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& exhibition  
catalogue**



National Housing  
Maintenance Forum

# NHMF Maintenance Conference

26-27 January 2016 • Hilton Birmingham Metropole



**Setting the standard for maintaining assets**

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**#NHMFConference**

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# Welcome

## to the annual NHMF Maintenance Conference 2016

Liz Circuit, Secretary, National Housing Maintenance Forum



In this space last year I wrote that we faced a period of uncertainty where the only thing we could be sure of was that the year ahead would present further cuts and austerity. Unfortunately, that has turned out to be right.

At that time, the NHMF felt that the most urgent need was to focus on the growing area of responsibility for compliance. During 2015 it has invested in the creation of a website to help members navigate around this complex subject. It shows the key resources available for each area of compliance. Material will be added to the site, ensuring it is kept up to date. The NHMF has also created a website to help capture all the knowledge in the important area of energy efficiency improvements to address fuel poverty. Comments and case studies for inclusion in either or both areas would be most welcome. Associated training days will take place during the year.

It is now clear that, for some years to come, landlords will have less income and higher costs, resulting from higher wages, increasing costs of materials and skill shortages. There is no option but to go back to the beginning and rewrite the business plans. Part of this exercise will be to question what the key aims of the organisation are. One way of helping to come up with an answer is to look at what is being done elsewhere.

This year the NHMF study tour went to Denmark where social housing is valued as a crucial element of their welfare society. Like the UK, they face challenges of fuel poverty and limited financial resources for retrofitting and new build. However, they have a very strong political commitment to providing social housing, a high level of resident involvement in decision making at all levels and a recognition that social housing provides a resource of information about buildings that can be applied to other housing stock. They assert that a good place to live is a prerequisite for a good and healthy life where all can contribute their best to society. They believe that social housing creates a framework for building a life, which is created by the people that live there. This happens through the tenant democracy and they have countless examples of how social housing strengthens community within and beyond the housing areas. Most members of the NHMF committee attended the study tour, so seek them out and ask them about what they saw and discussed.

We have gathered a number of mission and vision statements from NHMF members' websites which you will see displayed on the screens at the conference. They all have a common theme which is not that far removed from the Danish vision. Social housing providers state that their aim is to deliver more than houses. They are looking to improve the lives of their residents, and the communities in which they work, now and in the future. To do this work within tighter budgets will require careful investment in their assets. These are not just the buildings but also the staff, the residents, the contractors, the systems infrastructure and the technology.

We are all committed to the delivery of quality housing for future generations. New build will never be able to meet demand, and therefore maximising the benefit of existing properties will remain a key element of the overall strategy. The major themes of this conference – compliance, procurement and contract management; energy efficiency improvements; repairs service delivery – are all aimed at providing us with ideas as to how this can be achieved.

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.



nhmf.co.uk

## Conference information

The **conference dinner** is at 20.00 on Tuesday evening with pre-dinner drinks from 19.00. We do have a named seating plan so please let the conference reception know before lunch if you are not planning to attend. The dress code for the dinner is:

- No trainers or T-Shirts please
- Gentlemen – Black Tie or black and white theme
- Ladies – Evening wear (long or short; black, white or colourful)

The **photographer** will be in the Oxford Room 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.

## Introducing our Conference App

- Find out what's happening
- See information on sessions, speakers and sponsors
- Give feedback, opinions and vote
- Ask a question
- Contact other delegates

## How to download

1. Open <http://onelink.to/54krkv> on your mobile device web (If you have an iOS or Android device the above link should open the store to download into, all other devices will open the mobile web version of **into**.)
2. Open **into** and tap on **Enter EventID**
3. Enter **nhmf2016** and tap **Download**
4. Open **NHMF Conference 2016** and enter  
Username: **your email address**  
Password: **nhmf2016**



## Don't miss out

We have tech support on hand if you need help to get started

## Tuesday 26 January Timetable

<b>9.00</b>	<b>Registration</b>
<b>10.00</b>	<b>Introduction</b>
	<b>Plenary 1</b> <i>Facing the real challenges ahead together</i> Louise Lundberg, Environmental Consultant (Grönare Stad AB) See p5
<b>11.00</b>	<b>Refreshments</b>
<b>11.30</b>	<b>Workshop 1 sessions</b> See p6
<b>12.45</b>	<b>Lunch</b>
<b>13.30</b>	<b>Plenary 2</b> <i>The housing conundrum</i> David Orr, Chief Executive (National Housing Federation) See p5
<b>14.30</b>	<b>Workshop 2 sessions</b> See p7
<b>15.30</b>	<b>Refreshments</b>
<b>15.45</b>	<b>Plenary 3</b> <i>Housing stock assessment: at what point do you dispose of a property?</i> Peter Rickaby, Director (Rickaby Thompson Associates) Russell Smith, Managing Director (Parity Projects) Emyr Poole, Manager (HCA) Luke Smith, Principal Energy Specialist (National Energy Foundation) See p5
<b>16.45</b>	<b>Close</b>
<b>19.00</b>	<b>Pre-dinner drinks</b> Sponsored by Axis
<b>20.00</b>	<b>NHMF Conference and awards dinner</b>



## Wednesday 27 January Timetable

<b>9.00</b>	<b>Registration</b>
<b>10.00</b>	<b>Plenary 4</b> <i>Housing's new realities: can we maintain performance and satisfaction?</i> James Tickell, Director (Campbell Tickell) See p5
<b>11.00</b>	<b>Refreshments</b>
<b>11.30</b>	<b>Workshop 3 sessions</b> See p8
<b>12.45</b>	<b>Lunch</b>
<b>13.30</b>	<b>Plenary 5</b> <i>Changing the face of construction</i> Christine Townley, Executive Director (Construction Youth Trust) Jane Nelson, Executive Director (Mears Group) Billy Park, Head of Major Investments (Guinness Property) See p5
<b>14.15</b>	<b>Workshop 4 sessions</b> See p9
<b>15.15</b>	<b>Refreshments</b>
<b>15.30</b>	<b>Plenary 6</b> <i>Meeting the challenges for the future of housing maintenance</i> Paul Reader, Partnership Director (Morgan Sindall Property Services) Shaun Aldis, Director of Operations (Wolverhampton Homes) See p5
<b>16.15</b>	<b>Closing address and prize draw</b>
<b>16.30</b>	<b>Conference closes</b>

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.



## HILTON BIRMINGHAM METROPOLE



<b>York Room : Compliance</b>
<b>Surrey Room : Asset management</b>
<b>London Room : Procurement and contract management</b>
<b>Cambridge Room : Energy efficiency improvements</b>
<b>Oxford Room : Repairs service delivery</b>

<b>Compliance</b> Getting the balance right for risk, health & safety	<b>Asset management</b> Maintaining the right portfolio	<b>Procurement and contract management</b> Paying the right price	<b>Energy efficiency improvements</b> Making the right choices	<b>Repairs service delivery</b> Setting the right targets
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## Tuesday

### Plenary 1: Facing the real challenges ahead together

#### QUEENS ROOM

**Chaired by Shaun Aldis**  
**Speaker - Louise Lundberg**

Following a very successful and thought-provoking study tour to Denmark and Sweden, the NHMF has invited Louise to share what we learned on the tour with the wider audience of the NHMF Conference.

The city of Malmö in southern Sweden is known for several very interesting city planning projects on sustainable development. Two of

these are fine examples of where social and ecological sustainability complement each other. We will hear about the top-down project of the EcoCity Augustenborg and the bottom-up initiatives in Rosengård. Both these areas are or have been challenged with social issues.

