



National Housing
Maintenance Forum

NHMF Maintenance Conference

Programme & Exhibition Catalogue

24-25 January 2017 • Hilton Birmingham Metropole

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Welcome to the NHMF Maintenance Conference 2017



**Liz Circuit, Secretary,
National Housing Maintenance Forum**

Welcome to the NHMF Maintenance Conference 2017. This is the second year we have held this event at the Hilton Metropole Birmingham (NEC) and we hope you will enjoy the venue. The

conference provides a great opportunity to meet colleagues who face similar challenges, or may have already solved a problem which is taxing you. Please help us to make everyone feel welcome and included. We look forward to an interesting two days packed with new ideas alongside reports of how suggestions from previous years have been developed and applied in practice to good effect.

The NHMF is committed to the management of good quality housing, and other buildings, for future generations. This involves the maintenance of existing properties, long term investment in planned improvements, repurposing of existing buildings, and involvement with development teams to help inform decisions on the choice of building components from experience of how they perform over time.

This year the plenary and breakout sessions are arranged around five key themes:

- 1. Contracts** – how to construct and manage them to control cost and quality
- 2. Compliance** – how to strike the right balance for risk, health and safety
- 3. Responsive maintenance** – how to care for properties to protect asset value
- 4. Managing stock and investment** – how to maintain and improve the asset portfolio
- 5. Technology and data** – how to harness information to drive service improvements

We will also address the important questions, which have featured at previous conferences, of how to ensure that the sector has the skills and leadership it needs now, and in the future. Each and every one of us at this conference has a role to play in recruiting, training, retaining and inspiring staff to strengthen the sector which is so crucial to the performance of the overall economy. Without the security of a safe, comfortable and affordable home nobody can be expected to develop to their full potential and make a positive contribution to their local community or the wider world.

The NHMF Committee would like to thank all the delegates for supporting the event and, in particular, our speakers who have given up their time to prepare for their sessions and for sharing their expertise and experience. I am sure they keenly await your questions and comments.

I hope you have a good time and that you will leave on Wednesday looking forward to very happy and successful 2017.

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. There is a dress code for the dinner as the NHMF Committee feels that we should all make an effort to dress up and recognise the hard work of the nominees for the NHMF Awards which are presented during the evening.

- No trainers or T-Shirts please
- Gentlemen - Black Tie
- Ladies - Evening wear (long or short)

The **photographer** will be in the **Arden 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 book a time at the conference reception desk.

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

Download the conference App for more information.

Presentations and supporting material will be on the NHMF website after the event. We will also create a skeleton PowerPoint for delegates to use should they have the opportunity to present something they wish to take back to their organisation from the conference.

Introducing our Conference App

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- Find out what's happening
- See information on sessions, speakers and sponsors
- Give feedback, opinion and vote
- Ask a question
- Contact other delegates
- Get points for interacting with the app to win a prize

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Username: **your email address**
Password: **nhmf2017**



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

9.00	Registration
10.00	Plenary 1 <i>Game Changer - leading an organisation through challenging times</i> Patrick Stapleton, General Manager (Hilton Birmingham Metropole) Daniel Leatherdale, Business Psychologist and Leadership Consultant (Openspace Learning) See page 5
11.00	Refreshments in exhibition area
11.30	Workshop 1 sessions See page 6
12.45	Lunch <i>M3NHF Schedule of Rates surgery</i> David Miller, Director (Rand Associates)
13.30	Plenary 2 <i>Harnessing technology for Asset Management</i> Nick Atkin, Chief Executive (Halton HT) See page 5
14.30	Workshop 2 sessions See page 7
15.30	Refreshments in exhibition area
15.45	Plenary 3 <i>Building Communities</i> Jennifer Hawthorne, Head of Income & Communities (Northern Ireland Housing Executive (NIHE)) See page 5
17.00	Free time
19.00	Pre-dinner drinks Sponsored by  Contractor Forum
20.00	NHMF Conference and awards dinner

9.00	Registration
10.00	Plenary 4 <i>Contract strategy for a post Brexit world</i> Andrew Millross, Partner (Anthony Collins Solicitors LLP) Ross Hayes, Consultant & Project Manager (Anthony Collins Solicitors LLP) See page 5
11.00	Refreshments in exhibition area
11.30	Workshop 3 sessions See page 8
12.45	Lunch <i>Meet the apprentices and talk to them about their experiences of training in social housing maintenance</i>
13.30	Plenary 5 <i>Affordable housing: Brexit and beyond</i> Lucy Pedrick, Policy Officer (National Housing Federation) See page 5
14.00	Plenary 6 <i>Beating the skills shortage</i> Jane Nelson, Executive Director (Mears Group) Chris Irons, Gas Production Team Leader (Hyde Property Services) See page 5
14.30	Workshop 4 sessions See page 9
15.30	Refreshments in exhibition area
15.45	Plenary 7 <i>Leadership and skills development in the sector - round up of the conference and prize draw</i> Peter Hall Jones (The Spiral Partnership) Lucy Pedrick (NHF) Shaun Aldis (NHMF) Alison Inman (CIH) See page 5
17.00	Conference closes



