

The logo for the National Housing Maintenance Forum (nhmf), consisting of the lowercase letters 'nhmf' in white on a blue oval background.

National Housing
Maintenance Forum

NHMF Maintenance Conference

 **Setting the standard for
maintaining assets**

20-21 January 2015
Holiday Inn, Stratford upon Avon

Programme & exhibition catalogue



With thanks to our sponsors

Welcome

to the annual NHMF Maintenance Conference 2015



www.nhmf.co.uk

Liz Circuit, Secretary, National Housing Maintenance Forum (NHMF)



Welcome to the 2015 NHMF Maintenance Conference. After some consideration we decided to completely ignore the forthcoming election. Although it might have been entertaining to invite politicians from all parties to come and give us their vision for housing, the harsh reality is that the outcome of the election is unlikely to change the big picture. Whoever forms the next Government will take on the job of managing the budget deficit and the only outcome will be a further period of cuts and austerity. The opportunity to throw tomatoes at them is unlikely to change that reality.

With this in mind, the NHMF Committee felt that this year's conference themes should concentrate on areas that are central to the role of asset managers. A growing list of areas of compliance falls under their remit and being clear about what landlords are legally required to do is a top priority. We consider what it means to meet good practice and reduce expenditure while remaining totally compliant. This is not an easy area to navigate and the NHMF looks to provoke discussion that we intend to continue online, and in print during 2015. Linked to this central theme there will be a variety of sessions covering customer service, value for money, procurement and energy efficiency.

As always, we have sought to bring together a wide range of people with expertise in our industry. You will find delegates and speakers representing many types of registered providers, as well as DLOs, contractors, consultants, academics, suppliers and departments of Government. I am sure that, as in previous years, this will encourage lively debate and discussion, and will provide the opportunity to share knowledge as well as to explore ideas, old and new.

This is your conference. Please speak up during sessions to test your ideas on your peers and share your own experience and views on the matters under discussion. I hope you enjoy the event.

Conference information

The **conference dinner** is at 19.45 on Tuesday evening with pre-dinner drinks from 18.30. There is no formal dress code, but we do have a named seating plan so please let the conference reception know before lunch if you are not planning to attend.

The **photographer** will be in the Anteroom bar from 18.00 on Tuesday to photograph the teams who have been nominated for NHMF awards. He will also take individual or group shots for any delegates to order. Please make arrangements with him.

We ask all conference **delegates**, including exhibitors, to contribute to plenary and workshop sessions by posing questions and joining in the discussion.

In your delegate bag you will find a Conference Challenge Card on which you can collect a sticker from each exhibition stand you visit. There is a **prize** to be won courtesy of one of our sponsors. See the screens for further details.

If you would like to arrange to share a **taxi** to Warwick Parkway station on Wednesday, add your name and the time you have booked your taxi to the list on the conference reception desk.

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Breyer Group PLC is a forward thinking construction contractor specialising in roofing and responsive repairs. We are continuing to establish ourselves as leading providers of integrated sustainable asset management services comprising responsive repairs, planned and cyclical maintenance and major refurbishment.



Breyer B-Line - delivers a bespoke fully integrated responsive repairs and maintenance service throughout London and the South East either in conjunction with our current partnership arrangements, or as a stand-alone service. We include JV working within these bespoke arrangements and together with A2 Dominion and MITIE we have formed a Joint Venture Asset Management Company, **Pyramid Plus**, to deliver a range of property services across London and the South East.

Breyer Group Plc. Faringdon Avenue,
Harold Hill, Romford, Essex. RM3 8ST
W: www.breyergroup.co.uk
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TIMETABLE

Tuesday 20 January 2015

9.00	Registration
10.00	Introduction
10.15	Plenary 1 <i>Customer service through innovation and leadership</i> Tim Wade, Smith+Co See details page 4
11.00	Refreshments
11.30	Workshop 1 sessions See choices page 5
12.45	Lunch
13.30	Plenary 2 <i>An ambition to deliver</i> Ruth Davison, National Housing Federation See details page 4
14.15	Workshop 2 sessions See choices page 6
15.15	Refreshments
15.45	Plenary 3 - 4 <i>What is compliance and why is it important?</i> Julian Ransom, Savills Janet Francis, Health and Safety Executive See details page 4
17.15	NHMF AGM
18.30	Pre-dinner drinks Sponsored by Rand & M3  
19.45	NHMF Conference and awards dinner

Wednesday 21 January 2015

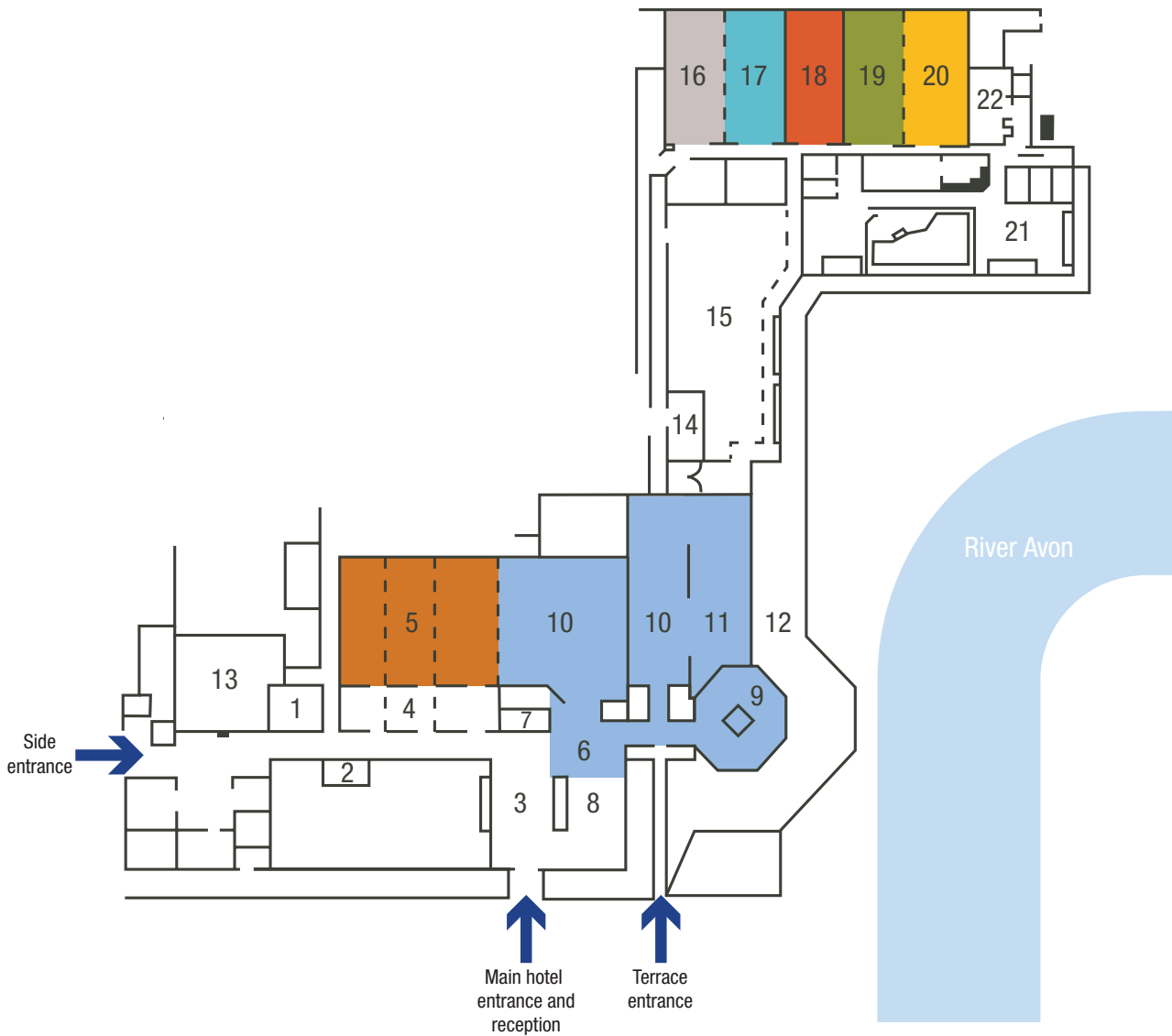
9.00	Registration
9.30	Plenary 5 <i>A review of under provision and over provision of fire safety requirements within social housing</i> Andy Cloke, Nulogic Fire See details page 4
10.00	Refreshments
10.30	Workshop 3 sessions See choices page 7
11.35	Plenary 6 <i>Where things can go wrong</i> Paul Burnley, Freeths Solicitors See details page 4
12.30	Workshop 4 sessions See choices page 8
13.30	Lunch
14.00	Plenary 7 <i>Don't leave before the good news</i> Speakers include: Jules Bickers, Capita See details page 4
14:45	Closing address and prize draw
15.00	Conference closes

DON'T MISS PLENARY 7!

This informative plenary, led by Jules Bickers, Director, Capita, is open to all delegates. The session is an opportunity to impart and share 'good news' for the industry. This is a last chance to ask questions, hear opinions based on first-hand experience, leave with a smile on your face and if you are lucky, with a prize too!

The NHMF would like to thank its speakers, sponsors, exhibitors and delegates for supporting this conference. We encourage our sponsors and exhibitors to join in the plenary and workshop sessions to contribute their perspective on the topics being discussed.

