

[housing.org.uk/customer](https://housing.org.uk/customer)[events@housing.org.uk](mailto:events@housing.org.uk)

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## Customer Experience in Housing 2020

28 January 2020 | 99 City Road Conference Centre, Old Street, London, EC1Y 1AX

### 1st Delegate

Delegate name	Job title
Mobile no.	Organisation
Address	
	Tel
Delegate email (MUST BE SUPPLIED)	
Contact email (if different)	Contact name (if different)
Dietary/other requirements (e.g. wheelchair access)	Twitter handle @

### 2nd Delegate

Delegate name	Job title
Mobile no.	Email
Dietary/other requirements (e.g. wheelchair access)	Twitter handle @

### 3rd Delegate - 50% OFF

Delegate name	Job title
Mobile no.	Email
Dietary/other requirements (e.g. wheelchair access)	Twitter handle @

### Where did you hear about the conference?

Letter/leaflet from the Federation      Search engine      Twitter      Federation external affairs manager  
 Email      Employer/colleague      Phone call from the Federation      Other (please specify)

## Delegate fees

NO VAT PAYABLE

The conference fee includes attendance at all sessions, refreshments, lunch on the day and the post conference drinks reception.

<b>Member</b>	Super Early bird (book by 4 Oct)	<b>£355</b>
	Early bird (book by 29 Nov)	<b>£405</b>
	Standard	<b>£455</b>

<b>Not for profit/ Public sector</b>	Super Early bird (book by 4 Oct)	<b>£405</b>
	Early bird (book by 29 Nov)	<b>£455</b>
	Standard	<b>£505</b>

<b>Private sector</b>	Super Early bird (book by 4 Oct)	<b>£505</b>
	Early bird (book by 29 Nov)	<b>£555</b>
	Standard	<b>£605</b>

#### PHOTOGRAPHY AND FILMING

Please note that filming and photography are/may be taking place at the conference for promotional purposes. If you would prefer not to be captured please let the conference staff know on the day or contact our Marketing Team at [marketing@housing.org.uk](mailto:marketing@housing.org.uk).

#### GDPR PRIVACY NOTICE

The National Housing Federation is committed to protecting your personal data and will process the personal data you provide to us subject to the provisions of the Data Protection Act 1998 and the EU. General Data Protection Regulation (GDPR) and any subsequent national legislation (i.e. Data Protection Bill 2018) our full privacy notice can be found online [www.housing.org.uk/eventprivacy](http://www.housing.org.uk/eventprivacy)

Please tick the box if you wish to receive information about existing and future products and services provided by the National Housing Federation.

**DISCLAIMER:** This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.

## Payment

Total payment £ \_\_\_\_\_

- I would like to pay by Invoice. You must include a Purchase Order number or Reference here: \_\_\_\_\_
- I have paid by BACS and attach the remittance advice (Please quote OCE0120 on all BACS transmissions).  
National Housing Federation bank account details are: Lloyds Plc, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX.  
Federation Sort Code: 30-94-73 | Account No. 00113238
- I would like to pay by debit/credit card please (tick the box and we will contact you to take payment. Please note: We do not accept Diners Card or AMEX).
- I enclose a cheque payable to the National Housing Federation

**ALL CANCELLATIONS MUST BE MADE IN WRITING.** Cancellations will be charged a £100 cancellation fee per person. The full fee is payable for any cancellations received after 30 December 2019.