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



Library and Princes Room : Exhibition zones

Queens Room : Plenaries

Arden Room : Contracts

York Room : Compliance

Surrey Room : Responsive maintenance

Norfolk Room : Managing stock and investment

Dorset Room : Technology and Data

Pavilion : NHMF AGM Monday evening

Tuesday

Plenary 1: Game Changer - leading an organisation through challenging times

QUEENS ROOM

Chaired by Shaun Aldis, Director of Operations (Wolverhampton Homes)
Speakers - Patrick Stapleton, General Manager (Hilton Birmingham Metropole)
Daniel Leatherdale, Business Psychologist and Leadership Consultant (Openspace Learning)

The measure of an organisation is often its ability to evolve and stay relevant through times of change. In reality, though, most transformation efforts usually fail, at least in part, because someone at the top has underestimated the need to lead change through people (not in spite of them). As the psychologist, Peter Senge, tells us, "People don't resist change. They resist being changed".

In this session, we look at the importance of leadership communication, the concept of ownership, and the steps an organisation might take to maximise its ability to be agile and responsive during challenging times.

Plenary 2: Harnessing technology for Asset Management

QUEENS ROOM

Chaired by Paul Allen, Director of Asset Management (Merthyr Valleys Homes)
Speaker - Nick Atkin, Group Chief Executive (Halton HT)

In this session, Nick will give an update from his workshop session at the NHMF Conference in January 2016 when he outlined 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 and offers a much better service for the customer.

Nick will share his successes and difficulties on his mission to take control of the way we work to deliver a better service with less effort.

Plenary 3: Building Communities

QUEENS ROOM

Chaired by Paul Isherwood, Director of Asset Management (Northern Ireland Housing Executive)
Speaker - Jennifer Hawthorne, Head of Income & Communities (Northern Ireland Housing Executive)

18 years after the Good Friday Agreement, Northern Ireland's social housing estates remain deeply segregated with 90% of the Housing Executive's estates being predominantly single identity communities and the continued existence of 88 Peace walls. As well as taking forward a major investment programme in its

stock, the NI Housing Executive has been at the forefront of making a difference in its communities by delivering a ground breaking community cohesion strategy which has seen the transformation of a contentious interface and the reimaging of paramilitary murals within our estates.

Wednesday

Plenary 4: Contract strategy for a post Brexit world

QUEENS ROOM

Chaired by David Miller, Director (Rand Associates)
Speakers - Andrew Millross, Partner (Anthony Collins Solicitors LLP) Ross Hayes, Consultant & Project Manager (Anthony Collins Solicitors LLP)

Brexit brings many unknowns which will influence decisions over letting maintenance and asset management contracts. This session will consider some of the difficult questions, such as whether to use shorter-term or split contracts;

which inflation index to use; whether social value is affordable, and if bringing work in-house could improve value for money.

Plenary 5: Affordable housing: Brexit and beyond

QUEENS ROOM

Chaired by Alison Inman, Vice President (Chartered Institute of Housing)
Speaker - Lucy Pedrick, Policy Officer (National Housing Federation)

The vote to leave the EU has drawn into sharp focus some long-standing challenges in social housing. Not least, construction skills and materials, care skills, investment models and approaches to procurement. In this session, Lucy

Pedrick from the National Housing Federation outlines some of these challenges, explains their relationship with EU exit and calls on the housing sector to be bold in transforming itself for modern times.

Plenary 6: Beating the skills shortage

QUEENS ROOM

Chaired by Alison Inman, Vice President (Chartered Institute of Housing)
Speakers - Jane Nelson, Executive Director (Mears Group) Chris Irons, Gas Production Team Leader (Hyde Property Services)

Jane Nelson, Executive Director Mears Group will report on the progress of the project to increase the number of tradeswomen in the social housing sector which was well supported by delegates when it was launched at the NHMF

Conference 2016. Chris Irons, Hyde Housing, supported by his team members Abbey Fellows and Robert Turner, will describe a case study example of a successful apprenticeship scheme.

Plenary 7: Leadership and skills development in the sector - round up of the conference and prize draw

QUEENS ROOM

Chaired by Shaun Aldis, Director of Operations (Wolverhampton Homes)
Speakers - Peter Hall Jones, Director (The Spiral Partnership) Lucy Pedrick, Policy Officer (National Housing Federation)
Alison Inman, Vice President (Chartered Institute of Housing)

Peter Hall Jones, an unconventional free thinker and a pioneer of ideas who is in demand around the world, will share his experience of designing inspiring transformations to make lives better.

share your views on the opportunities for the leadership and skills development in the housing sector.