MAP OF VENUE



Hotel Facilities

- | | |
|-------------------------------|-----------------------------|
| 1. Male toilets | 12. Terrace patio |
| 2. Female toilets | 13. G's bar |
| 3. Hotel reception | 14. Male and female toilets |
| 4. Anteroom bar | 15. Riverside restaurant |
| 5. Ballroom | 16. Blenheim |
| 6. Conference registration | 17. Packwood |
| 7. Lifts | 18. Warwick |
| 8. Lobby lounge | 19. Charlecote |
| 9. Library | 20. Harewood |
| 10. Terrace atrium / Ballroom | 21. Fitness club |
| 11. Terrace lounge | 22. Male and female toilets |

NHMF Conference Facilities

- | |
|-------------------------------|
| 5. Ballroom |
| 6. Conference registration |
| 9. Library |
| 10. Terrace atrium / Ballroom |
| 11. Terrace lounge |
| 16. Blenheim room |
| 17. Packwood room |
| 18. Warwick room |
| 19. Charlecote room |
| 20. Harewood room |

PLENARIES - TUESDAY

Plenary 1	Customer service through innovation and leadership	
BALL ROOM	<p>Chaired by Shaun Aldis Speaker - Tim Wade, Smith+Co</p> <p>In this changing society, where customers have increasingly strong voices through social media and access to technology, organisations are having to adapt and change. The successful ones are those that focus heavily on customer experience. Through case studies and stories we will discover what these successful organisations are doing to stand out and learn the things you can do to bring it alive for your</p>	<p>organisation. Included within this will be the story of how Best Western transformed for a crumbly old organisation into the leader in its sector.</p> <p>You will gain great insight and inspiration from organisations from different sectors and learn ways in which you can make this happen in your organisation.</p>
Plenary 2	An ambition to deliver	
BALL ROOM	<p>Chaired by Paul Wenham Speaker - Ruth Davison, National Housing Federation</p>	
Plenary 3 - 4	What is compliance and why is it important?	
BALL ROOM	<p>Chaired by Alex Dixon & Liz Circuit Speakers - Julian Ransom, Savills, Janet Francis, Health and Safety Executive</p> <p>Even large, well organised registered providers have been publicly caught unawares by the consequences of non-compliance. Gaps in a risk management regime are damaging when unexpectedly brought to light by regulators, contractors, staff or residents.</p> <p>What should 'compliance' cover exactly? What guidance is there to help assess the risk? What is the role of the Health and Safety</p>	<p>Executive (HSE)? What are the consequences of non-compliance? What is the future direction of regulation?</p> <p>Juggling limited time/resources against conflicting risk priorities can present a challenge. This plenary will help rehearse these issues directly with an experienced practitioner and a senior representative of the HSE.</p>

PLENARIES - WEDNESDAY

Plenary 5	A review of under provision and over provision of fire safety requirements within social housing	
BALL ROOM	<p>Chaired by Stephen Chalmers Speaker - Andy Cloke, Nulogic Fire</p> <p>The interpretation and application of the various guidance documents relating to fire safety within the social housing environment, and the legislative overlap between the Housing Act and the Fire Safety Order, have led to many instances of both over provision and under provision of passive and active fire safety measures which have a significant</p>	<p>impact on the levels of risk to be managed within premises. The session will provide an overview of the most common instances, and help to provide clarification as to how interpret guidance in the spirit of how it has been developed.</p>
Plenary 6	Where things can go wrong	
BALL ROOM	<p>Chaired by Winston Williams Speaker - Paul Burnley, Freeths Solicitors</p> <p>Paul Burnley is acknowledged as a leader in his field. Included in some of his most notable cases are the Kings cross Disaster, Ladbrook Grove and Potters Bar where he represented Jarvis Plc. His talk deals with the situation where, in addition to investigating the Company or</p>	<p>organisation, the police and the HSE decide that they will also look at the actions or in actions of a Director or Senior Manager with a view to possible prosecution. In a lively session, avoiding complex legal jargon, Paul shows how and where things could go wrong for you.</p>
Plenary 7	The good news about Retrofit	
BALL ROOM	<p>Chaired by Shaun Aldis Speaker - Jules Bickers, Capita</p> <p>It has been estimated that the retrofit investment requirement for the UK's social housing stock is some £26 billion. Grants and subsidies will only make a small contribution to this. Social housing providers have a real challenge in making their stock fit for the future and addressing fuel poverty. But there is good news. The RE:NEW service in London,</p>	<p>supported by the GLA, is helping RPs and LAs meet and overcome these challenges in innovative and cost-effective ways. Come along and hear how this is being done and how your organisation could benefit too.</p>

WORKSHOP 1 SESSIONS - TUESDAY

Workshop 1a		Safety: Compliance v culture	
WARWICK ROOM	<p>Chaired by Karl Linder Speaker - Tony Leach, Keepmoat</p> <p>The workshop will look at the differing impact on safety performance depending on whether it is approached from a compliance or cultural angle. This will be followed by a look at the shortcomings of safety monitoring and how it can be used more effectively to improve</p>	<p>performance. The session will continue by considering a simple model that can be used to analyse and understand why things go wrong. Finally, there will be a brief look at how managers and leaders influence the safety culture of an organisation.</p>	
Workshop 1b		Bite size customer service	
BLLENHEIM ROOM	<p>Chaired by David Miller Speakers - Leeann Vincent, Helm Housing, Neil Watts, Breyer Group, Shaun Aldis, Wolverhampton Homes</p> <p>Following our opening plenary on customer service, this session gives delegates an opportunity to discuss small initiatives which have a big impact on the everyday level of customer service.</p>	<p>Our speakers will outline three completely different approaches which have helped engage residents and have improved feedback on the maintenance service.</p>	
Workshop 1c		Delivering value for money with Price per Property	
PACKWOOD ROOM	<p>Chaired by Declan Hickey Speaker - Alex Dixon, Bromford.</p> <p>Alex Dixon will talk about Bromford's experiences of delivering fixed fee repairs and voids with a partner and with the in house Repairs Team.</p> <p>In April 2008, Bromford adopted a Price per Property fully inclusive, fixed fee, repairs and voids contract with Connaught; in April 2012 the</p>	<p>service was brought in house, but continued to be based on a cost per property. This workshop aims to describe Bromford's experience of delivering this cost model in partnership with an external contractor and with the in house Repairs Team as well as discussing what went well with both methods and how the service could be even better.</p>	
Workshop 1d		More for less: How 'better' Retrofit can mitigate the loss of funding streams	
CHARLECOTE ROOM	<p>Chaired by Jon Cross Speaker - Russell Smith, Parity Projects</p> <p>Registered Providers are still committed to delivering ambitious retrofit programmes, despite the cuts to Government grant funding. This session will discuss how, with better data and planning, careful</p>	<p>procurement and contract management, and effective integration with wider asset management plans, retrofit can potentially be delivered at a fraction of its historical cost.</p>	
Workshop 1e		What is the impact for maintenance of the HCA regulatory framework?	
HAREWOOD ROOM	<p>Chaired by Karen Cannon Speaker - Baljit Basra, Anthony Collins Solicitors</p> <p>A brief look at requirements of the HCA in so far as the Consumer Standards, recent HCA decisions, significance to repairs and</p>	<p>maintenance and financial management, good practice and working through case studies and practical examples.</p>	

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Hot topics

WORKSHOP 2 SESSIONS - TUESDAY

Workshop 2a	<h2>Regulatory compliance whilst saving money - Primary Authority and Housing</h2>	
WARWICK ROOM	<p>Chaired by Andrew Burke Speakers - Paul Fitzgerald, Oxford City Council, Adrian Hall, Better Regulation Delivery Office</p> <p>This workshop is for landlords and other letting businesses keen to hear how they can secure compliance with legal requirements under the Housing Act 2004 and Environmental Protection Act 1990, in an easier way, whilst saving money and improving their reputation. Come and hear from Adrian Hall (BRDO) about the Government's Primary Authority scheme for Housing which enables businesses to</p>	<p>receive robust and reliable advice through partnerships with a single local authority. Followed by Paul Fitzgerald (Oxford City Council) guiding you through how a Primary Authority for Housing works in practice, plus top tips on complying with the Housing Health and Safety Rating System.</p>
Workshop 2b	<h2>Adapting to change and service approach in the 21st Century</h2>	
BLENHEIM ROOM	<p>Chaired by Yassin Ali Speakers - Paul Malone, Moving Soon, John Mycock, Magenta Living</p> <p>A real life example of adapting to change using online services to reduce relet periods. We will look at the changing culture and approach for Social Landlords when it comes to letting their properties. This will include an overview of the Choice Based Lettings system used in Merseyside, and look at how the use of different online property</p>	<p>marketing services means there is a need to adapt processes and procedures to meet this new challenge. This session will raise questions about our approach to the service we offer, and the possible housing environment and cultural issues that we may need to address to prosper in the 21st Century.</p>
Workshop 2c	<h2>EU regulations</h2>	
PACKWOOD ROOM	<p>Chaired by Paul Reader Speaker - Andrew Millross, Anthony Collins Solicitors</p> <p>The Public Contracts Regulations 2015 will change the procurement landscape. The session covers what this means and how to comply with the new regulations. It will include:</p> <ul style="list-style-type: none"> • group structures and how to structure third party work and collaboration arrangements • abolition of Part B services and whether it is too late to avoid tendering your current arrangements 	<ul style="list-style-type: none"> • revisions to the procurement procedures and whether to use them • new opportunities from electronic and collective purchasing • contractor reliability risks from the new "selection" rules, and what to do about them • taking maximum advantage of the greater flexibility over contract variations
Workshop 2d	<h2>Energy supply in social housing - making it stack up for customers and providers</h2>	
CHARLECOTE ROOM	<p>Chaired by Stephanie Lloyd-Fox Speaker - Nicholas Doyle, Adeco</p> <p>Many people in social housing are talking about becoming energy suppliers. Energy costs are up and household income is down. At the same time dealing with energy suppliers at void can add significant cost and inconvenience for housing providers. Can supplying energy help to deliver benefits for customers and for landlords?</p>	<p>This session looks at the energy supply options that can help customers reduce costs and fuel poverty, as well as addressing energy supply issues at voids that have the potential to create a new income stream for social housing.</p>
Workshop 2e	<h2>Raising the standard of your stock and talking to your finance director</h2>	
HAREWOOD ROOM	<p>Chaired by Paul Isherwood Speakers - Tim Jackson, Golding Homes, Jon Cross, Hexagon HA</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • the financial performance of your organisation's assets, for example: do your rents cover your costs and if not what are you doing about it • managing a portfolio of assets - when to sell stock rather than continue to invest in it • the stock investment programme - taking a long view of investing in your assets 	<ul style="list-style-type: none"> • when and why you may want to smooth the investment profile • how repairs and stock investment costs affect financial covenants • budgeting - why you should seek efficiencies but why stock investment should never be underfunded • reporting to Board on asset condition and investment