### Plenary 2: The housing conundrum

#### QUEENS ROOM

**Chaired by Jon Cross**  
**Speaker - David Orr**

This Government has put housing at the top of its list of priorities for this Parliament. It has already put in place an ambitious legislative programme that could have far-reaching consequences.

The landscape is likely to remain challenging for some time. But for

a sector that remains ambitious and committed, what choices do we have and how can we continue to meet our social purpose, help end the housing crisis and cover the cost of maintaining and improving our existing homes?

### Plenary 3: Housing stock assessment: at what point do you dispose of a property?

#### QUEENS ROOM

**Chaired by Karl Linder**  
**Speakers - Peter Rickaby, Russell Smith, Emyr Poole, Luke Smith**

If the aim is to provide good quality housing stock for future generations, the question for social landlords is how will the existing housing stock contribute to that goal? Should energy efficiency be a driver rather than just a consideration?

The answer depends on many factors, including business plans, pressures to claw back income, energy efficiency, type or location of the property and the social goals of the organisation.

Speaking from different perspectives, the panel will take questions and

discuss conflicting approaches such as:

- Disposing of property with or without improvement investment?
- Retention and reinvestment potential – do you need to dispose?
- Regeneration and redevelopment potential – a longer-term strategy
- Tenant management/corporate strategy
- What do we need to know about energy efficiency in our housing stocks?
- Assessing energy efficiency and evaluating improvement options for stocks of various types and sizes

## Wednesday

### Plenary 4: Housing's new realities: can we maintain performance and satisfaction?

#### QUEENS ROOM

**Chaired by Paul Wenham**  
**Speaker - James Tickell**

With rent cuts, RTB, and the other effects of the Chancellor's housing and benefits announcements in November 2015, housing associations face a tough (even hostile) new business environment. This session addresses how asset management and maintenance issues will play out in the new world, and how it may be possible to continue delivering

good services that meet the needs of tenants and landlords alike. Can customer satisfaction be maintained, or is a drop inevitable? How will the business needs of housing associations be balanced against their social mission? What will need to change in the future, and how can this be achieved?

### Plenary 5: Changing the face of construction

#### QUEENS ROOM

**Chaired by Paul Roberts**  
**Speakers - Christine Townley, Billy Park, Jane Nelson**

There is a skills shortage in the housing sector which should not exist. As an industry, we fail to communicate the excitement and rewards of the diverse career pathways that we can offer to young people, women and highly trained people from different backgrounds. By working together and sharing information, we can attract, train and retain the

best workforce in Europe. Guinness Property provides a maintenance service to over 60,000 homes on a national basis. We aspire to incrementally increase the number of women working across operational roles towards 10% by 2018, and to employ one apprentice for every 10 operational roles.

### Plenary 6: Meeting the challenges for the future of housing maintenance

#### QUEENS ROOM

**Chaired by Alex Dixon**  
**Speakers - Paul Reader, Shaun Aldis**

The financial aspects of delivery of services form only one part of a company's overall efficiency drive. It's part of our job description to work out better and smarter ways of getting things done. In times of diminishing revenue/capital funds and increased demand, resource

allocation becomes even more challenging. Shaun shares the secret to undertaking a successful efficiency drive and being able to ration scarce resources, in a way that fulfils the needs of many while also being seen as ultimately fair by all.

## Workshop 1a: What does the recent HSE guidance on legionella mean for landlords?

<b>York Room</b>	<p><b>Chaired by Declan Hickey</b> <b>Speaker - Steve Mount</b></p> <p>Owing to the recent revised guidance from the HSE (HSG274), there has been much confusion about what it means and who is responsible. This presentation will give an overview of the new guidance and detail that is required from landlords. We will discuss what you need to do to comply with the law and how to interpret the guidance.</p>	<p>Topics will include:</p> <ul style="list-style-type: none"> <li>• What are my duties as a landlord?</li> <li>• Who is responsible?</li> <li>• Who is most at risk of legionnaires' disease?</li> <li>• What are the legal requirements regarding legionella control and what are the consequences of non-compliance?</li> </ul>
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## Workshop 1b: Technology in Asset Management

<b>Surrey Room</b>	<p><b>Chaired by Chloe McLaren Webb</b> <b>Speaker - Nick Atkin</b></p> <p>The existing housing service delivery model is like trying to sell a Mark 2 Ford Escort in 2015. In this session, Nick will outline the benefits of moving from a high-cost, inefficient and inconvenient reactive service approach to one which uses a combination of sensors and data which is predictive, uses resources efficiently, lowers costs</p>	<p>and offers a much better service for the customer. All this links to the "Housing Graph of Doom", which Nick will cover. The session ends with a glimpse into the future, without a single drone in sight (or perhaps just one or two)!</p>
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## Workshop 1c: Contract administration: why bother?

<b>London Room</b>	<p><b>Chaired by Winston Williams</b> <b>Speaker - Ross Hayes</b></p> <p>Where does the balance lie between under and over "managing" a contract? Are our contracts over-complex, confrontational, not fit for our needs and too resource-demanding? Are we documenting what really happens, rather than what the contract says should be happening? Does a PPP/PPV contract simplify the administration?</p>	<p>This session addresses the main areas of administration and management in a contract and the processes that are needed to run a contract well. It focuses on the benefits of good contract administration and is complemented by the session on disputes which highlights the risks of not managing contracts well.</p>
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## Workshop 1d: Fuel poverty, affordable warmth and health

<b>Cambridge Room</b>	<p><b>Chaired by Pauline Graham</b> <b>Speakers - Peter Rickaby, Toby Morgan, John Kiely</b></p> <p>Understanding fuel poverty in the housing stock and ensuring that retrofit delivers long-term affordable warmth is essential for all Asset Managers. Drawing on work carried out with Harlow Council to develop an affordable warmth table, John will outline opportunities for health-related funding for affordable warmth 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 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>
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## Workshop 1e: Service options: the benefits of bringing maintenance in-house

<b>Oxford Room</b>	<p><b>Chaired by Paul Allen</b> <b>Speakers - David Baddeley, Ian Carter</b></p> <p>With an increasing focus on value for money and quality of service and performance standards, more organisations are considering an in-house approach to deliver cost-efficient asset management services. In this session, David will discuss contract, JV and CSV arrangements, focusing on cultural and practical issues. Two Resident Providers will</p>	<p>explain why in-house was chosen, the challenges they have faced and the benefits that have been delivered. We hope to give a practical hands-on understanding of the challenges and benefits of bringing services in-house and of why organisations are changing their delivery arrangements.</p>
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Setting the right targets

## Workshop 2a: Asbestos - the future direction of compliance

<b>York Room</b>	<p><b>Chaired by Karen Cannon</b>  <b>Speakers - Dr Martin J. Gibson, Julian Ransom</b></p> <p>This session will examine the extent of asbestos in buildings (domestic and non-domestic) and highlight the recent changes in guidance for managing asbestos. It will also explain latest interpretation of the duties with regard to asbestos for social housing organisations and identify the actions and procedures which will assist compliance.</p>	<p>The session will describe the latest web-based guidance targeting refurbishment workers, particularly in the domestic and smaller-scale commercial sectors and it will highlight forthcoming changes in asbestos guidance.</p>
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## Workshop 2b: Radian Build move into development

<b>Surrey Room</b>	<p><b>Chaired by Alex Dixon</b>  <b>Speakers - Peter Evans, Andrew Godwin</b></p> <p>Following the collapse of a new build contractor, The Radian Group took the bold step of assuming responsibility for the site and, using their DLO expertise, created a team to complete the development.</p>	<p>The successful completion of the site gave them confidence to repeat the process with a second bankrupt project. This is an ultimate showcase example of maintenance and development working together.</p>
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## Workshop 2c: Are you overpaying under your contract and can you do anything about it?