He is joined by leaders in the sector. Come to hear something different and to

The session ends with prize draws and thanks to our delegates.

Workshop 1a: Building our future

**Arden
Room**

Chaired by Jon Cross, Property Services Director (Essenjay Associates)
Speaker - Paul Wenham, Property, Maintenance & Investment Director (Southern HG)

All too often customers are left out of the relationship between Housing Associations and their suppliers. At Southern Housing Group (SHG), we are building our future with the customer's experience at the centre of everything. Paul Wenham, Southern's Property Maintenance & Investment Director, will

facilitate a workshop to share how far SHG has progressed in its transformation into a truly customer-focused organisation, and discuss creative ways to invite customers to the party with our suppliers.

Workshop 1b: Driving efficiency in gas servicing programmes

**York
Room**

Chaired by Andrew Burke, Retired (National Housing Federation)
Speakers - Claire Heyes, Chief Executive (Corgi Technical Services Ltd) Alistair Thorpe, Southern Specification Director (Vaillant Group UK Ltd)

An MOT style of gas safety check is a proposal that has been developed between HSE and Industry to allow greater flexibility over when the annual gas safety check can be completed but still retain the same renewal date. It would allow social landlords to carry out annual gas safety checks up to 2 months before the

current check's renewal date but still keep the same renewal date. This session will look at this proposal and other technical developments to drive efficiency in gas servicing programmes.

Workshop 1c: Achieving the sweet spot of delivering a successful repairs and maintenance service

**Surrey
Room**

Chaired by David Miller, Director (Rand Associates)
Speaker - Rob Bryan, Director (Vantage Business Solutions)

How do you find the balance of delivering a high quality R&M service whilst keeping a close eye on costs? Rob Bryan will consider the 4 key ingredients to establishing a successful internal maintenance service, how to maximise

efficiencies from external contractors, and how to evaluate different streams of the service in a hybrid model.

Workshop 1d: Reducing the numbers of empty homes

**Norfolk
Room**

Chaired by Stephanie Lloyd-Foxe, Project Manager (Magna Housing Association)
Speaker - Darren Baggs, Assistant Director of Housing (Wolverhampton Homes)

This session will discuss the financial importance of reducing the percentage of empty, non-performing homes and how Wolverhampton Homes has reduced the number of void properties it manages to the lowest level since it was

established. The number of lettings completed each month has remained consistently above the number of empty properties arising over the period.

Workshop 1e: Procuring IT at the heart of service delivery

**Dorset
Room**

Chaired by Liz Circuit, Managing Director (M3)
Speakers - Peter Long, Repairs Service Manager (Basildon BC) Mathew Baxter, Managing Director (echelon Consultancy) Carol Burton, Senior Project Manager (Basildon District Council)

Peter and Carol describe the result of the recent procurement exercise carried out with echelon as having changed everything; nothing remains the same. Basildon Council set out with a vision of how things could be different and chose services

and technology to realise its dream. In particular it wanted to streamline its service delivery to give it the time and money to create a training programme to address the skills shortage and provide local employment opportunities.



Contracts

Compliance

**Responsive
maintenance**

**Managing
stock and investment**

**Technology
and Data**

Workshop 2a: Understanding and minimising TUPE and pensions costs in insourcing, outsourcing and contracting

Arden Room

Chaired by Steve Downing, Director (Rand Associates)

Speakers - Doug Mullen, Senior Associate (Anthony Collins Solicitors LLP) Kate Watkins, Associate (Anthony Collins Solicitors LLP)

In an increasingly cost conscious and competitive market, maintaining a close grip on staff costs, and in particular on issues around TUPE transfers in insourcing, outsourcing and contract transfers, is of growing importance to

clients as well as contractors. This session will address a range of TUPE related challenges looking at contract, staffing and pensions issues.

Workshop 2b: Changes to the standards governing fire detection and emergency lighting

York Room

Chaired by Simon Lowe, Head of Asset Management (Methodist Homes)

Speaker - Steve Martin, Head of Specialist Groups and the Fire and Security Association (Electrical Contractors' Association)

For landlords, when it comes to fire safety, UK legislation imposes a duty on those with control of premises to ensure the safety of the occupants. One measure includes the provision of emergency lighting. Recent changes not only give recommendations to assist occupants in leaving a building during an emergency

but also helps protect them if they 'stay put' during an emergency. Steve Martin will highlight the changes to the emergency lighting standards; the proposed technical changes to the fire alarm standards and practical advice on electrical safety to help limit the cause of fire.