WORKSHOP 3 SESSIONS - WEDNESDAY

Workshop 3a	Gas safety in new developments	
WARWICK ROOM	<p>Chaired by Andrew Godwin Speaker - Peter Evans, The Radian Group</p> <p>How can you be sure that the homes you are responsible for are safe when it comes to gas installations? Radian is a developing organisation growing by 500 homes per annum, and has had experience of work completed by development contractors that falls well below standards. Radian will be sharing experiences and advising on the tell-tale</p>	<p>signs that should alert you that something may not be quite right. In addition Radian will share actions that have been taken to ensure safety, as well as discussing the possible consequences and liabilities associated with failures in gas safety.</p>
Workshop 3b	Developing an asset management strategy fit for the future	
BLENHEIM ROOM	<p>Chaired by Paul Wenham Speaker - Geoff Prior, Thirteen Group</p> <p>Following the formation of the Thirteen Group Geoff has developed an asset management strategy for the group as a whole, and for its constituent parts. Geoff is keenly aware that in order to be fit for tomorrow, today's property portfolio has to take into consideration both</p>	<p>changing customer needs, and the fast moving economic landscape. He will share his experience of developing and then presenting an asset management strategy to the board.</p>
Workshop 3c	Developing a Four Star Gas Model	
PACKWOOD ROOM	<p>Chaired by Paul Isherwood Speaker - Mathew Baxter, echelon Consultancy</p> <p>Traditional three star gas models are based on the service provider pricing the breakdown element 'at risk' with this risk then being locked for the life of the contract. Whether this approach offers the best value for money is questionable. This session will explore the benefits of including a boiler replacement programme within the scope of the gas</p>	<p>servicing and breakdown programme. The objective of this approach is to reduce breakdown costs and prioritise replacement of the worst performing boilers by delegating 'ownership' of the replacement programme to the service provider. The session will include a Q&A with a service provider and a boiler manufacturer.</p>
Workshop 3d	Seaton Road: a carbon free 'Green' Street	
CHARLECOTE ROOM	<p>Chaired by Paul Allen Speakers - Ricky Lang, Dacorum Borough Council, Fiona Williamson, Dacorum Borough Council Andy Merrin, Keepmoat</p> <p>Dacorum Borough Council set out to improve the energy efficiency of its homes by applying External Wall Insulation to all of the houses in one street. A holistic approach was taken and roofs were also replaced (with an element of integrated Solar PV Panels included) and loft insulation was upgraded. Major works programmes running</p>	<p>simultaneously provided value for money and reduced future disruption to tenants. The works resulted in the aesthetics of the street being improved and the value of the asset increasing. Tenants benefited with a reduction in fuel bills and our carbon emissions have been cut significantly.</p>
Workshop 3e	Knowing your Schedule of Rates – what is new in 2015	
HAREWOOD ROOM	<p>Chaired by Nick Wood Speaker - David Miller, Rand Associates</p> <p>This session gives a quick revision and update on the essential detail for running a contract under the M3NHF Schedule of Rates. It will cover the measurement rules and questions relating to scaffolding; it will introduce three new aspects to the Schedule of Rates documentation:</p>	<ul style="list-style-type: none"> • The TPC 2005 bespoke version of the Schedule of Rates documentation • The Price per Property pricing mechanism addendum • The NHF Minor Works Form of Contract/Service Level Agreement for use by small social housing providers or those on low value contracts

WORKSHOP 4 SESSIONS - WEDNESDAY

Workshop 4a	Health & Safety: Mechanical	
WARWICK ROOM	<p>Chaired by Paul Allen Speakers - Kevin Lee and Mark Astbury, Ridge Property & Construction Consultants</p> <p>The presentation will focus on a number of key compliance questions including: What social landlords are legally required to do? What is current best practice? How have Ridge helped clients with these two aspects in the most cost efficient and robust manner? The presentation</p>	<p>will outline the practical cost effective solutions that have been implemented and more innovative approaches in dealing with this broad range of complex issues. The risk areas to be discussed will include gas safety, electrical installations, lifts, fire and legionella.</p>
Workshop 4b	Standardising leaseholder services and tenancy agreements	
BLENHEIM ROOM	<p>Chaired by Karl Linder Speaker - Nick Billingham, Devonshires Solicitors</p> <p>A topic frequently mentioned by housing providers as giving rise to uncertainty, is the lack of commonality in their leases and tenancy agreements. This can cause issues regarding the level of service that should be provided to different properties, sometimes in the same block, and the recovery of service charges. The problem is often exacerbated by the acquisition of leasehold and shared ownership properties from other RPs and private schemes on different leases</p>	<p>and tenancies. This session will look at options for rationalising leases and tenancies, in particular services and service charge provisions to ensure that common maintenance services can be delivered with full recovery of costs via service charge. We will also look at associated issues of defective leases and defective service charge provisions, and apportionment issues.</p>
Workshop 4c	Competitive dialogue in the procurement of materials supply	
PACKWOOD ROOM	<p>Chaired by Paul Reader Speakers - Andrew Millross, Anthony Collins Solicitors, Shaun Bennett, Derby Homes</p> <p>Effective materials supply arrangements are crucial to a successful in-house maintenance team or DLO. Hear why Derby Homes decided to use the competitive dialogue procedure to tender their materials supply contract. The session includes:</p> <ul style="list-style-type: none"> • preparing the procurement and contract documents and the “core items” list • pricing options and why we chose a “price based” approach 	<ul style="list-style-type: none"> • the procurement process and the benefits of the dialogue sessions • selection of supplier, mobilisation and initial benefits • change under the new EU Regulations <p>The workshop will be run by Shaun Bennett of Derby Homes and Andrew Millross of Anthony Collins Solicitors.</p>
Workshop 4d	Buy better, use less and generate: how to finance energy efficiency and energy generation	
CHARLECOTE ROOM	<p>Chaired by Andrew Burke Speaker - Jon Miles, Parker Bromley Energy</p> <p>How many times do you hear the words “we do not have the budget to pay for that” or “shouldn’t we be clearing our maintenance backlog first”?</p> <p>If you are looking to make sure your housing stock is working at its optimum energy efficiency and are looking to reduce the energy spend</p>	<p>per unit, but are struggling to prioritise the spending, then perhaps using future energy savings to pay for new installation of kit is the solution.</p> <p>Find out innovative ways to help finance your aspirations, whilst reducing cost.</p>
Workshop 4e	VfM: return on assets, doing it ASAP with Muir and Ark	
HAREWOOD ROOM	<p>Chaired by Declan Hickey Speakers - Chris Seeley, Ark Housing Consultancy, Sam Scott, Muir Group</p> <p>The HCA is clear - boards must understand their return on their assets. That means that your organisation must understand which homes are assets and which liabilities. You must have a plan and have it ASAP.</p> <p>Ark’s Strategic Asset Performance process measures both quantifiable and the more intangible qualitative aspects that make up</p>	<p>neighbourhoods. This workshop describes how the bespoke approach adopted by Muir Group and other landlords provides a holistic view of your assets and liabilities. Join us, in an interactive session, to hear what we did, how we did it and how boards learn from the process.</p>

In extreme circumstances when speakers are unable to attend, sessions may change on the day. Numbers of delegates are limited to each session and we may not be able to accommodate the delegates who did not pre-book.

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SPEAKER PROFILES



Mark Astbury | Workshop 4a
Surveyor and Partner, Ridge Property & Construction Consultants

Mark is a Chartered Surveyor and Partner within the Ridge Property Consultancy team and has been working with a number of social landlord clients on asbestos and other compliance area projects. These projects have included the formation of best practice policies, management plans, procedures, processes as well as procurement exercises to facilitate the delivery of compliance services in the most efficient and robust manner.



Shaun Aldis | Workshop 1b
Director of Property Services, Wolverhampton Homes

Shaun has worked in the housing industry for more years than he would care to remember. From housing management to asset management, Shaun has held both operational and senior management positions during his career.

Shaun has been one of the driving forces behind the rise of Wolverhampton Homes in recent years. Awarded a 3* Excellent Service by the Audit Commission, the company was also named in the Sunday Times 'Top 40 non-for-profit organisations to work for' earlier this year.



Baljit Basra | Workshop 1e
Partner, Anthony Collins Solicitors

Baljit is a partner in the Housing litigation department at Anthony Collins Solicitors. She has extensive litigation experience in housing management issues, advising on complex mental health ASB claims, Section 11 disrepair claims, statutory nuisance prosecutions, serial complainers, HCA serious detriment concerns and complex possession claims, regularly representing RPs in County Courts and the Magistrates courts. Baljit also provides advice on ensuring policies and procedures compliance.



Mathew Baxter | Workshop 3c
Managing Director, echelon Consultancy

Mathew has 20 years' experience in the housing sector, and started echelon in 2005 since when echelon has procured in excess of £3.5bn of asset management services and has grown to a team of 15. Mathew and his team have led in the development of numerous innovative models, including wholly owned subsidiaries and have developed price per property models for 13 clients including Grainger.