<b>London Room</b>	<p><b>Chaired by Steve Downing</b>  <b>Speakers - David Miller, Andrew Millross</b></p> <p>Government restrictions on rents have made it crucial that housing providers watch every penny they spend. Research has shown that most providers are paying their contractors somewhere between 5% and 30% more than their contract says. In this workshop we will cover:</p>	<ul style="list-style-type: none"> <li>• Common areas of overpayment and cost overruns</li> <li>• How work is valued under construction contracts and the “interim” and “final” payments processes</li> <li>• Possible tactics when an overpayment is discovered</li> <li>• Construction Act payment notices, pay less notices and relevant case law</li> </ul>
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## Workshop 2d: Solid wall insulation: getting it right

<b>Cambridge Room</b>	<p><b>Chaired by Paul Isherwood</b>  <b>Speakers - Charlie Baker, Russell Smith</b></p> <p>There is a wealth of knowledge in the sector that has been gained from practical experience of small and large scale solid wall insulation projects. Russell will give an overview of the analysis that can be applied to an organisation’s housing stock to improve its average energy-efficiency performance. He will demonstrate where solid wall</p>	<p>insulation should fit into the overall programme.</p> <p>Charlie Baker will then talk specifically about the technical issues surrounding SWI projects. He will give delegates key information to help them manage projects well and ensure that the planned savings are achieved.</p>
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## Workshop 2e: How big data analysis can help improve service

<b>Oxford Room</b>	<p><b>Chaired by Stephanie Lloyd-Foxe</b>  <b>Speaker - Paul Flowers</b></p> <p>Big data for responsive repairs – useful approach or modern buzzword?</p> <p>The starting point of improving any service is to understand how it is delivered now. You can learn so much about responsive maintenance by analysing the repair reports raised by your tenants.</p> <p>M3 has done just that – we have analysed the data from our M3Housecall tenant repairs reporting system. In this session, we will examine the results of this analysis to see what it reveals about:</p>	<ul style="list-style-type: none"> <li>• The most commonly used words that users type in when ordering repairs</li> <li>• Seasonal variations in repairs raised</li> <li>• Types of repairs raised between different housing associations</li> </ul> <p>Our analysis – which cuts across trades and SOR categories – provides some surprising results. Come along and find out more!</p>
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## Workshop 3a: Electrical safety inspections - expectations, limitations and frustrations

<b>York Room</b>	<p><b>Chaired by Simon Lowe</b> <b>Speakers - Steve Martin, Martyn Allen</b></p> <p>Steve and Martyn will “energise” the hour, addressing electrical safety inspections for the rented sector. With a hands-on, pragmatic approach, he will briefly explore any legal expectations and examine what is happening cross-border within England, Ireland, Scotland and</p>	<p>Wales, before opening up a wider discussion on the practical limitations and frustrations faced by landlords when trying to fulfil their obligations. This session will cover periodic electrical inspections, portable appliance testing and smoke alarms testing.</p>
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## Workshop 3b: Unlock the full potential of your asset portfolio

<b>Surrey Room</b>	<p><b>Chaired by Karen Cannon</b> <b>Speaker - Mark Astbury</b></p> <p>Against the backdrop of a radically changing environment for housing professionals, Ridge has been working with a number of clients to develop solutions to the challenges of the Welfare Reform and Housing &amp; Planning Bill. Effective Asset Management is one of the principle mechanisms for addressing these challenges. This workshop will</p>	<p>focus on the practical steps that housing professionals can take to improve asset management and performance. The session will draw on experience from the commercial sector as well as best practice examples from housing. Areas that will be covered include business plan reviews, viability modelling, repairs and maintenance models.</p>
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## Workshop 3c: Disputes and how to avoid or resolve them as painlessly as possible

<b>London Room</b>	<p><b>Chaired by Paul Reader</b> <b>Speaker - Andrew Lancaster</b></p> <p>With particular reference to the M3NHF Schedule of Rates contract, this workshop will present some (anonymised) stories that illustrate:</p> <ul style="list-style-type: none"> <li>The tools that a well-drafted contract should contain to prevent or resolve disputes</li> </ul>	<ul style="list-style-type: none"> <li>How to use those tools to the maximum effect</li> <li>Why it is important to tackle problems quickly and not to “let things slide”</li> <li>Possible techniques for resolving disputes and how they can be deployed most effectively</li> </ul>
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## Workshop 3d: Innovations to enhance building performance

<b>Cambridge Room</b>	<p><b>Chaired by Andrew Burke</b> <b>Speakers - Rick Holland, Richard John, Clare Hendry, Luke Smith</b></p> <p>The performance of over 350 dwellings and 55 non-domestic buildings was analysed as part of the Building Performance Evaluation programme. Data was collected during “early occupation” (the first six months post-construction) and “in use” over two years.</p> <p>During this session, you will hear why stock owners participated, the benefits gained and insights from the data on asset performance.</p>	<p>Also, the next exciting stage of the programme provides NHMF delegates the opportunity to direct the operation of the Building Data Exchange (BDX). BDX (<a href="http://www.buildingdataexchange.org.uk/">http://www.buildingdataexchange.org.uk/</a>) is a unique opportunity to develop new, disruptive solutions for the management of buildings.</p>
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## Workshop 3e: Alternative maintenance models and price reductions

<b>Oxford Room</b>	<p><b>Chaired by Paul Isherwood</b> <b>Speakers - Andrew Vickery, David Lingeman</b></p> <p>With current regulatory requirements and increasing pressure on costs, landlords need to review the structures they use to procure maintenance services. A variety of approaches have been adopted which combine legal rigour with the potential to save costs, improve efficiency, enable technical innovation and add work-flow for in-house and group organisations by working for third parties.</p> <p>This session will outline current thinking with case studies including</p>	<p>references to:</p> <ul style="list-style-type: none"> <li>In-sourcing with external management</li> <li>Total asset management</li> <li>Joint ventures</li> <li>Labour subsidiaries</li> <li>Cost-sharing vehicles</li> </ul>
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## Workshop 4a: Fire safe buildings: are we there yet?

<b>York Room</b>	<p><b>Chaired by Jon Cross</b> <b>Speaker - John Herbison</b></p> <p>This presentation will provide an update on fire safety within the social housing sector. These are some of the points that will be discussed:</p> <ul style="list-style-type: none"> <li>• The current position within social housing</li> <li>• A legal update</li> </ul>	<ul style="list-style-type: none"> <li>• Recent changes to relevant fire safety guidance</li> <li>• Competency criteria</li> <li>• Fire safety management – a good practice case study</li> </ul>
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## Workshop 4b: Customer Journey, strategy

<b>Surrey Room</b>	<p><b>Chaired by Julie Sang</b> <b>Speaker - Ian Harries</b></p> <p>Customers, people, property – as a landlord, we value the safety and happiness of our customers and the good condition of our asset – their homes. This is the same exact thing that our customers value.</p> <p>As individual employees, we value security, teamwork and being recognised for doing our jobs well.</p>	<p>We are all after the same thing – and we need it at the lowest cost. In fact, to survive and grow, we need it at a cost of about 20% less than it's costing today.</p> <p>Find out how our clients are learning to do this – making them, their customers and their staff safer in the long term.</p>
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## Workshop 4c: Five tips for successful procurement of your retrofit project

<b>London Room</b>	<p><b>Chaired by Declan Hickey</b> <b>Speaker - Richard Brooks</b></p> <p>This session will address how to navigate the volatile retrofit and micro-technology market, including subsidy-free solar PV and making best use of RHI subsidy. Procuring quickly and flexibly is key, otherwise the changes in the market will outpace your procurement process.</p>	<p>We will explain how to use the new EU procurement rules to their full advantage, and whether you even need to advertise your project through OJEU at all.</p>
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## Workshop 4d: Communal heating savings for residents and landlords

<b>Cambridge Room</b>	<p><b>Chaired by Paul Allen</b> <b>Speaker - Nicholas Doyle</b></p> <p>A recent case study exploring the alternatives for heating in two tower blocks in Nottingham. The study reveals some fascinating options</p>	<p>around electric and communal heating with approaches that could save housing providers millions and still generate customer savings.</p>
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## Workshop 4e: M3NHF Schedule of Rates version 7 - what's new?