Workshop 2c: Repair service savings through a regular inspection programme

Surrey Room

Chaired by Karen Canon, Group Responsive Repairs Manager (WM Housing)

Speaker - Mark Burnett, Head of Repairs & Maintenance (The Riverside Group)

The Riverside Group has been running a programme of 4 yearly 'MOTs' which has given them improved stock data and reduced demand for responsive repairs.

They share their findings from the four year project.

Workshop 2d: Stock rationalisation and stock swaps

Norfolk Room

Chaired by Karl Linder, Planning and Investment Manager (Viridian Housing)

Speakers - Rebecca Gibson, Managing Associate (Trowers & Hamblins) Steve Partridge, Director of Housing Consultancy (Savills)

In this session Rebecca will outline the legal process of buying or selling occupied stock and focusing on the key areas of preparation, approach, common legal issues and the legal documentation used in these transactions.

Steve will talk about drivers for the future role of stock rationalisation post deregulation, provide an update on current market conditions and pricing, and consider the process pitfalls and opportunities to be aware of when considering strategic rationalisation.

Workshop 2e: How can technology support stock condition surveys?

Dorset Room

Chaired by David Jervis, Unknown (King Street Housing)

Speakers - Andrew Tolley, Response & Voids Maintenance Manager (Solon South West HA) Mark Pickance, Director (Upshot UK LTD) Richard James, Director of Development and Asset Management (Solon South West HA)

This session looks at how new technologies can assist with cyclical maintenance projects and responsive maintenance surveys. The images captured by cameras on unmanned aerial vehicles (UAVs) enable an asset manager to evaluate if works

are required and accurately cost the works, without the need for scaffolding or cherry pickers. Richard, Andrew and Mark outline what is involved in employing these innovative techniques and where they deliver good cost savings.



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**Workshop 3a: Mergers, acquisitions & consolidation -
how does this impact on the repairs service?**

**Arden
Room**

Chaired by Paul Wenham, Property, Maintenance & Investment Director (Southern HG)
Speakers - Jordan Brown, Project Manager (Your Housing Group)
Richard Woolfall, Director of Repairs Improvement and Performance (Your Housing Group)

Melding two or more established businesses into one entity with coherent processes, a common purpose and culture is not an easy undertaking. When housing providers join together the complexity of the repairs and maintenance

service is often overlooked. From his own experience, Richard outlines what is involved in the development of a cohesive service model in context of the emerging commercial world of social housing, and highlights some of the pitfalls to avoid.

Workshop 3b: Compliance “to be G3 or not to be G3”

**York
Room**

Chaired by Chloe McLaren Webb, Policy Officer (National Housing Federation)
Speaker - Lee Woods, Operations Director (Pennington Choices)

Pennington Choices' Lee Woods, who specialises in compliance and governance, will offer an insight into the key pitfalls experienced by many RPs and what good housing compliance looks like. Having undertaken numerous compliance health checks for a diverse range of RPs and having managed in G1, G2 and

G3 situations, Lee is well placed to share lessons learned and advise you on how your key compliance challenges in respect of gas, electric, fire, water and asbestos, can be effectively managed.

Workshop 3c: Together we're stronger - shaping our repairs service

**Surrey
Room**

Chaired by Paul Allen, Director of Asset Management (Merthyr Valleys Homes)
Speaker - Allison Soroko, Head of Engagement and Ownership, Merthyr Valleys Homes

On 1st May 2016 Merthyr Valleys Homes (MVH) became Wales' first tenant and employee owned mutual housing association, and control was handed over to a membership made up of tenants and employees. This new model recognises the

relationship between the people who live in, and carry out work in, MVH houses. During this session, we will share the benefits of being a mutual, what impact this has had on our repairs service to date, and our aims for the future.

Workshop 3d: Banish condensation, damp and mould

**Norfolk
Room**

Chaired by Stephanie Lloyd-Foxe, Project Manager (Magna Housing Association)
Speakers - Peter Rickaby, Director (Rickaby Thompson Associates) Adam Fudakowski, Managing Director (Switchee)
Simon Jones, Commercial Director for the UK and Ireland (Aereco Ltd)

Problems of condensation, damp and mould persist in a range of property types and tenures. Peter describes a new technical approach and the residents

response to the solution. He is joined by practitioners who share initiatives to engage residents to help to tackle the problem of damp in their homes.

Workshop 3e: Data protection – new regulations coming

**Dorset
Room**

Chaired by Stephen Chalmers, Technical Director (Kingsdale Group)
Speaker - Jane Burns, Solicitor (Anthony Collins Solicitors LLP)

“There's a large dog at no 33.”
“Do not visit no 82 alone.”
You may think you have got data protection sewn up. However, the new General

Data Protection Regulation brings a raft of new requirements, with significant penalties for breaching them. Come and hear what your organisation should be doing to prepare for the changes.