Shaun Bennett | Workshop 4c
Director of Investment and Regeneration, Derby Homes

Shaun has worked within the public housing sector for over 25 years. Responsible for maintaining public housing stock in Derby, Shaun focused on the delivery of decent homes, modernising responsive repairs delivery and investment planning. Shaun is leading an ambitious programme to deliver 700 new homes over the next four years. He recently transformed the DLO in Derby into one of the highest performing in the country.



Jules Bickers | Plenary 7
Director, Housing and Consultancy, Capita

A former Managing Director of a G15 registered provider, Jules has over 20 years housing sector experience across London and East Anglia and joined Capita after seven years in private practice. Jules' key expertise is service transformation, strategic stakeholder engagement, new business development, housing markets and domestic retrofit opportunities. Jules worked as part of Capita's Interim RE:NEW team and now leads the three year RE:NEW contract for the GLA.



Nick Billingham | Workshop 4b
Partner, Devonshires Solicitors

Nick Billingham is the Head of Devonshires' Housing Management Department. He has been involved in a number of high profile cases, including L&Q -v- Weaver (2009), Riverside HA -v- White (2007), Lambeth -v- Kay (2006), Bruton -v- L&Q (2000) and Newlon -v- Alsulaimen (1998). Nick has been a leading practitioner in the Social Housing field in Chambers Legal Directory for the past 12 years.



Paul Burnley | Plenary 6
Partner, Litigation, Freeths Solicitors

Paul is the national head of Corporate Defence and Regulatory and has dealt with hundreds of police and HSE investigations over the last 25 years. Acknowledged as a leader in his field, included in some of his most notable cases are the Kings Cross disaster, Ladbrook Grove and Potters Bar where he represented Jarvis Plc.



Andy Cloke | Plenary 5
Technical Director - Fire, Nulogic

Andy is the Technical Director at Nulogic Fire, responsible for the management of a team of assessors and providing technical support and advice to clients. Previously, Andy served 32 years with the Fire Service as Head of technical fire safety enforcement, fire investigation, and serving with the Chief Fire Officers' Association as lead technical officer within the fire safety in the social housing work stream.



Jon Cross | Workshop 2e
Property Services Director, Hexagon HA

Jon has over three years' experience at director level, two of which have been in the social housing and maintenance sectors. During this time he has been responsible for setting up and developing all aspects of maintaining the property portfolio specialising in developing DLOs, effecting turnarounds, and in culture and change management. He is an active member of the National Housing Maintenance Forum (NHMF).



Ruth Davison | Plenary 2
Director of Policy and External Affairs, National Housing Federation

Ruth started her career as a newspaper journalist, before defecting to the world of PR. She has since worked in the public and not-for-profit sectors across education, local Government, health, & housing. Now the National Housing Federation's Director of Policy and External Affairs, her team leads the Federation's work on behalf of housing associations and the people they serve across policy and research and member relations.



Alex Dixon | Workshop 1c
Director of Asset Management, Bromford.

Alex Dixon is the Director of Asset Management for Bromford Living which manages 26,500 homes across central Britain. Alex has strategic and operational responsibility for the asset management and maintenance of these homes, and for the Repairs Team that provides the day to day and void repair service to them. Alex has worked at Bromford for seven years.



Nicholas Doyle | Workshop 2d
Director, Adecoe

Nicholas Doyle is a Director at Adecoe, a leading energy and environmental consultancy and a non-executive Director of the National Communities Resource Centre @ Trafford Hall. Previously he was a Project Director at Places for People and a non-executive Director of Viridian Solar. He has worked on a wide range of social housing energy projects at a national and international level.

SPEAKER PROFILES



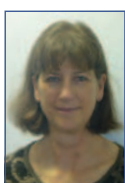
Peter Evans | Workshop 3a
Director of Technical Services, The Radian Group

Peter has worked in construction roles for over 30 years and has experience within a variety of sectors. He has gained experience in a variety of disciplines culminating in his current role at Radian, a post he has held for six years. During this time Peter has been instrumental in the growth of in-house services and driven service delivery and value improvements.



Paul Fitzgerald | Workshop 2a
Unlawful and Environmental Developments Manager, Oxford City Council

Paul qualified as an Environmental Health Officer in 1979 and has worked for a number of Inner London boroughs and rural local authorities, specialising in private sector housing. In the course of his career he has also worked for an RSL as a maintenance manager. Since 2011, Paul has worked for Oxford City Council within the Housing regulation function including HMO licensing and enforcement, unlawful developments and HHSRS.



Janet Francis | Plenary 3
Operational Strategy Division, Health & Safety Executive

Janet Francis is a Principal Inspector with the Health and Safety Executive (HSE). Her previous post was in a London operational construction group, but since May, she has been leading the public administration and education team in HSE's Public Services Sector, part of Operational Strategy Division. The team has a national view on HSE's work in local and central Government as well as education.



Adrian Hall | Workshop 2a
Senior Policy Analyst, Better Regulation Delivery Office

Adrian is a Senior Policy Analyst at the Better Regulation Delivery Office with responsibility for the extension of the Primary Authority scheme, giving businesses access to a single source of assured advice on regulatory compliance, to fire safety and housing. Adrian also works closely with local and national regulatory agencies and businesses to develop partnership approaches to securing better regulatory outcomes, and is involved in the development of expert panels that provide advice and guidance to industry and front line inspectors.



Tim Jackson | Workshop 2e
Director of Resources, Golding Homes Ltd

Tim joined Golding Homes in August 2014 as Director of Resources. He has been Financial Controller for Tarmac Properties, Finance Director for Central & Cecil Housing Trust, and spent nine years at Housing Corporation as Assistant Director for Regulation in the London region. He joined Westlea HA as Resources Director in Nov 2002, where he later served as Executive Director of Finance at GreenSquare Group.



Ricky Lang | Workshop 3d
Home Energy Officer, Dacorum Borough Council

Ricky Lang has over 10 years' experience of working across a variety of roles in the housing sector. For the last three years, he has filled the role of Home Energy Officer at Dacorum Borough Council. In that time Ricky has project managed sustainable projects focusing on cavity and external wall insulation. Ricky has also procured and overseen the installation of renewable technologies.



Tony Leach | Workshop 1a
Safety, Health, Environment, & Quality Director, Keepmoat

Tony has an MBA and holds qualifications in civil engineering and risk management. He started his career in the public sector as an engineer, before moving into risk management in the 1990s. Since 1999, Tony has worked in the private sector and is currently the Group SHEQ Director for Keepmoat and is a Chartered member of IOSH.



Kevin Lee | Workshop 4a
Senior Property Consultant, Ridge Property & Construction Consultants

Kevin is a Senior Property Consultant at Ridge. Kevin is P405 trained with diplomas in H&S and Building Surveying, he has also helped set-up a national maintenance JV and delivered compliance workshops and training sessions. He has 25 years' experience from Client, Contractor and Consultant perspectives of direct and cross-functional compliance in legionella, gas, lifts, electrical, drainage, fire and fuel.



Paul Malone | Workshop 2b
Director, Moving Soon

Paul was the founder of Moving Soon. He is currently helping Housing Associations across the North West of England to reduce voids, minimise rent loss and increase their revenue streams. With a solid Marketing and Project Management background, Paul is used to working on Business Process Improvement, Organisational and IT changes. This includes assignments for many of the leading FTSE100 Financial Institutions.



Andy Merrin | Workshop 3d
Head of Sustainability - London, Keepmoat

Andy is a Chartered Environmentalist and has been working in the environmental sector for over 18 years. He has held a number of senior positions within Arup, Bechtel and now Keepmoat and has significant experience on issues such as corporate environmental strategies, energy efficiency of buildings and carbon management. His current responsibilities include the delivery of low carbon housing retrofit strategies and maximising opportunities under Green Deal and ECO.



Jon Miles | Workshop 4d
Director, Parker Bromley Energy

Jon Miles has recently left RBS to join forces with Parker Bromley, a 35 year established FM and M&E contractor, to form Parker Bromley Energy.

PBE is a fully-fledged Energy Services Company, operating under the mantra of "Buy better, use less and generate" that can assist both Public and Private Sector companies achieve self-financed energy savings and cost reductions across an entire estate.



David Miller | Workshop 3e
Director, Rand Associates

A Quantity Surveyor, David joined Rand Associates in 1975. He has been involved in social housing for 25 years.

He is technical adviser to the NHMF and the co-author of the M3NHF Schedule of Rates and its associated modules. David has lectured extensively on the procurement process of social housing maintenance. He is also the procurement and partnering adviser to local authorities and housing associations.

SPEAKER PROFILES



Andrew Millross | Workshop 2c, Workshop 4c
Partner, Anthony Collins Solicitors

Andrew co-leads one of the largest procurement teams in the country. Before joining Anthony Collins Solicitors in 1997, Andrew worked in local Government. He has recently procured a number of materials supply contracts as well as advising DLOs and ALMOs on structures for third party work, and “regular” procurements for capital works, servicing, responsive maintenance and voids and ICT, some with WOS or PPP/PPV elements.



John Mycock | Workshop 2b
Assistant Director of Housing Services, Magenta Living

John is a long serving housing manager who has previously been a director at two social housing landlords before spending six years providing housing related consultancy services all over the UK. He is now responsible for Housing Management, Income Collection and Lettings at Magenta Living, operating mainly in the Wirral.



Geoff Prior | Workshop 3b
Group Head of Asset Management, Thirteen Group

Currently working for Teesside based Thirteen Group, Geoff has over 35 years’ experience in the social housing sector in the North East, particularly in asset management.

