EBZ Business School

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

EBZ/EFL Summer School for Young and Early Career Professionals

05–12 July 2021, Online

Co-Organizer

HOUSING EUROPE

IWO

Partner

EFL — EUROPEAN FEDERATION FOR LIVING

European Table of Housing Corporations
Europäischer Tisch

Social Housing and Rapid Digitalisation:
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EBZ/EFL Summer School for Young and Early Career Professionals 2021:
Online in sessions between the 5th and 12th July **(Times shown are CEST)**

**Register
here**

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 teams for the 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
15:00-15:45	**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

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Tuesday, 06 July 2021
Theme: Harnessing digital technology to build community capacity and resilience

10:00-12:00	**Digital Platforms for Tenant and Community Engagement** Alexander 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**

14:00-14:50   **Neighbourhood Social Integration and Digitalisation: What do We Know?**
Prof. Dr. Jan Üblacker, Professor for Housing and Neighbourhood Development, EBZ Business School

14:50-16:00   **Team work session #1** (breakout rooms)

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

Discussion and activity

12:00-14:00   **Free period**

14:00-15:00   **When 'Smart' Technology Goes Wrong for Tenants and Social Landlords**
Dr. 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

15:00-16:00   **Team work session #2** (breakout rooms)

Thursday, 08 July 2021
Theme 1: Making smart homes and buildings work for tenants and affordable landlords
Theme 2: Hybrid models for working together beyond COVID-19, combining the strengths of digital and face to face working

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

Discussion and activity

11:00-12:00   **Hybrid Models for Working Together Beyond COVID-19, Combining the Strengths of Digital and**

Face to Face Working
David Williams, Partner at Campbell Tickell

12:00-14:00   **Option for virtual lunch meeting and/or further group work if desired**

14:00-15:30   **Social Housing Film Session**

Friday, 09 July 2021
Theme: Harnessing digital technology for community crisis response

10:00-11:45   **Digital Support Strategies for Heatwaves and Adaptation for COVID-19**
Lucie Lescudé-Plaa, Paris Habitat

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

Discussion and activity

11:45-13:00   **Free period with option for virtual lunch meeting**

13:00-14:45   **Team work session #3** (breakout rooms)

Monday, 12 July 2021
Theme 1: Working Together (and Apart)
Theme 2: Our visions – Team presentations
Course evaluation and feedback

10:00-11:00   **Qlinker: Lessons from an All-Digital Housing Association**
Daan Peters, Director of Business Development at Mitros
Henk Korevaar, Ambassador and International Liaison at CorpoNet

11:00-12:00   **Team work session #4** (breakout rooms)

12:00-13:30   **Free period**

13:30-15:30   **Team presentations and final discussion**
(Course evaluation)
Option for virtual drinks

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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 € per person; if employed by a company that is a member of EFL European Federation for Living (EFL), a reduced fee of 350,00 € applies. EFL will cover the cost of the first two participants from any EFL member or associate organisation. The number of participants is limited, so save your spot, and register here:

Register here   www.ebz-business-school.de

For more information:

Visit our website

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