<b>Oxford Room</b>	<p><b>Chaired by Stephen Chalmers</b> <b>Speakers - David Miller, Dominic Higgins</b></p> <p>David Miller is the author of the original M3NHF Schedule of Rates for responsive repairs and void property works contracts. He has led the team which has produced the 7th version of the documentation, including over 20 modules for specialist works, in consultation with the NHMF and the NHMF Contractor forum. In this session he will explain</p>	<p>what is different in the latest documentation and the reasons behind the changes. There have been considerations relating to materials, labour costs, new regulations, working practices and changes in procurement methods.</p>
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# Speaker profiles



**Shaun Aldis -  
Director of Operations,  
Wolverhampton Homes**

Plenary 6

From housing management to asset management, Shaun has held both operational and senior management positions during his lengthy career in the housing industry. Shaun has been a driving force behind the rise of Wolverhampton Homes. Awarded a three-star excellent service rating by the Audit Commission, the company was also named in the Sunday Times "Top 40 non-for-profit organisations to work for" in 2015.



**Mark Astbury FRICS CIHCM -  
Partner,  
Ridge and Partners LLP**

Workshop 3b

Mark is a Fellow of the RICS, a Chartered member of CIH and a Partner within the Ridge Property Consultancy team. Prior to housing he worked in the commercial sector providing real estate advisory support. Mark utilises commercial experience within the housing sector to provide effective asset management support by helping with strategy drafting, business and cost plans, viability modelling, options appraisal and development management.



**Nick Atkin -  
Chief Executive,  
Halton Housing Trust**

Workshop 1b

Nick has driven the transformational change of Halton Housing Trust to enable it to be best placed to meet the future challenges and opportunities that the housing sector faces. He has been fully paperless for the last 14 years and has led a fully flexible/remote working approach, as part of the move for 90% of Trust customers to be accessing services online by 2018, inspired by the "Housing Graph of Doom".



**David Baddeley -  
Chartered Quantity Surveyor,  
Ark Housing Consultancy LLP**

Workshop 1e

David is a senior consultant with 27 years' experience in the building construction and maintenance sectors. A Chartered Quantity Surveyor, David has extensive experience with in-house maintenance contractors, having spent 14 years working as General Manager, Operations Director and Commercial Director for Property Care Partnership, Festival Property Care and Fortis Property Care. David has helped to transform small in-house contractors into large and profitable companies.



**Charlie Baker -  
Design Director,  
red co-operative ltd**

Workshop 2d

Charlie has had prior roles in photography, specialist design and fabrication, co-operative development, community control and housing/urban design. In his current role, he has developed 2050 ready retrofit standards, delivery vehicles, financial models and the GM Domestic Retrofit Strategy. He has retrofitted 19 houses, three in the top four of the 2011 Retrofit for the Future project and developed a retrofit pattern book.



**Richard Brooks -  
Partner,  
Anthony Collins Solicitors LLP**

Workshop 4c

Richard specialises in construction and maintenance contracts and disputes. He has advised on all types of service and maintenance contracts and the establishment of framework agreements. He advises primarily on the NEC and JCT forms of contract. Richard has also worked with disputes involving term contract arrangements and insolvent contractors, as well as with the making and defending of challenges under the EU Procurement Rules.



**Ian Carter -  
Director of Development & Asset  
Management, Cynon Taf Community Housing Group**

Workshop 1e

Ian joined Cynon Taf Community Housing Group in June 2015 from Newport City Homes, where he had the role of Investment Programme Manager. During his time at Newport City Homes, he was involved in the management of the organisation's asset management, planned investment and development functions. He is a chartered town planner, a PRINCE2 project manager and a qualified urban designer, who has worked in both public and private sector organisations prior to moving into social housing. Ian believes that well-thought-out design is integral to creating great places, and is actively involved in the Design Commission for Wales where he is an Advocate in Practice.



**Nicholas Doyle -  
Director,  
Adecoe**

Workshop 4d

Nicholas Doyle is a Director at Adecoe, an energy and environmental consultancy and a non-executive of the National Communities Resource Centre @ Trafford Hall. Previously he was a Project Director at Places for People, one of the UK's largest property management and development companies and a non-executive Director of Viridian Solar. More recently, Nicholas has worked with a range of clients including social housing, corporate landlords, energy companies and contractors and is developing new models for funding revenue and capital investment in housing.



**Peter Evans -  
Director of Technical Services,  
The Radian Group**

Workshop 2b

Peter has worked in the construction industry for over 30 years and has experience within a range 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 has driven improvements in service delivery and value.



**Paul Flowers -  
Director, M3**

Workshop 2e

Paul heads up the housing development software division of M3, and is responsible for the M3Pamwin Plus and M3Pamwin Lite systems. He has extensive experience of appraisal modelling, system implementation and training, managing software projects and consultancy. He has given sessions at both the NHF Finance and Development conferences, covering financial appraisal and operational issues.

# Speaker profiles



**Dr Martin J. Gibson -  
HM Principal Specialist Inspector  
(Occupational Hygiene),  
Health & Safety Executive**

Workshop 2a

Dr Gibson holds the HSE portfolio position for asbestos. He has been involved in much of HSE's work on asbestos, including the development of the Control of Asbestos Regulations (CAR)(2006 and 2012) and the production of technical guidance on asbestos. He has also been involved in the preparation of the forthcoming new Approved Code of Practice to support CAR 2012.



**Andrew Godwin -  
Head of Radian Services,  
The Radian Group**

Workshop 2b

Currently Andrew is Head of Radian Services, after being Head of SH Services at Swaythling Housing for several years. His career began in the private sector working for a local architectural practice. Following this he moved to a south-coast-based housing association as manager of a maintenance department. Turning from gamekeeper to poacher, Andrew moved to a commercial R&M contractor based in the south.



**Ian Harries -  
Consultant, Harries Associates**

Workshop 4b

Ian is a Director at The Lean Partnership, which has helped many clients to identify what their customers' most value, remove any unnecessary waste from their processes and deliver a faster, cheaper, better-quality service – right first time and just when the customer wants it. Prior to this, Ian ran large housing and maintenance providers, was an Audit Commission affiliate inspector, worked for HouseMark and was a Government housing advisor. Ian has also had personal experience as a tenant of councils, housing associations and private landlords, over many years.



**Ross Hayes -  
Project Manager,  
Anthony Collins Solicitors LLP**

Workshop 1c

Ross is a consultant at Anthony Collins Solicitors. A chartered civil engineer and a member of the Institution of Civil Engineers, Ross advises Registered Providers on their contracts and contract strategy for responsive repairs, decent homes and planned maintenance work. He assisted in the development of the PPP version of the NHF contract and was one of the authors of the NEC Term Service Contract.



**Clare Hendry -  
Sustainability Manager,  
Hastoe Group**

Workshop 3d

Clare is the sustainability champion for Hastoe, the largest provider of affordable rural housing and leading advocate of environmentally sustainable construction. Clare is a driving force in ensuring that every aspect of the business is reducing its carbon impact and delivering lower-cost, lower-carbon solutions, particularly for fuel-poor residents. Clare also worked for Sustainable Homes Ltd, specialising in providing training and guides on sustainable building standards.