As Head of Asset Management, Geoff is responsible for the strategic direction and prioritisation of work for almost 33,000 homes as well as a variety of neighbourhoods. He is responsible for ensuring that homes are compliant, well maintained and ultimately popular with existing and prospective customers.



Julian Ransom | Plenary 3
Director, Savills

National Individual Asbestos Certification Scheme (NIACS) trained, and previously an HA Director, Julian is Savills lead Director in undertaking compliance audits (asbestos especially) for registered providers, DSOs and corporate stock managers.

Given Julian’s experience applying guidance for housing clients (at the request of the HSE), he is currently leading with the production of asbestos guidance for housing organisations, including contributions from both asbestos and housing industry representatives.



Sam Scott | Workshop 4e
Director of Housing Services, Muir Group

Sam has held both operational and senior positions during his 18 year career in housing. He is currently the Director of Housing Services at Muir Group Housing Association, with national responsibility for all customer facing operations. Sam’s current remit covers a whole host of service areas including strategic asset management, repairs and stock investment, housing and income management, supported housing and the customer contact centre.



Chris Seeley | Workshop 4e
Head of Marketing & Development, Ark Housing Consultancy

Chris is committed to affordable social housing, and has spent 25 years delivering change for customers in HAs, JVs and now in consultancy. His track record includes strategic asset management, development, project and programme management and supporting teams to perform to their best.

A Partner at Ark, Chris leads Ark’s marketing and business development but remains a practitioner delivering a range of services.



Russell Smith | Workshop 1d
Managing Director, Parity Projects

Russell is Managing Director of Parity Projects - a multi award-winning retrofit consultancy. He founded Parity in 2005 whilst carrying out his own eco-renovation - work which inspired the development of the company’s Home Energy Masterplan and CROHM stock assessment services. Russell is a fellow of the CoRE, serves on the Buildings Working Group of the Green Construction Board, and is a Director of RetrofitWorks.



Leeann Vincent | Workshop 1b
Asset and Procurement Manager, Helm Housing

Leeann Vincent is the Asset & Procurement Manager at Helm Housing, her responsibilities include asset management, planned maintenance, servicing contracts, contract compliance and overseeing corporate wide procurement. With a quantity surveying background spanning over ten years, Leeann has worked both within consultancy and contracting. Her experience is diverse and covers the maintenance and new build of both housing and commercial property.



Tim Wade | Plenary 1
Customer Experience and Brand Consultant, Smith+Co

Tim has led the transformation of global businesses across hospitality, retail, telecoms. His career began in retail, where he climbed through roles in financial services & telecoms before reaching the elite in Marketing as European Marketing Director for Best Western hotels. Now a partner in Smith+Co he helps brands differentiate their multi-channel customer experience.



Neil Watts | Workshop 1b
B-Line Director, Breyer Group

Neil Watts has been the Divisional Director for Breyer B-Line since 2010 and a Director for Pyramid Plus London, a Joint Venture business between Breyer Group and A2-Dominion. He is responsible for the day-to-day responsive repairs, void and planned maintenance to over 60,000 properties throughout London and the South East. Neil manages an organisation structure exceeding a 200 head count including a team of engineers which carry-out 90% of the works in-house with the remainder supported by specialist supply chain arrangements.



Fiona Williamson | Workshop 3d
Maintenance Manager, Dacorum Borough Council

Fiona is a Chartered Building Surveyor with 22 years’ experience within both the private and public sector. She is responsible for asset management of Dacorum Borough Council’s 10,500 homes, and has recently procured a Total Asset Management contract, designed to provide an integrated repairs, cyclical maintenance & planned works delivery model using the intelligence from day to day repairs to supplement the stock condition and EPC data.

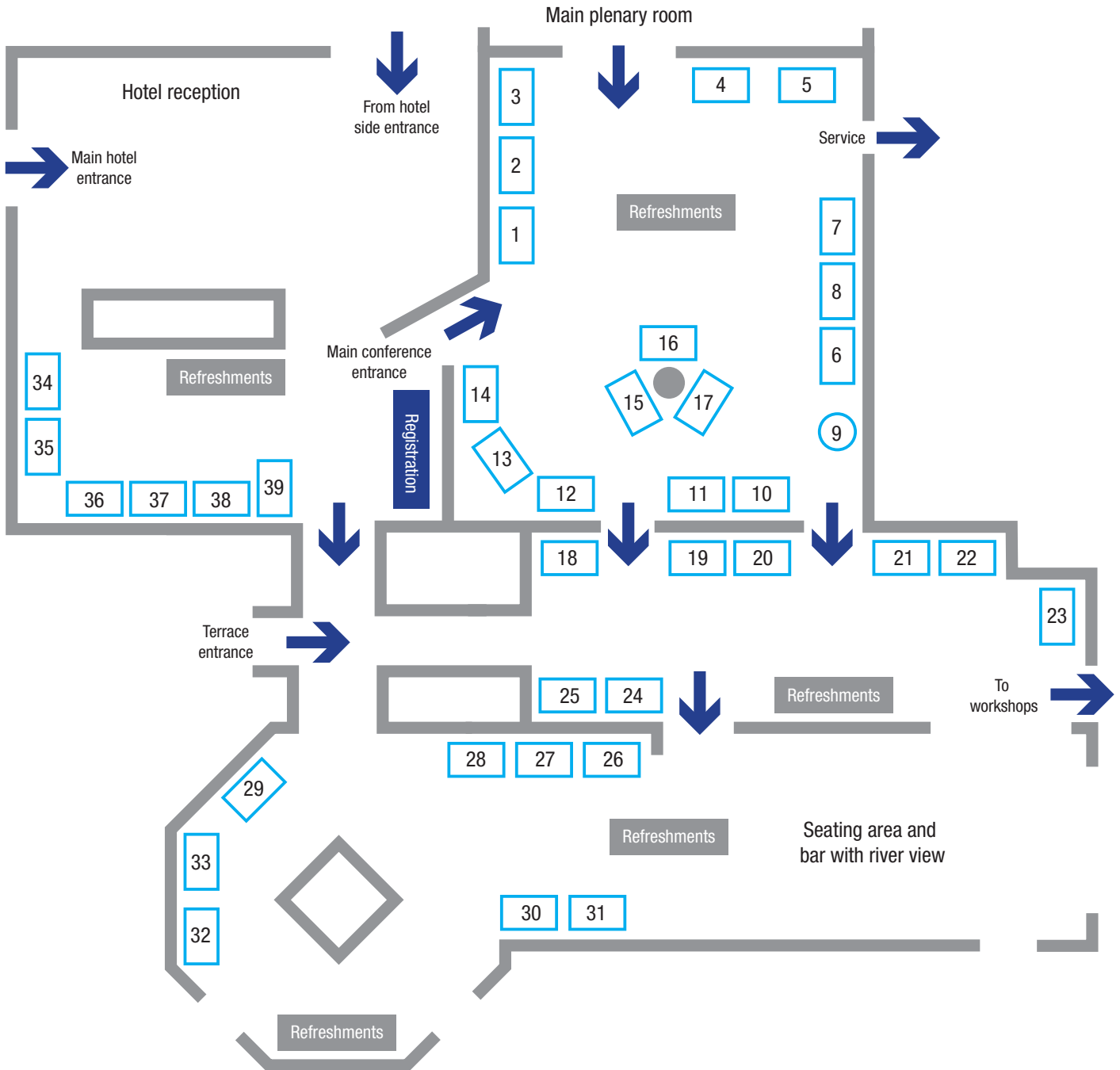
Training days

NHMF training days are equally suitable for practitioners who are preparing to go out to tender and those already in contract. They offer good opportunities for networking and sharing best practice. For more information on the subject material, and to book your place, visit www.nhmf.co.uk/training

M3NHF Schedule of Rates training is also provided by M3, through central courses and on-site at client premises.

For more information, and to book visit www.m3h.co.uk/training

EXHIBITION PLAN



Ballroom

1. Upshot UK
2. Thames Laboratories
3. Ridge Property & Construction Consultants
4. ICI Paints AkzoNobel (Dulux)
5. Tree Wise Solutions
6. Healthy Buildings International
7. In4systems
8. Affresol
9. Inside Housing
10. Envirovent
11. Robinson Willey
12. Mould Growth Consultants
13. Faithorn Farrell Timms
14. Mitie
15. Mears Group
16. M3
17. echelon Consultancy

Terrace Atrium

18. Nuaire
19. Axis
20. Keystone
21. CLC Contractors
22. Aico
23. MovvéO
24. The VEKA UK Group
25. Keepmoat

Bar Area

26. Build Recruitment
27. Internet Alia
28. National Energy Services
29. ECO Driving Game
30. Vaillant Group UK
31. Nulogic Fire
32. PH Jones
33. PIMSS Data Systems

Reception Area

34. Asprey Solutions
35. Homeworks Energy
36. South View Solutions
37. WRAS
38. National Housing Federation
39. Oxford City Council



Stand



Banner

EXHIBITION GUIDE

STAND 1 UPSHOT UK

Mark Pickance | T: 01590670845
W: www.upshot-uk.com
E: mark.pickance@upshot-uk.com



Upshot UK is the leading provider of aerial photographic asset surveys. The surveys are executed using vans fitted with 26m masts and high definition cameras, which capture the front and rear elevations and roofs of the subject properties.

By zooming into the images on a desktop, the condition of the roof and elevations can be assessed in detail. If works are required they can be accurately costed without the need for scaffolding or a cherry picker.

Councils and Housing Associations utilise the surveys for cyclical works, responsive repairs and section 20 notices for long leaseholders.