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Workshop 4a: The risks and pitfalls associated with the appointment of a principal designer

**Arden
Room**

Chaired by Stephen Chalmers, Technical Director (Kingsdale Group)
Speakers - Tony Mitchell, HM Principal Inspector of Health and Safety (Health & Safety Executive)
Richard Parry, Safety, Health and Environmental Manager (Ian Williams Ltd) Tim Clark, Senior Associate (Kendall Kingscott)

What are the regulations surrounding the appointment of a principal designer and can this duty be transferred to a principal contractor? This session provides a legislative overview from the HSE as well as a practitioner's view.

The implications of the appointment of a contractor as the principal designer will also be presented.

Workshop 4b: Fire risk assessment – practical steps to compliance

**York
Room**

Chaired by Andrew Burke, Retired (National Housing Federation)
Speakers - Mark Astbury FRICS CIHCM, Partner (Ridge and Partners LLP) Kimon Spyrou, Fire Risk Assessor (Ridge and Partners LLP)

Kimon is an experienced Fire Risk Assessor having completed several hundred assessments with a particular interest in the Social Housing Sector. Mark and Kimon will discuss the current regulations and provide practical examples of commonly found issues and how to ensure that you manage fire risk

assessments for your property portfolio to ensure compliance .They will look at the development of best practice fire strategies, fire related design to guard against unnecessary actions and keep residents safe. Experience and examples will also be drawn from their role as auditors and from procuring remedial work.

Workshop 4c: Driving efficiencies in the material supply chain

**Surrey
Room**

Chaired by Paul Reader, Partnership Director (Morgan Sindall Property Services)
Speaker - Lara Cartledge, Supply Chain Manager (Derby Homes) Steve Stokes, Gas and Electrical Manager (Derby Homes)

After having many different arrangements spread across the city, Derby Homes wanted a 'one-stop-shop' to supply all building materials, from one location, for their in-house repairs team. Derby Homes also wanted to move to an electronic

method of invoicing to help achieve job-costing, reduce back-office costs and have robust price checking in place.

I am going to talk about what went well, what the 'Red Herrings' were, and what our plans for making further efficiencies on the material supply chain are.

Workshop 4d: Reviewing property performance with EWl

**Norfolk
Room**

Chaired by Karl Linder, Planning and Investment Manager (Viridian Housing)
Speakers - Peter Rickaby, Director (Rickaby Thompson Associates) Cliff Stanley, Asset Management Director (Magenta Living)

In certain circumstances External Wall Insulation (EWI) can be shown to be an effective way of improving properties of different types to prolong their lifespan. The technical planning and management of EWI projects is vital if they are to

deliver long term benefits. This session looks at how to avoid common problems with contributions from practitioners with first hand experience of running such projects.

Workshop 4e: Using IT to support excellent customer services

**Dorset
Room**

Chaired by Jon Cross, Property Services Director (Essenjay Associates)
Speaker - Anna O'Halloran, Managing Director (Just Housing Group)

This workshop will give delegates the opportunity to discuss and exchange ideas on whether using technology can provide the best customer experience for repair reporting. What proportion of reports can be expected online? Will this deliver savings to the service? Are there technical barriers to overcome? The session

will include how the use of Behavioural Insights or 'Nudge' techniques can assist organisations in encouraging customers to channel shift and use available technology to report their repairs.

Workshop 4f: Building skills for the future

**Queens
Room**

Chaired by Billy Park, Head of Major Investments (Guinness Property)
Speaker - Rebecca Hart, Women in Construction Officer (Nottingham City Homes Ltd)

This project to increase the number of tradeswomen in the social housing sector was launched at the NHMF Conference 2016. Supported by CITB funding and led by Mears, the project steering group is committed to tackling the national skills shortage and to attracting a more diverse operative workforce for Social Housing.

Join us to meet the team, hear from Hayleigh Donovan and Genna Spencer (both apprentice plumbers) and get involved to promote careers in the sector, recruit, train and retain skilled operatives from a diverse range of backgrounds.

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

Plenary 7

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.



**Nick Atkin -
Group Chief Executive,
Halton HT**

Plenary 2

Nick has driven the transformational change at Halton Housing Trust to enable it to meet the challenges and opportunities that the housing sector faces.

He has been paperless for 15 years' and has led a flexible/remote working approach as part of the move for 90% of Halton Trust's customers to be accessing services online by 2018, inspired by the "Housing Graph of Doom".



**Mathew Baxter -
Managing Director,
echelon Consultancy**

Workshop 1e

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.



**Mark Burnett -
Head of Repairs & Maintenance,
The Riverside Group**

Workshop 2c

Mark has over 30 years' experience in the construction industry in both the private & public sector, ranging from "Chainman" to "Land Surveyor*" to "New build/Refurbishment Project Manager" through to his current role as "Head of Repairs & Maintenance" for The Riverside Group.

Mark is currently responsible for transforming the Riverside responsive repairs service from a reactive to a proactive service.