**John Herbison -  
Director,  
Savills**

Workshop 4a

John specialises in providing fire risk assessments and holistic fire safety management strategies to the social housing sector. He is a chartered building engineer, a member and a registered Fire Risk Assessor of the Institution of Fire Engineers. In association with the Fire and Rescue Service, he has undertaken extensive research into human behaviour in dwelling fires.



**Dominic Higgins -  
Assistant Director,  
Rand Associates**

Workshop 4e

Dominic is a building surveyor and joined Rand Associates in 2008. He is Assistant Director heading up housing survey projects throughout the Midlands and the North of England. He has worked with social housing clients on the gathering and delivery of stock data associated with condition, energy efficiency, asbestos and other regulatory requirements, together with the development of investment plans. He has provided clients with operational support in the management of data and its continued use.



**Rick Holland -  
Lead Technologist,  
Innovate UK**

Workshop 3d

Rick has led innovation programmes, including the £4-million Building Whole-Life Performance, the £4-million Future Energy Management of Buildings, analysis of the £17-million domestic retrofit programme and the £1-million development of a free-to-use toolkit for building information modelling. Rick is a chartered engineer through CIBSE. In 2006, he gained a PhD in smart energy technologies from Nottingham University.



**Richard John -  
Business Manager,  
Knowledge Transfer Network**

Workshop 3d

Richard is Business Manager at the Knowledge Transfer Network, with responsibilities for building performance evaluation, energy management and supply chain integration. He has worked closely with social housing providers across the UK, identifying their policy and asset strategies and ensuring that, through more effective engagement with tenants and the supply chain, buildings perform in practice as they are supposed to – from a comfort and maintainability perspective, as well as in terms of energy.



**John Kiely -  
Director,  
Savills**

Workshop 1d

John is a Director within Savills Housing Consultancy with particular responsibility for the planning and delivery of large-scale housing regeneration projects. He is highly experienced in working with a wide variety of clients, including registered social landlords, local authorities, funders and commercial organisations operating in the housing and education sectors.

# Speaker profiles



**Andrew Lancaster - Partner, Anthony Collins Solicitors LLP**

Workshop 3c

Andrew is a partner at Anthony Collins Solicitors and leads the construction and procurement dispute teams. He has over 30 years' experience in dispute resolution and has been involved in leading procurement cases, including the recent case of Turning Point and Norfolk County Council. He is an experienced mediator, having conducted over 70 mediations. His expertise is within the public and social housing sectors.



**David Lingeman - Group Director of Property Services, A2Dominion**

Workshop 3e

David has been Director of Property Services at A2Dominion since its formation in 2008. He is responsible for improving and maintaining a responsive and efficient repair service for residents through two joint venture companies, as well as planned, preventative and cyclical maintenance and Asset Management across all tenures, including leasehold and shared ownership.



**Louise Lundberg - Environmental Consultant, Grönare Stad AB**

Plenary 1

Louise Lundberg is an ecologist specialising in urban development, both from an ecologically sustainable perspective and a social one. She runs the consulting company Grönare Stad (Greener city) in Sweden. As a guide for technical visits, workshop leader and speaker, Louise is known for spreading inspiration and enthusiasm towards changing our world.



**Steve Martin - Head of Specialist Groups | Technical, Electrical Contractors' Association (ECA)**

Workshop 3e

Steve Martin is the Head of Specialist Groups within the technical department of the Electrical Contractors' Association (ECA). Steve is responsible for ECA's involvement within all specialist activity, which includes the Fire & Security Association, to ensure that it is professionally supported and effectively represented within legislation, standards and competence.



**David Miller - Director, Rand Associates**

Workshop 2c

Workshop 4e

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.



**Andrew Millross - Partner, Anthony Collins Solicitors LLP**

Workshop 2c

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 advised 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.



**Toby Morgan - Seasonal Health Interventions Network (SHINE) Advisor, London Borough of Islington**

Workshop 1d

Toby has worked on energy efficiency and affordable warmth projects since 2007, working in rural Shropshire as well as the London boroughs of Newham and Islington. He is a member of Islington's Seasonal Health & Affordable Warmth Team, working on the award-winning Seasonal Health Interventions Network (SHINE) scheme. SHINE is one of the UK's largest affordable warmth referral networks in the country and has been recognised by a number of national and international organisations such as the Ashden Awards, European Commission and OECD.



**Steve Mount - Director, Immerse Training Ltd**

Workshop 1a

Steve formed Steve Mount Associates Ltd in 2006, following a 25-year career in microbiology and legionella analysis. He provides consultancy advice, risk assessments and training to clients, such as landlords, NHS trusts and facilities management organisations. Steve regularly delivers lectures with an emphasis on legionella awareness and compliance. He has been appointed as a Clinical and Professional Advisor for the Care Quality Commission (CQC).



**Jane Nelson - Executive Director, Mears Group**

Plenary 5

Jane Nelson has worked in the field of Social Housing Building Maintenance for 30 years. Starting her career as a trainee painter and decorator, she has worked at every level and is currently Executive Director at Mears Group. Jane achieved the inaugural Inspire Award for "Inspirational Construction Leader" and is a Trustee of the Construction Youth Trust, a charity which specialises in securing construction related training and employment for disadvantaged young people.

Known for her passion for improving the representation of women in manual trades in the Social Housing sector, Jane recently contributed a chapter to the Smith Institute Report: "Building the Future: Women in Construction".



**David Orr - Chief Executive, National Housing Federation**

Plenary 2

David is CEO of the National Housing Federation (NHF) and former President of CECODHAS-Housing Europe. Previously, he chaired the mobility taskforce and was a board member of The Housing Finance Corporation as well as the Social Investment Taskforce. David was also one of the founding directors of My Home Finance, and CEO of the Scottish Federation of Housing Associations and Newlon Housing Trust.

# Speaker profiles



**Billy Park -  
Head of Major Investments,  
Guinness Property**

Plenary 5

Billy's career commenced as an apprentice electrician some 40 plus years ago, working both in the domestic and commercial sectors. Continuing with the same employer throughout, he then progressed to Electrical Supervisor, before making a career change to become Site Manager on domestic refurbishment programmes. Billy then moved on to become Regional Director, before becoming Managing Director at City Response then on to his current role as Head of Major Investments at Guinness Property.



**Julian Ransom -  
Director,  
Savills**

Workshop 2a

National Individual Asbestos Certification Scheme (NIACS) trained, and a former 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 HSE's request), he currently leads in the production of asbestos guidance for housing organisations, incorporating contributions from both asbestos and housing industry representatives.



**Peter Rickaby -  
Director,  
Rickaby Thompson Associates**

Workshop 1d

Plenary 3

Workshop 1d, Plenary 3

Peter is a Director of Rickaby Thompson Associates, an energy and sustainability consultancy based in Milton Keynes. He is a CIBSE Low Carbon Energy Assessor, a BREEM Accredited Professional, a member of the RIBA's Sustainable Futures Group and a Director of the Centre of Refurbishment Excellence (CoRE). Peter contributed the energy and sustainability content of the NHF's guides: Repairs and Maintenance and Managing the Assets.



**Russell Smith -  
Managing Director,  
Parity Projects**

Workshop 2d

Plenary 3

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.