STAND 2 THAMES LABORATORIES

Dan Rushton | T: 01480891800
W: www.thameslabs.co.uk
E: dan.rushton@thameslabs.co.uk



Thames Laboratories is a UKAS accredited ISO 9001, 14001 and OHSAS 18001 holding environmental services consultancy, with over 25 years' experience in the social housing sector. We specialise in the provision of asbestos services ranging from single dwelling asbestos management surveys to the development of extensive estate wide abatement strategies. Through developing a real understanding of the ever evolving requirements of social housing providers, we deliver a service that decreases turnaround times, meets all legislative requirements and ensures client and resident satisfaction. If you would like to discuss any asbestos requirements you may have, please come and say hello.

STAND 3 RIDGE PROPERTY & CONSTRUCTION CONSULTANTS

Mark Nieuwenhuys | T: 07967059007
W: www.ridge.co.uk
E: markn@ridge.co.uk



Ridge is an award winning multi-discipline property and construction consultancy offering services from nine offices across the UK.

We provide a full range of disciplines to a large number of housing clients, including specialist asset management consultancy.

Core services to providers of social housing include: stock condition surveys; asset management and development strategy drafting; whole stock assessment through our Viability Model; development and regeneration; OJEU compliant procurement; design, specification and on-site supervision; stock transfer and rationalisation advisory services; compliance activity reviews (including asbestos); policy and procedure drafting; due diligence and client data management.

Our high quality services are accredited: ISO9001/ISO14001/ISO18001.

STAND 4 ICI PAINTS AKZONOBEL (DULUX)

John Staunton | T: 01753877466
W: www.duluxtrade.co.uk
E: john.staunton@akzonobel.com



AkzoNobel is the world's leading decorative coatings company and number one in the world for decorative paints and performance coatings. Its portfolio includes market-leading brands such as Dulux Trade, Cuprinol Trade, Glidden Trade, Polycell Trade, Hammerite and Sikkens, which are at the forefront of the innovation and development of quality interior and exterior paints, varnishes, woodstains, fillers and landscaping products for professional applicators in all sectors.

AkzoNobel leads the way for new product development, continuously expanding portfolios, colour ranges and environmentally sustainable products to offer specifiers, contractors and decorators, superior decorating solutions and the support to do a great job.

STAND 5 TREE WISE SOLUTIONS

Jacqueline Stone | T: 01228561000
W: www.treewisesolutions.co.uk
E: Jaqs@treewisesolutions.co.uk



TreeWise provides a full GIS mapping, data collection, inspection and management service, whether for Trees, Grounds Maintenance or other geographical structures.

Our team of Software Developers, GIS professionals and surveyors and Arboricultural Inspectors allows us to map and inspect trees to meet health and safety requirements and also collect other GIS data such as GM features.

With our own GIS based software and web mapping applications, we can offer our clients a range of ways of managing the data for long term planning and efficiency savings such as tree management, Grounds Maintenance Contract Maps and Schedules and Service Charge calculations.

STAND 6 HEALTHY BUILDINGS INTERNATIONAL

Mike Jamfrey
T: 01189889999
W: www.hbi.co.uk
E: mjamfrey@hbi.co.uk



Healthy Buildings International (HBI) delivers comprehensive Health, Safety & Compliance Monitoring Solutions in Buildings. HBI has provided UK-wide consultancy coverage since 1992 and its main offices are located in Reading and Wakefield.

Our services encompass complete environmental monitoring and consultancy, from initial design consultation for new-build projects, through to pro-active on going monitoring for existing builds. Broadly our services include, UKAS Accredited Asbestos Surveying, UKAS Accredited Legionella Risk Assessment, Indoor Air Quality (IAQ) Monitoring, Health & Safety Auditing, Fire Risk Assessment, Water Monitoring Handheld App. Web-based Legionella Monitoring Software using www.RecordsForBuildings.com, and Asbestos, Fire & Legionella Awareness Training.

STAND 7 IN4SYSTEMS

Seema Nagi | T: 01189890362
W: www.in4systems.com
E: Seema.Nagi@in4systems.com



Promaster is the UK's longest established asset management software system. It offers a full range of integrated modules meeting all your asset management needs.

- Promaster 4SE for smaller associations makes affordable asset management available to all
- Component and programme management comprising condition surveys, decent homes, risk assessments, scenario modelling and programming
- Compliance monitoring including HHSRS, energy, asbestos and Ecohomes XB
- Project management with KPIs, contract administration and finance systems integration
- Service contracts, managing servicing and periodic inspections including escalation stage management and contractor interfaces
- Component accounting with depreciation calculation and journal creation
- Mobile working
- Schememaster DLO application
- GIS integration

EXHIBITION GUIDE

STAND 8 AFFRESOL

Neil Jones | T: 01792581197
W: www.tpr-affresol.com
E: neil.jones@affresol.com



Affresol manufacture a revolutionary "Synthetic Concrete" product called TPR® (Thermo Polymerised Rock) from plastic waste such as acrylic baths and rainwater goods, which would normally end in landfill.

We manufacture:

- Garages: a 21st century answer to the old concrete sectional garages
- Secure external storage: TPR® external storage are Secured by Design
- Mobility scooter stores: mobility scooters tend to be stored in stairwells, which create a serious fire hazard.
- House frames, a robust and cheaper alternative to timber frame (awaiting accreditation)
- External cladding: a retrofit cladding system (awaiting accreditation)

STAND 9 INSIDE HOUSING

Amanda Moore | T: 02077728417
W: www.insidehousing.co.uk
E: amanda.more@insidehousing.co.uk



Inside Housing is the leading weekly magazine for housing professionals in the UK and the first choice for anyone looking for a job in housing. With its lively mix of news, features and analysis, housing professionals rely on Inside Housing to keep them fully updated on everything in the social housing world. The magazine also publishes a range of exciting special reports and supplements including, but not exclusive to, housing finance, development, procurement and technology.

Inside Housing has the largest circulation of any magazine in the sector - weekly audited circulation of 22,103 and over 190,000 unique users per month to insidehousing.co.uk

STAND 10 ENVIROVENT

Gina Graydon | T: 01423810810
W: www.envirovent.com
E: rmclean@envirovent.com



Don't miss your opportunity to visit EnviroVent where we will be showcasing our award winning range of energy efficient ventilation solutions.

Designed and developed to reflect the company's 'green' philosophy, the Lifetime Range® includes Positive Input Ventilation (PIV), Mechanical Extract Ventilation (MEV), MVHR Systems and our latest innovations, the Filterless Infinity Fan and the heatSava Single Room Heat Recovery unit.

Incorporating EnviroVent's patented 'Cyclone Separation Technology', the Filterless Infinity offers registered providers the lowest lifecycle costs ever. What's more, with its unbeatable 7 year warranty, the Filterless Infinity is guaranteed for longer than any other fan on the market!

STAND 11 ROBINSON WILLEY

Tracey Falshaw | T: 01282686791
W: www.robinsonwilley.co.uk
E: tracey.falshaw@robinsonwilley.co.uk



ROBINSON WILLEY

Robinson Willey delivers a range of affordable heating solutions to the social housing sector, including market-leading gas and electric fires and high-efficiency electric suites.

This year, RW returns to the NHMF Maintenance Conference & Exhibition to showcase highlights from its range, demonstrating how the brand's latest gas and electric appliances are helping social housing providers across the UK in the bid to beat fuel poverty.

With flexibility of design, high performance and a host of safety features including BEAB approval on all electric products, it's easy to see why Robinson Willey is the supplier of choice.

STAND 12 MOULD GROWTH CONSULTANTS

Paul Munnion | T: 02083370731
W: www.mgcltd.co.uk
E: paul.munnion@mgcltd.co.uk



MGC is an organisation specialising in solving problems of condensation, damp and black mould. For 50 years the company has led the field in providing solutions to these problems for Local Authorities, Housing Associations and Private Landlords throughout the UK. MGC's product range has been developed over this period to cover a broad spectrum of maintenance problems. MGC has a comprehensive range of mould treatments for treating minor problems through to bulk systems for contractors including fungicidal paints, stain block and damp seal coatings. The range extends to thermal and acoustic insulation, waterproofers, masonry paints and moss, lichen and algae treatment.

STAND 13 FAITHORN FARRELL TIMMS

Doreen Gothard | T: 01689885080
W: www.effeftee.co.uk
E: doreengothard@effeftee.co.uk



Faithorn Farrell Timms has established many long and successful working relationships with Registered Providers and Local Authorities on a number of significant stock re-investment and asset management schemes throughout London and the South East.

We have successfully absorbed the demands of many repair and maintenance programmes, and the challenges offered by large scale stock transfers and other such initiatives now prevalent within the social, sheltered and supported housing sectors.

We pride ourselves on our versatility in delivering innovative and ground-breaking solutions to our valued clients and are committed to building on our reputation for excellence within these chosen areas of expertise.

STAND 14 MITIE

Natasha Kyriakou | T: 02070228477
W: www.mitie.com
E: heather.hall@mitie.com



Mitie; giving you TotalCare....all under one roof.

Mitie has been caring for residents and their homes for over 27 years. Our people are experts in all the main building and specialist trades, delivering responsive repairs, planned and cyclical maintenance, domestic and commercial gas and compliance services to over 100 social housing providers nationwide.

We work in close partnership with all our housing clients, delivering these services either as single service streams or as part of our integrated service offering 'TotalCare', providing added value to clients, residents and communities.

STAND 15 MEARS GROUP

Dean Webster | T: 01453511911
W: www.mearsgroup.co.uk
E: dean.webster@mearsgroup.co.uk



Mears is the leading social housing repairs and maintenance provider in the UK, working in partnership with clients to maintain, repair and upgrade its customers' homes. It carries out over 6,000 repairs every day to a portfolio of nearly 1,000,000 homes nationwide. Mears is a major provider of domiciliary care – supporting over 30,000 people every week; it also carries out home improvements and adaptations to enable people to remain living independently in their homes for longer.