**Carol Burton -
Senior Project Manager,
Basildon District Council**

Workshop 1e

A hardworking, experienced senior manager with extensive knowledge and skill of managing specialist teams within the social housing sector.

Sixteen years experience at a senior manager level delivering high levels of customer service in housing management and property services.

An extensive record of delivering projects on time and within budget, with overall responsibility for delivery of services in excess of £20,000,000.



**Rob Bryan -
Director,
Vantage Business Solutions**

Workshop 1c

Heading up the Client Delivery teams is Operations Director, Rob Bryan. Rob has extensive experience leading transformation projects across both the Public & Private sector including Value

for Money and Efficiency programmes. Rob has helped organisations to deliver significant savings and importantly left them with the insight and experience to continuously improve.



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

Workshop 4b

Mark is a Fellow of the RICS, a Chartered member of CIH and a Partner within the Ridge Property Consultancy team. Mark provides asset management support in a number of areas including the development of reinvestment strategies, stock surveys, business planning, data validation, due diligence reviews, viability modelling, value for money reviews, compliance strategies and options appraisals.



**Darren Baggs -
Assistant Director of Housing,
Wolverhampton Homes**

Workshop 1d

As Assistant Director of Housing at Wolverhampton Homes, Darren has held operational, strategic and senior management positions during his career in social housing.

Darren is passionate about customer service and led a review of concierge services and the development of our modernised CCTV command and control centre. He is responsible for a wide range of housing functions, including rent collection, voids and lettings.



**Andrew Burke -
Adviser, NHMF**

Workshop 1b

Andrew developed the NHMF Best Practice Guidance for UK social landlords. He led the National Housing Federation's work on sustainability and much of his career has been spent developing central government policy, writing Building Regulations and managing construction research on energy efficiency and indoor air quality. Andrew is also a registered Architect and he worked at BioRegional Development Group on sustainable design and construction projects.



**Jane Burns -
Solicitor,
Anthony Collins Solicitors LLP**

Workshop 3e

As Governance and commercial specialist, my role at Anthony Collins involves providing strategic and pragmatic advice to clients on all aspects of data protection and privacy, particularly data protection and privacy law. I am an Associate Member of the Chartered Institute for IT and hold their ISEB Certificate in Data Protection, widely recognised as the key UK qualification for data protection and privacy practitioners.



**Jordan Brown -
Project Manager, Your Housing Group**

Workshop 3a

Jordan is the Maintenance Improvement Manager for Your Housing Group. As a qualified building surveyor with over 15 years' experience he has worked with several housing providers to deliver repairs and maintenance, reinvestment, stock condition, Decent Homes, HHSRS, equity release and compliance. Within his current role he is the subject matter expert for asset management for the switch to future technologies and digital integration, and provides direction and strategy on the Group's approach to service delivery.



**Lara Cartledge -
Supply Chain Manager,
Derby Homes**

Workshop 4c

As a qualified Accountant I moved to Derby Homes to oversee the financial side in 2010. I was then asked to review and implement a new Contractor package for the Repairs Team.

This led to me becoming the Supply Chain Manager. I manage the service and employees so as to provide an effective and efficient delivery of agreed objectives to the standards required within the Repairs, Investment and the Supply Chain team.



**Tim Clark -
Senior Associate,
Kendall Kingscott**

Workshop 4a

Tim attended University of Brighton gaining a BSc(Hons) in Building Surveying in 1995, and became a Chartered Building Surveyor in 1996. Tim is an Incorporated Member of the Association of Project Safety, and has acted as Planning Supervisor/CDM Co-ordinator since 2000. Since April 2015 he has been acting as Principal Designer under CDM 2015, and as a CDM Adviser.



**Rebecca Gibson -
Managing Associate,
Trowers & Hamlins**

Workshop 2d

Rebecca Gibson, Managing Associate at Trowers & Hamlins LLP, has over fifteen years' experience providing legal advice to registered providers. She has been working in the stock rationalisation and stock swaps market for over ten years. Her clients include Guinness South (500 units/£70m), Riverside (600 units/£25m) in their disposal programme and Hyde (£21m), South Yorkshire Housing and Mount Green (£15m) in their acquisition programmes.



**Rebecca Hart -
Women in Construction Officer,
Nottingham City Homes Ltd**

Workshop 4f

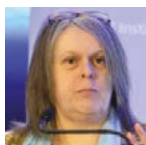
Rebecca Hart completed an electrical apprenticeship with Nottingham City Homes (NCH) in 2005 and progressed into a technical role supervising electrical contractors in 2009. Rebecca now manages NCH's Women in Construction positive action initiative which encourages and supports local women into construction related opportunities. The projects aims to increase the representation of tradeswomen and female managers in NCH to 10% and 36% by 2020.



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

Plenary 4

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.