**Christine Townley -  
Executive Director,  
Construction Youth Trust**

Plenary 5

Christine, Executive Director of Construction Youth Trust, has been working in the construction industry since the 70s. She trained to be a Civil Engineer in Newcastle while working three summer jobs in construction. When she qualified, her first job was with consulting engineers, Binnie and Partners, based in London. She worked on dams and reservoirs across England, Wales and the Middle East and on the construction of floodwalls and barriers downstream of the Thames Barrier. She has been described as an inspirational leader with contagious enthusiasm for the construction industry and enormous commitment to helping build better futures for young people.



**Emyr Poole -  
Manager,  
HCA**

Plenary 3

Emyr is a qualified planner and urban designer and a regeneration and environmental architecture specialist. He has worked for a range of organisations in the public and private sectors, including as an independent consultant. He currently works for the Homes and Communities Agency Programmes Team on tasks related to the Government's construction strategy and procurement efficiency within construction, which includes design for manufacture and offsite manufacture.



**Paul Reader -  
Partnership Director,  
Morgan Sindall Property Services**

Plenary 6

Paul's career started as an apprentice and he has held roles both as a client and contractor in housing maintenance. He was one of the original Housing Forum team promoting partnering. Paul has been a Director of both regional/national maintenance businesses and is currently Partnership Director of Morgan Sindall Property Services, Chair of the National Housing Maintenance Contractor Forum and on the committee of the NHMF.



**Luke Smith -  
Principal Energy Specialist,  
National Energy Foundation**

Workshop 3d

Luke is an Architectural Technologist, whose career to date has been dedicated to low-carbon sustainable development of buildings. He works across both domestic and non-domestic sectors and specialises in building assessment, energy modelling, technical specification and building performance evaluation. He has recently served on the editorial panel for the NHMF Best Practice Retrofit Asset Management Guide and contributed to an in-depth review of performance data arising from Registered Provider led InnovateUK BPE programme projects.



**James Tickell -  
Director,  
Campbell Tickell**

Plenary 4

James, a Partner with Campbell Tickell, has been with the company since 2004, and is one of the UK's leading housing consultants. His key specialities include governance, strategy, regulatory issues, recruitment and mergers/acquisitions. From 1993, for 10 years, James was the Deputy Chief Executive of the NHF and prior Registrar of the Housing Corporation, responsible for the regulation and supervision of housing associations.

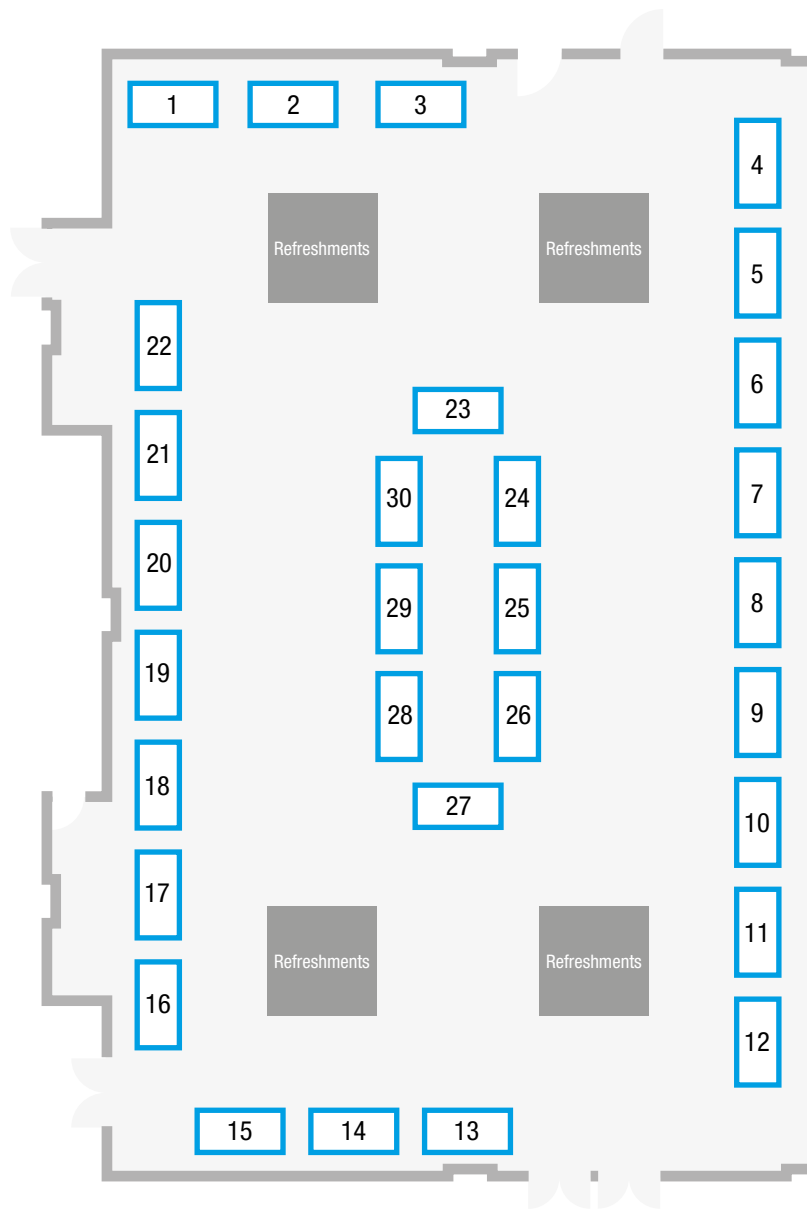


**Andrew Vickery -  
Partner,  
Trowers & Hamlins**

Workshop 3e

Andrew Vickery is a partner in the Projects & Construction group at Trowers & Hamlins LLP. He has wide experience of advising on maintenance contracts and the procurement of them, including advising on framework agreements, joint ventures and labour subsidiary models. He is a co-draftsman of the TPC 2005 form of Term Partnering Contract.

# Exhibition plan



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## STAND 1

# in4systems

an Orchard company

### in4systems

in4systems is a leading supplier of asset management software solutions to the housing sector. We help housing businesses to make the right investment decisions, enabling them to provide the best possible housing to their customers. Helping them to manage surveys, risk and compliance, project management (planned maintenance and development projects), servicing and inspection management, energy, Ecohomes XB, fixed assets, resource scheduling, scenario modelling, calculation of return on asset and net present value and much more. in4systems is an Orchard company.

[Seema.Nagi@in4systems.com](mailto:Seema.Nagi@in4systems.com) | 01912551962

## STAND 2

### Ocean Media Group

# INSIDE HOUSING

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 on everything from housing finance and development to procurement and technology. The magazine has a weekly circulation of 20,580 (ABC average net circulation July 13 - June 14), with a total readership of more than 80,000.

[catherine.tomlinson@insidehousing.co.uk](mailto:catherine.tomlinson@insidehousing.co.uk) | 02077728448

## STAND 3

### Thames Laboratories

Thames Laboratories is a UKAS accredited environmental services consultancy with over 25 years' experience in the housing sector. We specialise in the provision of asbestos services ranging from single-dwelling surveys to the design and management of estate-wide surveying and abatement strategies. Whilst working in partnership with our clients, we have developed systems of working that offer true value for money. This includes, but is not limited to, pre-void surveys, 24-hour report turnaround and on-site void specification forms.

[dan.rushton@thameslabs.co.uk](mailto:dan.rushton@thameslabs.co.uk) | 01480891800



## STAND 4

### Civica

Civica is a market-leading specialist in software, technology and outsourcing services that help you transform the way you work. A leading partner in social housing, Civica provides a flexible IT-based platform to help organisations deliver improved tenant services with greater efficiency.

Our solutions include Cx, the industry's first fully web-enabled housing management application, and Servitor, an integrated housing repairs management solution. Keystone is our asset management solution providing comprehensive lifecycle management of all your organisation's property based assets.