EXHIBITION GUIDE

STAND 16 M3

Ben Virgo | T: 02082744000
W: www.m3h.co.uk
E: ben.virgo@m3h.co.uk



M3 products and services help clients control the cost of building maintenance and housing development.

Over 500 organisations efficiently procure and manage housing maintenance using the M3NHF Schedule of Rates. They use M3Locator Plus to improve the accuracy of repair diagnosis. Residents are enthusiastic about M3Housecall for internet repair reporting. M3's newest product, M3Central, provides easy repair reporting and diagnosis in one place, as it is:

- Web based and runs on M3 servers
- Suitable both for staff diagnosing repairs and residents reporting repairs
- Usable on phones, tablets and desktops
- Provides a void property survey tool
- Designed for easy deployment and tight integration with other systems

STAND 17 ECHELON CONSULTANCY

Kate Cornwell | T: 01707339800
W: www.echelonconsultancy.co.uk
E: kate@echelonconsultancy.co.uk



echelon is a specialist consultancy predominantly focusing on the development of long term partnering arrangements within the social housing sector. The consultancy is a market leader in the various services it provides; currently working with a range of clients across the UK developing a reputation for delivering bespoke solutions.

We offer solutions that not only meet our clients' aspirations, but are innovative in the markets that we work. The echelon team is passionate about delivering an excellent service, and continually improving and raising the quality of the core services that we and the construction industry offer to our clients.

STAND 18 NUAIRE

Hayley Evans | T: 02920858500
W: www.nuaire.co.uk
E: enquiries@nuaire.co.uk



Nuaire is a leader in the design and manufacture of energy-efficient domestic, commercial and industrial ventilation systems.

Nuaire has a reputation for innovation, based on the invention of key ventilation strategies that have been adopted by the industry, including Positive Input Ventilation (PIV).

Nuaire has been delivering the highest quality products for over four decades. Its latest innovation is Cyfan, the only extract fan suitable for all wet room applications. Cyfan can be adapted to suit any property or tenant lifestyle, so you will only need to stock one fan. Visit stand 18 to find out more.

STAND 19 AXIS

Paul Smart | T: 02035972388
W: www.axis-europe.com
E: Andy.Cornaby@axis-europe.com



Axis' repairs and maintenance service has achieved community and CSR awards for our partners, 100% satisfaction with residents, and importantly offers a sustainable service from a stable, family owned and run business - established for over 20 years.

In line with current market priorities Axis has created innovative pricing models and value engineering options that deliver true value for our clients without compromising on service.

In addition, Axis has expanded its social housing operation to include Fire Risk Assessment and Energy Efficiency and Renewable Technology services that includes thermal insulation improvements, ready to support our partners making resident homes more comfortable.

STAND 20 KEYSTONE

Rob Hewes | T: 01206216200
W: www.keystone.co.uk
E: colette.jones@keystone.co.uk



Keystone is the sector's quality leader in asset management solutions offering a full web-enabled integrated suite, comprising:

- Asset Management
- Planned Maintenance
- Asbestos Register
- Servicing & Inspections
- Risk Management
- Component Accounting
- Foundation Mobile (Tablet)

With the highest quality innovative software solutions, underpinned by a reputation for unparalleled customer service, we can offer any of our customers as potential reference sites.

Over 130 social landlords and their advisors already use Keystone to manage in excess of 1.8 million assets, so isn't it time you found out how we can help you take your asset management to the next level?

STAND 21 CLC CONTRACTORS

Yvette Crook | T: 02380701111
W: www.clcgroup.com
E: ycrook@clcgroup.com



CLC Contractors is one of the leading Property and Asset Maintenance Companies in the UK. We offer a complete building solutions package, from Internal and External painting and decorating, Reactive Maintenance, Building refurbishment, Equality Compliance, Electrical Installation testing and repair, fire protection upgrades including fire doors and ECO funded Internal and External Insulation. All works are carried out by our experienced, directly employed workforce across our network of Nationwide branches. We can offer clients a local, regional and national service for all their maintenance and refurbishment needs.

STAND 22 AICO

Katy Sillence | T: 01691664100
W: www.aico.co.uk
E: enquires@aico.co.uk



Aico is a market leader in residential fire protection, pioneering new technologies and offering high quality smoke and Carbon Monoxide alarms.

Manufactured in Ireland, Aico alarms are designed to meet UK standards and offer a wide range of sensor types to ensure every home is protected.

Aico prides itself on offering expert technical support and provides advice on alarm selection, siting and installation, as well as personalised specification documents and a dedicated installer training scheme.

Aico is proud to work alongside many Local Authorities and Housing Associations to create bespoke specifications and solutions to help create safer environments for tenants.

STAND 23 MOVVÈO

Libby Crew | T: 01483215215
W: www.movveo.com
E: libby.crew@lerchbates.eu



At MovvèO we understand how important it is to maximise the value of your lift assets. We work closely with our clients to identify the overall status of their lift portfolio.

As specialist lift consultants we provide expert advice and guidance to ensure cost effective, reliable and safe solutions on maintenance management, modernisation, full replacement and new build projects. Social Housing can have very different traffic handling requirements and a "one size fits all" approach can either waste money or result in lifts being installed which are not fit for purpose. This is where our expertise comes in and we can assist in all matters relating to vertical transportation.

EXHIBITION GUIDE

STAND 24 THE VEKA UK GROUP

Charlotte Cheney | T: 01282716611
W: www.vekauk.com
E: ccheney@veka.com



The VEKA UK Group is one of the largest manufacturers of cost effective, energy efficient window, door and curtain walling systems in the UK for the construction, refurbishment and home improvement industries.

Our products include the Infinity window system containing up to 80% recycled PVC-U, Matrix 70 and the fully sculptured Matrix FS window systems, Fully Reversible & Vertical Slider window systems and Composite doors.

Our ongoing commitment to continuous improvement and product development ensures that our product range will continue to evolve as technology, the market and the environment demand.

STAND 25 KEEPMOAT

Cathy Clarke | T: 01302346620
W: www.keepmoat.com
E: Cathy.Clarke@keepmoat.com



Keepmoat is a national market leader in sustainable community regeneration, housing, and planned and responsive repairs to the UK housing industry. We have a strong and extensive track record in housing solutions, and the financial stability and capability to deliver on a national scale.

We are a £1 billion company with over 80 years' experience in community regeneration and house building, giving us the skills and experience to deliver better value, better quality services, in more areas.

STAND 26 BUILD RECRUITMENT

Chris Ewart | T: 02031764793
W: www.buildrec.com
E: Chris.ewart@buildrec.com



Build Recruitment are specialists in Property, Maintenance, Surveying, Construction & FM. We provide a variety of recruitment solutions & staffing disciplines to organisations working within affordable housing and public sector including;

- Housing Associations
- Local Authorities
- Maintenance Contractors
- Main Contractors
- Surveying Consultancies
- FM Providers
- Central and Agencies

Services include: Permanent - Temporary - Interim - Executive and Retained Search.

At Build Recruitment, we work on a partnership basis with our clients and aim to offer innovative solutions in order to deliver high calibre staff, from trainees to MDs, to your business.

STAND 27 INTERNET ALIA

Jeff Aherne | T: 07860131394
W: www.internetalia.com
E: jeffaherne@internetalia.com



AccuServ the Contractor/DLO software package is a comprehensive solution for "end to end" control of repairs and maintenance work for the social housing and private landlord sectors.

AccuServ is unique in providing the complete repairs solution, from receipt of the original job to completions, via operatives mobile devices, with changes and additions to the job recorded and monitored from start to end.

AccuServ consists: Job/Contract Management; Scheduling; Mobile Working; Stock and Van Stock; Fleet Management; Repair Diagnostics; Web Mapping and Location based analysis and reporting tools.

AccuServ interfaces with many housing management systems and mobile solution providers.

By developing close integrated solutions with other systems our customers really do have the ability to adopt "best of breed" approach for their business.

STAND 28 NATIONAL ENERGY SERVICES

Helen Orme | T: 01908442265
W: www.nesltd.co.uk
E: helen.orme@nesltd.co.uk



National Energy Services works with social landlords to provide them with the tools they need to assess the energy efficiency of their housing stock.

NES has championed the benefits of energy certificates for buildings for more than 30 years and has built its reputation on:

- technically superior, user-friendly software
- practical advice and friendly technical support
- high quality training by experienced experts

We also provide:

- energy assessment software
- integration with all major asset management systems
- consultancy, research and project management
- training, qualifications and CPD for energy assessors and surveyors
- accreditation schemes for energy assessors

STAND 29 ECO DRIVING GAME

Rising petrol prices? Never fear. Jump on board our ecodriving simulator and learn savvy eco-driving techniques to save money (and carbon).

It's a car race with a difference - the highest miles per gallon (mpg) wins the race!

The simulator can be used for one-to-one or group ecodriving workshops for your staff or as a great engagement tool at your events through a TopGear-style ecodriving competition.

STAND 30 VAILLANT GROUP UK

Jack Buckley | T: 07802673750
W: www.vaillant.co.uk
E: jack.buckley@vaillant.co.uk



For 140 years, Vaillant has been leading the way in the development and manufacture of heating and hot water technology. Today, our innovative solutions are still setting the standard in the heating marketplace. Whether it is our award winning boilers or hot water cylinders, intuitive controls or a whole host of advanced renewable technologies such as Ground Source and Air Source Heat Pumps designed to utilise sustainable sources of energy, our products are at the forefront of technology and deliver on the Vaillant promise to 'think ahead'.