**Alison Inman -
Vice President,
Chartered Institute of Housing**

Plenary 7

Alison is a familiar face in the housing sector having served as Chair of Colchester Borough Homes and the National Federation of ALMOs, a member of the CIH Governing Board and Chair of Broadland Housing Association. She is currently a Board member of Colne Housing Society and Tpas and is a co-founder of SHOUT, the social housing campaign group. She writes regularly for the trade press and has spoken at many housing events. She is known for her commitment to social housing, fairness and social justice, as well as her belief in the potential of people and communities to bring about change.



**Richard James -
Director of Development and Asset
Management, Solon South West HA**

Workshop 2e

Richard is a Chartered Building Surveyor with over 16 years experience in the delivery of Asset Management and Development services within the Social Housing Sector. He joined Solon in 2015 as the Director of Development & Asset Management. Prior to joining Solon Richard spent 5 years as the Assistant Director of Asset Management and Head of Asset Management at Somer Community Housing Trust and then Curo.



**Adam Fudakowski -
Managing Director, Switchee**

Workshop 3d

Mr. Adam Fudakowski is the Managing Director of Switchee, whose intelligent, connected heating controls save residents and landlords money. He has a Manufacturing Engineering degree from the University of Cambridge and an MBA from INSEAD business school. Prior to founding Switchee Adam ran a medical device company and worked at the Boston Consulting Group, advising global clients on business strategy in pharmaceuticals and retail. Outside of work, he is a charity trustee and enjoys spending time with his identical twin boys.



**Peter Hall Jones -
Director, The Spiral Partnership**

Plenary 7

Peter Hall Jones is an unconventional free thinker, a pioneer of ideas, an innovator and strategist in demand around the world. He challenges current thinking, develops new ways of working and helps to design inspiring transformations to make lives better. A former teacher and a nationally recognised Headteacher, Peter's first love is working with leadership teams and individuals who want to bring about change. Peter is currently leading national culture and leadership change initiatives in Myanmar, Kenya and Pakistan as well as consulting, coaching and changing a number of large and SME companies and individuals across the UK.



**Jennifer Hawthorne-
Head of Income & Communities,
Northern Ireland Housing Executive (NIHE)**

Plenary 3

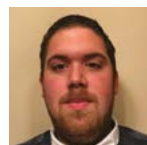
Jennifer Hawthorne, OBE, is the Northern Ireland Housing Executive's Head of Income and Communities, with responsibility for community cohesion, community involvement, community safety, social enterprise, income collection, service charges and commercial properties. She has recently overseen the first ever removal of a NIHE peace wall at a contentious location in North Belfast, which has seen the physical transformation of a once severely blighted interface area.



**Claire Heyes -
Chief Executive,
Corgi Technical Services Ltd**

Workshop 1b

Claire is enjoying her new role as Joint Chief Executive which follows eight years at CORGI as Group Finance Director during which she played a key role in the restructure of the company and the set-up of CORGI Technical Services. She was involved in the HSE bid for the gas registration scheme and subsequent transfer of the service to Gas Safe Register.



**Chris Irons -
Gas Production Team Leader,
Hyde Property Services**

Plenary 6

I have grown up in the housing maintenance sector, leaving school at 16 and starting my career as a Gas Apprentice. Over the last 10 years I have progressed up through the ranks of my organisation Hyde Housing Group and am now running a team of 19 Gas Engineers. Through my time at Hyde I have worked with 12 trades persons following different apprenticeship routes.



**Simon Jones -
Commercial Director for the UK and Ireland,
Aereco Ltd**

Workshop 3d

An experienced manager (Commercial Director, CCO and MD). Key Areas: Ventilation, Renewable Energy, Mechanical Services, Energy Supply and Service Contracting, Social Housing and Retrofit Specialties: Growing profitable Business and Sustainable Brands, Sales Management and Business Development, Lobbying, New networks and market development and Green Business.



**Daniel Leatherdale -
Business Psychologist and Leadership
Consultant, Openspace Learning**

Plenary 1

Dan is a business psychologist, coach and consultant. His expertise lies particularly in the areas of leadership, communication and employee engagement. He has worked with leaders in all sectors and on all continents, helping them achieve measurable impact. His study of the development of people inside a magic circle law firm features extensively in a recent book on best learning practices in professional services.



**Karl Linder -
Planning and Investment Manager,
Viridian Housing**

Workshop 4d

Karl is the Planning and Investment Manager at Viridian Housing, who have 30,000 customers in the Midlands, London and West Sussex. He has 22 years strategic and operational experience in asset management at all levels of management. He is the Deputy Chair of the NHMF, he is also on the audit and group board committee's at WATMOS Community Homes.