[housing@civica.co.uk](mailto:housing@civica.co.uk) | 01675 433600



## STAND 5

# Vent-Axia

### Vent-Axia

Vent-Axia understands and delivers on the needs of the Social Housing sector, from Registered Provider and partnering contractors through to Residents. With more than 75 years' of experience, we have a breadth of products available and an excellent service offering. Our approach with customers is collaborative. This means we work with the client to look for the best solution possible, and achieve tenant satisfaction, whether this is a whole-house condensation and mould problem or the need for quiet, efficient fans.

[lena.hebestreit@vent-axia.com](mailto:lena.hebestreit@vent-axia.com) | 01293 441515

## STAND 6

### Novus Property Solutions

Novus is the leading specialist in cyclical planned and reactive maintenance, refurbishment and building services. Operating through a nationwide network of over 30 offices, we are proud to offer local knowledge with national strength. This market leadership has been achieved by our unique combination of traditional values and innovative thinking. Driven by the fourth generation of the Seddon Family, Novus prides itself on its self-financing model and ability to continue to empower and inspire, whilst giving excellence and real value.

[info@novussolutions.co.uk](mailto:info@novussolutions.co.uk) | 01782598000



## STAND 7

### ICI Paints AkzoNobel (Dulux)

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.

[ben.king@akzonobel.com](mailto:ben.king@akzonobel.com) | 07880 095529



## STAND 8

### Affresol Ltd

Affresol manufactures 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: 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)

[neil.jones@affresol.com](mailto:neil.jones@affresol.com) | 01792 581197



## STAND 9

### Vaillant Group UK Ltd

Why Vaillant? Since 1874, Vaillant has been setting the standard in developing and manufacturing sustainable heating and hot water solutions for homes across the globe.

As a renowned family-owned company with an international footprint, we have pioneered efficient, innovative and sustainable heating technologies that have revolutionised the industry. Today, our heating solutions are setting the standard in the social housing marketplace, and offer our customers reassurance, reliability and total peace of mind.

[sarah.cheyne@vaillant.co.uk](mailto:sarah.cheyne@vaillant.co.uk) | 07977494816



## STAND 10

### Faithorn Farrell Timms

Faithorn Farrell Timms has established many long and successful working relationships with Registered Social Landlords and Local Authorities on a number of significant asset management programmes throughout the UK.

We take a strategic approach to our stock appraisals and work alongside our social housing clients to optimise the performance of their portfolios through the gathering, validation, analysis and reporting of data essential to the effective running of their businesses.

We are committed to building on our reputation for excellence.

[doreengothard@effefftee.co.uk](mailto:doreengothard@effefftee.co.uk) | 01689 885 080



## STAND 11

### The VEKA UK Group

The VEKA UK Group is part of one of the world's largest PVC-U window systems companies and is the most specified profile in the world. For 30 years VEKA has been working with partners to bring quality windows and doors to customers.

VEKA windows and doors are perfect for the refurbishment, construction and home improvement industries.

Popular for Social Housing, Infinity offers all the technology and style that VEKA is renowned for with all the sustainable benefits of recycled content.

[ccheney@veka.com](mailto:ccheney@veka.com) | 01282725323



The VEKA UK Group

## STAND 12

### Envirovent

EnviroVent is the UK's leading manufacturer & supplier of energy-efficient and sustainable ventilation products. We design and manufacture award-winning ventilation solutions that are packed with innovative features to constantly improve efficiency levels, reduce energy consumption and create all-year-round healthy, fresh and ideal indoor environments.

EnviroVent deliver ventilation technologies to a broad range of market sectors to offer domestic, commercial and industrial solutions. Whether for council or social landlords, refurbishing or building, we are confident we have a permanent solution which is right for you.

[aslinger@envirovent.com](mailto:aslinger@envirovent.com) | 01423 810810





## STAND 13



### Mears Group

Mears is the leading social housing repairs and maintenance provider in the UK. We provide rapid response and planned maintenance services to Local Authorities and Registered Social Landlords and deliver 5000 repairs every day to over 800,000 homes nationwide. Mears Group is also a leading provider of domiciliary care – bringing the highest standards of care to people and their homes. 19,000 employees work in communities across the country – from inner city estates to remote rural villages.

[dean.webster@mearsgroup.co.uk](mailto:dean.webster@mearsgroup.co.uk) | 07980796992

## STAND 15



### Ridge & Partners LLP

Ridge is an award-winning, top-25, multi-discipline property and construction consultancy offering project and cost management, surveying, design and engineering services from 10 offices across the UK. We provide a full range of disciplines, including specialist housing asset management consultancy for many clients.

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

[markn@ridge.co.uk](mailto:markn@ridge.co.uk) | 01993 815000

## STAND 17



### MovveO Limited

MovveO has been giving expert advice in the transportation of people (lifts and escalators) for nearly 50 years. Whether it be conducting equipment surveys and audits, equipment modernisation or replacement or maintenance management, our lift consultants are seasoned professional in delivering cost-effective, reliable and safe solutions within our clients' deadlines.

[libby.crew@movveo.com](mailto:libby.crew@movveo.com) | 01483 215215

## STAND 14



# BOSCH

Invented for life

### Bosch Power Tools

Bosch is the world's leading manufacturer of power tools. Surprisingly, we are also a "charitable foundation". Since 1964 we have given away over a billion euros to charitable causes.

Our mission is to combat climate change by capturing the sun's energy and storing it. Our dream is to have sustainable emissions-free housing. Bosch's core competency for over 125 years has been energy conversion. This has translated into power tools that give us the highest quality batteries in the market.

We have intelligent tools and van racking systems that put us squarely in the lead in the housing market.

[Pete.Needell@uk.bosch.com](mailto:Pete.Needell@uk.bosch.com) | 0777 33 89750

## STAND 16



### Axis

Axis' repairs and maintenance service has achieved community and CSR awards for our partners and earned 100% satisfaction with residents. Importantly Axis offers a sustainable service from a stable, family owned and run business – in establishment for thirty years.

Our eight facilities, located throughout the Midlands, South East and London, are strategically placed to service the needs of our clients, including providing over 250,000 home repairs each year.

[paul.smart@axiseurope.com](mailto:paul.smart@axiseurope.com) | 02075642100

## STAND 18



### PIMSS Data Systems

PIMSS Data Systems specialises in asset management software for social housing. Alongside our flagship pimss4communities software, we proudly introduce Sapphire. Sapphire has been developed in consultation with smaller housing providers as a cost-effective, cloud-based system, which is very intuitive to use, to manage costs and compliance.

In addition, vWork co-ordinates work schedules in real-time with mobile teams (iOS and Android) to streamline operations, improve customer service and analyse results.

Capture the past - Manage the present - Forecast the future

[debbie.blackley@pimss.com](mailto:debbie.blackley@pimss.com) | 0800 121 8767

## STAND 19

### CLC Contractors



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 to maintenance, building refurbishment, equality compliance, electrical installation testing and repair and fire protection upgrades, including fire doors (FIRAS Approved). All works 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.

[ycrook@clcgroup.com](mailto:ycrook@clcgroup.com) | 02380 701111

## STAND 21

### Low Carbon Exchange



Low Carbon Exchange maintains renewable technology assets for social housing, public sector and homeowner clients, We are currently monitoring over 20,000 systems.

We provide maintenance, repairs and breakdown services for solar PV, solar thermal, heat pumps and MVHR's.

We also supply and install these technologies as well as external wall insulation.

Our expert team of engineers covers a vast area in the south of England - from Cornwall, along the south coast to Kent, up to East Anglia and across to Gloucestershire.