STAND 31 NULOGIC FIRE

Karl Gasson | T: 02036647408
W: www.nulogic.co.uk
E: k.gasson@nulogic.co.uk



Nulogic is the leading provider of fire safety consultancy to social housing providers. With over 10,000 completed fire risk assessments, and a class-leading fire risk compliance software package, we are the ideal partner for your fire safety requirements.

Housing providers throughout the UK rely on Nulogic to help them meet fire safety objectives including life safety, compliance, asset protection and avoiding enforcement action.

We can help you meet your objectives, too. Visit us on stand 31 for a personal demonstration of atk, our fire risk management software, and a chat about how we can support your existing fire safety team.

With thanks to our sponsors



EXHIBITION GUIDE

STAND 32 PH JONES

Tom McCue | T: 01928570300
W: www.phjones.co.uk
E: Joel.Grates@centrica.com



Since its formation in 1963, PH Jones has continued to grow through the provision of excellent customer service, high quality delivery, and unrivalled focus on customer care and now employs over 700 staff.

We are the Social Housing Service and Repair experts. We install and maintain Central Heating, and provide Electrical and Renewable Energy services. We do this nationally - all with the unique backing of British Gas.

The acquisition of PH Jones by British Gas in 2011 opened a new chapter in the company's history, expanding British Gas' footprint in the market, and bringing new ranges of exciting products and services to PH Jones.

STAND 33 PIMSS DATA SYSTEMS

Debbie Blackley | T: 08001218767
W: www.pimss.com
E: debbie.blackley@pimss.com



The market leading independent provider of asset management and workforce scheduling software for residential social landlords.

Our key product is pimss4communities - an integrated web-based asset management system, built around a core asset register including stock condition data to help drive your 30 year investment decisions, Decent Homes programmes and regulatory compliance.

Our second offering is vWork, solving the problem of co-ordinating appointments in real time with mobile teams, distributing job information and customer requests. vWork makes your organisation more efficient through the employment of modern technology and clear real-time communication.

Backed by outstanding customer support, pimss4communities is the right choice for organisations of all sizes.

STAND 34 ASPREY SOLUTIONS

Holly Hickey | T: 01564771600
W: www.aspreysolutions.co.uk
E: Holly.hickey@aspreysolutions.co.uk



Asprey is an independent asset management software provider with a difference: in addition to developing quality applications that manage everything from energy data to component accounting, we also offer top-class consultancy services around related business issues. Our business intelligence division is concerned with uncovering the intrinsic nature of your assets, simplifying complex data and building stylish web portals to display the information for options appraisal purposes.

STAND 35 HOMEWORKS ENERGY

Katie Morby | T: 01926831851
W: www.homeworksenergy.co.uk
E: ben@homeworksenergy.co.uk



Are you having problems with damp walls, mould growth, cold spots or condensation in your properties? If so, your cavity wall insulation could be to blame.

Homeworks Energy specialises in the extraction of cavity wall insulation. We are discovering that thousands of cavity walls have been either insulated incorrectly or have subsequently suffered water ingress that has soaked the insulation, leading to a range of serious problems.

Formed in 2007 by two Chartered Surveyors, we are based in Warwick and work nationally with both public and private sector clients to tackle the growing problems associated with defective cavity wall insulation.

STAND 36 SOUTH VIEW SOLUTIONS

Grace Coles | T: 01789842934
W: www.south-view-solutions.co.uk
E: gcoles@south-view-solutions.co.uk



South View Solutions is a software company offering mobile working and systems integration solutions to organisations working within the social housing sector. If integration is key to your project, our product set has proven integration with your housing management, contractor or accounts application. Our extensive background in housing with over 50 clients in the sector gives us exactly the experience needed to fully understand our customers' requirements. Your staff can work more efficiently and effectively with the simple click of a button or touch of a screen with our mobile applications that provide an extension of your internal systems.

STAND 37 WRAS

Gareth Harris | T: 01495237391
W: www.wras.co.uk
E: gareth.harris@wras.co.uk



The Water Regulations Advisory Scheme (WRAS) helps to protect public health and encourage water efficiency by promoting compliance with the water fittings regulations. This legislation applies to all plumbing systems in UK premises that receive a public water supply. WRAS is supported by the UK Water Suppliers. As part of its role to promote compliance, WRAS publishes a register of 'approved plumbers' and is part of WaterSafe.

WaterSafe is a dedicated online search facility and assurance scheme, providing consumers with a single point of call for sourcing a qualified plumber. It brings together the UK's seven Approved Contractors' Schemes.

NHMF STUDY TOUR



In recent years NHMF study tours have visited Cardiff, States of Jersey, Liverpool, Belfast, Rotterdam and Eire.

The exchange of knowledge and ideas on these short, focused visits is invaluable. In 2015 we plan to go to Denmark.

Participants see projects at first hand and have the chance to discuss the original concepts and the actual outcomes with the operational team.

Read the NHMF bulletin and website for more details of recent and future tours www.nhmf.co.uk/studytour

EXHIBITION GUIDE

STAND 38 NATIONAL HOUSING FEDERATION

Rick Lloyd | T: 02070671095
W: www.housing.org.uk
E: rick.lloyd@housing.org.uk



Visit the Federation stand to browse and purchase our asset management and maintenance publications and get information on upcoming events. Find out more about the ways in which we can help you and your organisation get the support you want.

STAND 39 OXFORD CITY COUNCIL

Helen Burkhalter | T: 07770347463
W: www.oxforddirectservices.co.uk
E: hburkhalter@oxford.gov.uk



Oxford City Council is an award winning Local Authority with a pioneering Housing regulatory function. 'Working for Oxford, Working for You', OCC's commercial services arm offers competitively priced, high quality services to business partners. Specialists in services targeted at supporting the private rented sector, OCC offers a range of solutions for landlords and other letting businesses. From Primary Authority compliance advice to pest control, anti-social behaviour management to energy bureau services, a partnership with OCC will offer you flexibility, reliability and great value for money.

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SPONSOR: 24PUBLISHING

Kris Jones | T: 01432852532
W: www.24publishing.co.uk
E: kris.jones@24publishing.co.uk



24publishing specialises in bringing Housing, Local Government and Public Sector news and jobs to a dedicated audience through a variety of media and devices. Combining lively, offbeat, human interest-based features with examples of best practice, 24housing is a must-read magazine for all professionals working for and with the Social Housing sector. 24dash.com is the UK's most up to date Housing and Local Government news website, featuring original and exclusive content combined with press releases loaded direct by housing associations, local authorities, charities and other relevant organisations. 24dash Jobs recruitment portal is the NEW place to find Public Sector jobs.

SPONSOR: MORGAN SINDALL PROPERTY SERVICES

Paul Reader | T: 07801649450
W: www.morgansindallpropertyservices.com
E: paul.reader@morgansindall.com



Morgan Sindall Property Services is the services division of Morgan Sindall Group. We specialise in providing a full range of facilities management, planned and responsive repairs to social housing providers.

Drawing on our heritage as a part of Lovell Partnerships Ltd, we are focussed on the provision of solutions nationwide which deliver improved resident satisfaction for our customers and true value for money from flexible, convenient and sustainable services.

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nhmf

Contractor Forum

Have you joined?

Established in 2012 for contractors and DLOs working on social housing with the goal of creating more alignment with their clients and sub-contractors. Members account for around 25% of the sector, by turnover.

Membership of the Contractor Forum provides the opportunity to:

- Voice your organisation's views on the development of the M3NHF Schedule of Rates
- Reference the standard M3NHF Schedule of Rates documents
- Network with your peers and clients

Membership is open to any contractor or DLO providing maintenance services to managed housing.

www.nhmf.co.uk/contractor



NHMF committee



Chair: Shaun Aldis
Director of Property Services
(Wolverhampton Homes)



Deputy chair: Alex Dixon
Director of Asset Management
(Bromford.)



Treasurer: Julie Sang
Asset Manager
(Riverside Group)



Secretary: Liz Circuit
Managing Director
(M3)

Yassin Ali
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Karen Cannon
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Mark Coogan
Jon Cross
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Declan Hickey
Paul Isherwood
Karl Linder
Stephanie Lloyd-Foxe
Simon Lowe
David Miller
Julian Ransom
Paul Reader
Paul Wenham
Winston Williams

Haig Housing
Merthyr Valleys Homes
National Housing Federation
WM Housing
Kingsdale Group
Yorkshire Housing
Hexagon HA
Rand Associates
The Radian Group
Derwentside Homes
Muir Group
Helm Housing
Viridian Housing
Magna HA
Dales Housing
Rand Associates
Savills (UK)
Morgan Sindall
Southern HG
Merlin HS

Members of the NHMF Committee are elected at the AGM for the following year.

www.nhmf.co.uk



NHMF is serviced by M3

M3, Three Kings, 23 Commonsides East
Mitcham, Surrey CR4 2QA
020 8274 4000 | info@m3h.co.uk
www.m3h.co.uk

CONGRATULATIONS TO THE SHORTLISTED NHMF AWARD APPLICATIONS:

The winners of the NHMF Awards 2015 will be announced at the NHMF Conference & Awards Dinner on 20 January 2015

THERE ARE FIVE AWARDS:

- Best client
- Best contract
- Most improved asset management service
- Best customer impact
- Project of the year

SHORTLISTED FOR A 2015 AWARD:

- **Best client**
Four Housing
Golden Lane Housing
The Wrekin Housing Trust
- **Best contract**
Herefordshire Housing
Origin Housing
Sovini Property Services
Viridian Housing
- **Most improved asset management**
Dacorum Borough Council
Housing Plus (Property Care)
Oakleaf Commercial Services / The Community HG
- **Best customer impact**
Bournville Village Trust
Golden Gates Housing Trust
Golden Lane Housing
Magenta Living

2015 AWARDS