

Social Housing and Rapid Digitalisation: Working Together

(and Apart)

EBZ/EFL Summer School for Young and Early Career Professionals

05-15 July 2021, Online

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Social Housing and Rapid Digitalisation: Working Together (and Apart)

EBZ/EFL Summer School for Young and Early Career Professionals 2021: Online in sessions between the 5th and 15th July

Participation involves roughly 24 hours online over two weeks, including 8 hours in small group sessions with international peers that can be timed to fit groups' needs. Most teaching occurs in week one, leaving time for group work later. Session times are shown in CEST, lecture titles are indicative, and some speakers are to be confirmed.

Monday, 05 July 2021 Theme 1: Social and affordable housing around Europe Theme 2: Delivering tenant services digitally 10:00-10:30 Welcome & Introduction Prof. Dr. Jan Üblacker, Professor for Housing and Neighbourhood Development, EBZ Business School Ben Pluijmers, Chairman, European Federation for Living Joost Nieuwenhuijzen, Managing Director, European Federation for Living Dr. Anita Blessing, Research Coordinator, European Federation for Living 10:30-12:00 The State of Social Housing in the EU Alice Pittini, Research Director, Housing Europe **Discussion & Quiz: Social Housing Around Europe** Formation of groups & teambuilding exercise 12:00-14:00 Free period 14:00-15:00 Workshop: Digital Innovations in Accessible Tenant Services for Social Landlords Ninesh Muthiah, CEO Home Connections UK 15:00-16:00 Introduction to the group exercise and Q&A Prof. Dr. Jan Üblacker, Professor for Housing and Neighbourhood Development, EBZ Business School Dr. Anita Blessing, Research Coordinator, European Federation for Living

Tuesday, 06 July 2021

Theme: Harnessing digital technology to build community capacity and resilience

10:00-12:00Digital Innovation for Tenants and CommunitiesAlexander Weihe, Innovation Management Vonovia

Digital Inclusion and Community Capacity Building Kenne Amissah, Digital Inclusion Manager, Clarion Futures Digital





Group discussion and activity

12:00-14:00 Free period

- 14:00-15:00Neighbourhood Social Integration and Digitalisation: What do We Know?Prof. Dr. Jan Üblacker, Professor for Housing and Neighbourhood Development, EBZ Business School
- 15:00-16:00 Interactive team building and scheduling group work sessions

Wednesday, 07 July 2021

Theme: New income streams from digital technology: Business models for affordable landlords

10:00-12:00 Business Strategies for Social Landlord Service Development Dr. Oliver Falk Becker, Corporate Development Manager, Gewobag, Berlin Roman Riebow, IT manager, Gewobag, Berlin

> **Digital Innovations in Building Energy Data Collection (TBC)** Dr. York Ostermeyer, Associate Professor, Chalmers University of Technology (TBC)

Discussion and workshop activity

- 12:00-14:00 Free period
- 14:00-15:30When 'Smart' Technology Goes Wrong for Tenants and Social LandlordsDr. Anita Blessing, Research Coordinator, European Federation for Living

Business Risks for Social Landlords and SWOT Analysis Activity Prof. Dr. Jan Üblacker, Professor for Housing and Neighbourhood Development, EBZ Business School Dr. Anita Blessing, Research Coordinator, European Federation for Living

Thursday, 08 July 2021

Theme: Making smart homes and buildings work for tenants and affordable landlords

10:00-11:45How to Achieve Empathic Innovation – Smart Devices Tenants Feel Good About
Prof. Masi Mohammadi, Chair Smart Architecture, TU Eindhoven

Additional Speaker TBC

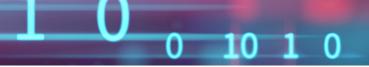
Discussion and group activity

(morning session only, afternoon is free with option for shared virtual lunch)

Friday, 09 July 2021

Theme: Harnessing digital technology for community crisis response

10:00-11:45Digital Support Strategies for Heatwaves and Adaptation for COVID-19Paris Habitat, speaker TBC





Digital Innovations for Care and Support Through Crises John McLean, Chief Executive, Radius Housing, Northern Ireland

Discussion and group activity

- 12:00-14:00 Free period
- 14:00-16:00 Option for supervised group work

Monday, 12 July 2021

Theme: Working together (and apart)

- 10:00-11:00 An All-Digital Housing Association (TBC) Speaker TBC
- 11:00-12:00 Hybrid Models for Working Together Beyond COVID-19, Combining the Strengths of Digital and Face to Face Working Speaker TBC
- 12:00-14:00 Free period
- 14:00-16:00 Option for supervised group work

Tuesday, 13 July 2021

- 10:00-12:00 Option for supervised group work
- 14:00-16:00 Option for supervised group work

Wednesday, 14 July 2021

- 10:00-12:00 Interactive Warmer Group Work and feed into group report
- 12:00-14:00 Free period
- 14:00-16:00 Option for supervised group work

Thursday, 15 July 2021

Theme: Our visions: Team challenge presentations

10:00-12:00 Final Presentations, discuss options to co-author EFL report

12:00-14:00 Free period



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Social and affordable housing providers around Europe are dealing with rapidly changing conditions. Pressures to increase efficiency have them working in new ways, propelled by the rapid pace of prop-tech innovation. In response to the COVID-19 crisis, the digitalisation of many of their organisational functions and services has sped up. Multiple aspects of housing professionals' work and daily lives have been brought online, rapidly altering communications with colleagues, partners and tenants. Amidst hopes that our patterns of living will soon normalise, the year 2021 has many of us asking if higher levels of remote working and digital service provision are becoming the new normal.

This 2021 edition of the Summer School for Young and Early Career Housing Professionals will be delivered through an interactive online platform in sessions designed to fit around other work or activities. It will bring our students into discussion with leading experts to learn about emerging practices in digitalising housing and community services to meet the needs of diverse communities, and to empower their residents to help each other. Students will work together to learn how organizational practices are changing around Europe, and to critically evaluate digital and smart home innovations by identifying the risks they pose – as well as the benefits they offer – for housing providers, tenants and communities. Our highly interactive programme will combine lectures and discussions with small team collaborations, enabling students to learn from their international peers and establish networks despite lockdowns. Teams will research, discuss and then present recommendations for challenges relating to digital inclusion, community capacity building, smart home technology, new income streams for social housing, and remote working. With EFL and EBZ Business School's assistance, an option will be provided for students wishing to expand on their topic to contribute to an international report.

The participation fee is $500,00 \in \text{per person}$; if employed by a company that is a member of EFL European Federation for Living (EFL), a reduced fee of $350,00 \in \text{applies}$. The number of participants is limited, so save your spot, and register here:

www.ebz-business-school.de

For more information:

Visit our website

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