[charlotte.thorpe@lowcarbonexchange.com](mailto:charlotte.thorpe@lowcarbonexchange.com) | 01173591410

## STAND 23

### Mould Growth Consultants



MGC is a unique 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. 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, waterproofer, masonry paints and moss, lichen and algae treatment.

[info@mgcltd.co.uk](mailto:info@mgcltd.co.uk) | 01372 743334

## STAND 20



### The Lean Partnership

Learn with us – 50:20:20. We enable our clients to become “High Performance Organisations”. Brilliant service delivery - 50% quicker. Highly efficient - 20% more efficient. Great places to work - 20% higher satisfaction.

We teach our clients to apply “Lean Thinking” through a process of learning. By doing, so they improve their businesses and themselves – and perform comfortably at a higher level.

This means that those organisations we work with are learning quicker and becoming the best in the country, and are also improving faster than the others.

[andrew@leanpartners.co.uk](mailto:andrew@leanpartners.co.uk) | 01564 773494

## STAND 22

### Nuaire Ltd



Nuaire is a UK manufacturer and market leader providing ventilation solutions, which deliver excellent indoor air quality. Poor ventilation leads to a number of significant problems for social housing providers, including condensation, mould growth and radon gas, resulting in poor conditions for tenants and costly repairs for landlords.

Nuaire has developed a range of ventilation solutions that are both simple to install and cost-effective, and will reduce your maintenance bills, as well as ensuring better conditions for your tenants.

[stephanie.davies@nuaire.co.uk](mailto:stephanie.davies@nuaire.co.uk) | 02920858369

## STAND 24



### Keepmoat

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

[Cathy.Clarke@keepmoat.com](mailto:Cathy.Clarke@keepmoat.com) | 01302 346620

## STAND 25



### VPS (UK) Ltd

VPS, The Vacant Property Specialists, are the experts in caring for vacant property and employ over 1000 staff in 50 locations throughout Europe. Specialising in security and maintenance services we help protect and care for a property while it is not tenanted.

VPS provides effective solutions to protect properties against unauthorised access and a variety of hazards such as arson, theft and squatting. These solutions range from steel security to innovative alarm systems, live-in guardians, specialist cleaning and gardening services. The VPS service helps reduce potential damage to vacant properties and minimise key to key time, so saving you money.

[natasha.estrin@vpspecialists.com](mailto:natasha.estrin@vpspecialists.com) | 07989 992 652

## STAND 27

### M3

M3's products and services help clients control the cost of maintenance and development.

Over 500 organisations efficiently procure and manage maintenance using the M3NHF Schedule of Rates. M3's newest product is M3Central which provides repair reporting and diagnosis in one place, because it is:

- Web based and runs on M3 servers
- Suitable for staff diagnosis of repairs and resident reporting of repairs
- Usable on phones, tablets and desktops
- Designed for easy deployment and tight integration with other systems

[ben.virgo@m3h.co.uk](mailto:ben.virgo@m3h.co.uk) | 020 8274 4000



## STAND 29



### Internet Alia Business Solutions Ltd

Written for External and Internal (DLO) Contractors working for Social Landlords, AccuServ controls all repairs & maintenance jobs. AccuServ handles responsive repairs across all trades, and has specialised modules for voids, planned works, gas servicing, cyclical and planned maintenance. Integral to AccuServ is an integrated stores & van stock with comprehensive job costing.

AccuServ is a configurable package that uses job templates for complex jobs, such as planned works, voids, gas servicing/escalation to ensure compliance with your policies and procedures.

AccuServ includes integrated mobile solutions and is integrated with Google Maps for optimised scheduling and route planning.

[jeffaherne@internetalia.com](mailto:jeffaherne@internetalia.com) | 0800 0569927

## STAND 26

### echelon Consultancy

echelon is a specialist Consultancy predominantly focusing on the development of long-term Partnering arrangements within the Social Housing sector. A market leader in the various services it provides; echelon is working with clients across the UK, developing a reputation for delivering bespoke solutions through innovative working and a passion to provide service excellence.

[kate@echelonconsultancy.co.uk](mailto:kate@echelonconsultancy.co.uk) | 01707 339800



## STAND 28

### Morgan Sindall

Morgan Sindall Property Services provides integrated property maintenance services to the housing sector, with particular expertise within the social housing and private rented markets.

We provide planned and reactive repairs to over 300,000 domestic properties nationwide and have a significant portfolio of large-scale framework refurbishment programmes.

With over 30 years' experience we can provide a complete Asset Management solution, working closely and collaboratively with Housing Associations, Registered Social Landlords and Local Authorities across the UK.

[paul.reader@morgansindall.com](mailto:paul.reader@morgansindall.com) | 07801649450



## STAND 30

### Homeworks Energy

Homeworks Energy are experts in thermal insulation, particularly in external wall insulation and cavity wall insulation (CWI) removal. We recognise that many houses with cavity walls are unsuitable for CWI and many have been poorly installed. For this reason, we are among the UK's leading specialists in CWI removal. We work with leading system providers to provide the most effective and sustainable insulation solutions to a broad range of property types.

[katie@homeworksenergy.co.uk](mailto:katie@homeworksenergy.co.uk) | 07801649450



## SPONSOR

### Rand Associates



**Procurement.** Rand are the authors of the M3NHF Schedule of Rates and have unrivalled experience of procuring contracts in the social housing sector.

**Surveys.** Rand are proud to have the longest history of undertaking stock condition surveys in the sector. Around this core service they also carry out validations, EPCs, FRAs and surveys to commercial and corporate buildings.

**Consultancy.** Rand provide services across a wide a range of topics, with a fundamental goal of enabling clients to efficiently maintain their stock to a high standard. Some of these include: contract auditing, value for money reviews, benchmarking, asset management strategies, business and investment plans and stock appraisals.

[jcase@rand-associates.co.uk](mailto:jcase@rand-associates.co.uk) | 01737 249475

## SPONSOR

### 24 publishing

#### 24PUBLISHING

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.

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## Make the most of your assets

### Your staff need you

#### NHMF training days 2016

- Risk management
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- Controlling costs
- Reduce fuel poverty

[nhmf.co.uk/training](http://nhmf.co.uk/training)

### Invest in your Staff



Have you joined?



nhmf

## Contractor Forum

Established 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 NHMF 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.

[nhmf.co.uk/contractor](http://nhmf.co.uk/contractor)

## CONGRATULATIONS TO THE SHORTLISTED NHMF AWARD APPLICATIONS:

The winners of the NHMF Awards 2016 will be announced at the NHMF Conference & Awards Dinner on 26 January 2016

### THERE ARE SIX AWARDS:

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

### SHORTLISTED FOR A 2016 AWARD:

- **Best client**  
Trent & Dove Housing/Kensa Heat Pumps  
Poplar HARCA
- **Best small client**  
Crown Simmons/echelon Consultancy  
King Street Housing
- **Best contract**  
Radian Group  
Sovini Property Services  
Viridian
- **Most improved asset management**  
Laker/Friendship Care and Housing  
Merlin  
The Hyde Group
- **Best customer impact**  
Golden Lane Housing  
Poplar HARCA  
Rosebery Housing Association

**2016  
AWARDS**



## NHMF committee



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Director of Operations  
(Wolverhampton Homes)



**Deputy chair: Alex Dixon**  
Director of Development &  
Construction (Bromford.)



**Treasurer: Jon Cross**  
Property Services Director  
(Hexagon HA)



**Secretary: Liz Circuit**  
Managing Director  
(M3)

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Wolverhampton Homes  
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Viridian Housing  
Magna HA  
Methodist Homes  
L&Q Group  
National Housing Federation  
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Hanover Housing Association



[nhmf.co.uk](http://nhmf.co.uk)



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