Booking Conditions

On receipt of the Registration Form an invoice will be issued which will also act as a confirmation of booking.
All invoices **must** be paid within 30 days of the invoice issue date or prior to the Conference commencement date, whichever is less.

Accommodation – Please tick the box(es) to confirm your requirements

Sunday 7th April 2019 Monday 8th April 2019 Tuesday 9th April 2019

Additional nights please specify

Payment for additional night's accommodation are to be settled directly with the conference hotel on departure, unless alternative arrangements have been made with the Conference Organisers.

The ASRA dine-around, Mon 8th April 2019 – please tick the box to advise your preferred choice (subject to availability)

Sports Night:
Spey Burger

Top-Your-Own-Pizza:
Giovanni's Italian Restaurant

Pamper Night & Prosecco:
Spey Valley Food Court

The Highlands Whisky Tasting:
Macdonald Highland Hotel

Monday 8th April 2019

Red 1	Blue 1	Yellow 1	Pink 1	Orange 1
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Red 2	Blue 2	Yellow 2	Pink 2	Orange 2
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Tuesday 9th April 2019

Red 3	Blue 3	Yellow 3	Pink 3	Orange 3
Red 4	Blue 4	Yellow 4	Pink 4	Orange 4
Red 5	Blue 5	Yellow 5	Pink 5	Orange 5
Red 6	Blue 6	Yellow 6	Pink 6	Orange 6

Special Dietary requirements (i.e. gluten-free, vegetarian etc.)

Special requirements (i.e. mobility impaired, visually impaired, etc.)

Tick to confirm if you are a **New / First Time** Delegate

ASRA will use the information you provide on this form to process your booking. We use Cvent to process your registration, by submitting this form, you acknowledge that the information you provide will be transferred to Cvent for processing in accordance with their Privacy Policy and Terms.

I consent to my information being processed in accordance with these terms

Please read and note the Booking Conditions prior to completing this form. ALL completed forms should be sent to the Conference Organisers, Sovereign Conference.

Please tick to confirm you have read and agree with the Booking Conditions.

Conference Organisers

Sovereign Conference, Seven Elms, Dark Lane, Astwood Bank, Redditch, Worcestershire, B96 6HB
Email: association@sovereignconference.co.uk



1. Each delegate must complete a Registration Form (it is not possible to accept institution bookings for more than one delegate on one Registration Form). Photocopied Registration Forms will be accepted. The name and company details of all registered delegates will be placed on the Delegate List which will be passed to all attendees, including exhibitors for them to see who is at the conference for the purpose of networking and meetings. Delegates who do not wish to be included on the Delegate List should advise at the time of booking.
2. On receipt of your Registration Form an invoice will be raised. Payment may be made by:
Credit/Debit Card: Please telephone Sovereign Conference (Tel: 01527 893675) to provide your card details.
Cheque: Cheques to be made payable to **ASRA** and crossed a/c payee and must be drawn on a United Kingdom Bank in pound sterling.
BACS: **Account Name:** ASRA
Bank Address: Barclays Bank Plc, Percy Street Branch,
Newcastle Group, Newcastle-upon-Tyne, NE1 4QL
Account No: 70860859
Sort Code: 20-59-59
Swift Code: BARCGB22
IBAN Code: GB30 BARC 2059 4270 8608 59

Please submit a copy of the Remittance Advice to the Conference Organisers
3. The Conference Package Rates are **strictly** for one person only and cannot be shared within an institution. This is in accordance with the venues terms & conditions, i.e. fire regulations, health and safety, and from a conference security point of view. Any institution found to be sharing a conference package will automatically be invoiced the additional fees plus an administrative charge of £ 25.00 per delegate.
4. The following cancellation charges will apply, subject to ASRA's contractual obligations with the conference providers, which will take effect **immediately** on receipt of the completed Registration Form:
On receipt of Registration Form but before **15th February 2019** £25.00 per Registration Form
After **15th February 2019** but before **15th March 2019** 50% of the total invoice cost
After **15th March 2019** or 'non'-attendance at the conference 100% of the total invoice cost

Substitution is possible up to 15th March 2019. Substitutions after this date **must** be approved by the ASRA Conference Committee.

Notification of any amendment, cancellation or substitution to the original Registration must be made in writing to the Conference Organisers.
5. The Conference Organiser (Sovereign) and ASRA will not be held responsible for any reason outside of their control should the conference not be able to commence or be curtailed early.
6. The Conference Organisers (Sovereign) and ASRA will not be held responsible for any loss or damage of personal items of the delegates or injury caused to a conference delegates or exhibitor at the conference venue(s).
7. The Conference Organisers (Sovereign) and ASRA will not be held responsible for anyone not being able to participate in this meeting due to it being over subscribed.
8. Should you have any special dietary requirements e.g. vegetarian, vegan, gluten-free, or medical requirements, these should be advised to the Conference Organisers (Sovereign) at the time of booking.
9. Each delegate will be emailed an invoice which will act as a confirmation of attendance, delegate letter and Accommodation Confirmation on receipt of the completed Registration Form. Delegates must register at the Conference Registration Desk on arrival, details will be confirmed in the delegate letter.
10. Personal and Travel Insurance to and from the event is the responsibility of the attendee and / or their named institution.

Should you have any queries or require any additional information please contact the Conference Organisers:

Sovereign Conference, Exhibitions & Travel Incentives
Seven Elms, Dark Lane, Astwood Bank, Redditch, Worcestershire, B96 6HB
Email: association@sovereignconference.co.uk