**Peter Long -
Repairs Service Manager,
Basildon BC**

Workshop 1e

Peter has over 35 years' experience working in the building and construction industry and started out as an apprentice. For the last 10 years he has managed the responsive housing repairs department at Basildon. Having worked on both the contractor and the client side of the fence Peter has forged and maintained good relationships with contractors over the years, and is constantly looking for a better and more efficient way of carrying out housing maintenance.



**Steve Martin -
Head of Specialist Groups and the Fire and
Security Association, Electrical Contractors'
Association (ECA)**

Workshop 2b

Positioned within ECA's Technical Department, Steve ensures relevant advice and practical support is given to all specialist areas, notably fire and security, home technology and building automation. With an established industry background, Steve facilitates both a practitioner and managerial level of experience within electrical contracting and the broader electro-technical specialisms spanning residential, commercial and industrial locations.



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

Plenary 4

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.



**Tony Mitchell -
HM Principal Inspector of Health and Safety,
Health & Safety Executive**

Workshop 4a

Tony Mitchell is a Principal Inspector and has been with the HSE for 22 years. He currently leads the construction inspection team covering the West Midlands, Warwickshire and Worcestershire.



**Doug Mullen -
Senior Associate,
Anthony Collins Solicitors LLP**

Workshop 2a

Doug specialises in Employment and Pensions law and has experience of a wide range of contracting arrangements in the housing sector. Doug advises housing providers who are contracting out services or who are re-tendering or in-sourcing and also housing providers bidding for contracts. Doug is a regular speaker on TUPE and Pensions, including for the Employment Lawyers Association.



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

Plenary 6

Jane Nelson, Executive Director at Mears Group, has worked in Social Housing Building Maintenance for 30 years starting her career as a trainee painter and decorator.

Jane achieved the inaugural Inspire Award for "Inspirational Construction Leader" and is a Trustee of the Construction Youth Trust. Jane recently contributed a chapter to the Smith Institute Report: "Building the Future: Women in Construction".



**Anna O'Halloran,
Managing Director,
Just Housing Group**

Workshop 4e

Anna is a corporate member of CIH and has an MSc in Housing. She has worked at the Audit Commission as a Housing Inspector and the Chartered Institute of Housing as Director of Consultancy.

Anna is currently leading several game-changing projects and she is one of the very few housing professionals to have tested the use of Behavioural Insights in the social housing industry.



**Richard Parry -
Safety, Health and Environmental Manager,
Ian Williams Ltd**

Workshop 4a

Richard joined Ian Williams in 2005. He is a chartered health and safety practitioner who has significant experience of a number of industries, the last eleven years of which have been spent in the construction/refurbishment sector. Richard sits on the H&S committee for the Painting and Decorating Association and the Build UK Occupational Health Task Group. He has delivered training to NEBOSH diploma level.



**Steve Partridge -
Director of Housing Consultancy,
Savills**

Workshop 2d

Steve is a senior leader and highly regarded national expert in housing finance with over 25 years' experience in public and private sectors in business planning, investment appraisal,

financing and the development of new homes. Steve specialises in working with housing providers to build their financial capacity, to assess options for, and then implement the delivery of, new and better housing.



**Lucy Pedrick -
Policy Officer,
National Housing Federation**

Plenary 5

Lucy Pedrick is a Policy Officer at the National Housing Federation where she has responsibility for leading the Federation's response to the vote to leave the EU.



**Mark Pickance -
Director,
Upshot UK LTD**

Workshop 2e

Mark Pickance qualified with the RICS in 2001 and worked in surveying consultancies and the banking industry. In 2010 Mark joined his brother James at Upshot UK Ltd as a Director. Upshot concentrates on aerial photographic inspections of infrastructure (including rail and highways) and residential properties (including blocks and street properties).



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

Workshop 3d

Workshop 4d

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 BREEAM Accredited Professional, a member of the RIBA's Sustainable Futures Group.

Peter contributed the energy and sustainability content of the NHF's guides: Repairs and Maintenance and Managing the Assets.



**Allison Soroko -
Head of Engagement and Ownership,
Merthyr Valleys Homes**

Workshop 3c

Allison Soroko is the Head of Engagement and Ownership at Merthyr Valleys Homes (MVH), and has recently managed the development and implementation of an innovative governance structure that has resulted in MVH becoming Wales' first tenant and employee owned mutual.

Allison specialises in Governance in the housing sector, and is a supporter of tenant engagement and effective communications.



**Kimon Spyrou -
Fire Risk Assessor,
Ridge and Partners LLP**

Workshop 4b

Kimon specialises in fire safety engineering and building surveying. An experienced Fire Risk Assessor, Kimon has completed several hundred assessments and prepares fire strategies and fire related building design as well as auditing and managing a team of assessors. Kimon is a full member of the Institute of Fire Engineers and has completed a master's degree in building surveying, preparing his dissertation on risk perception in fire risk assessment.



**Patrick Stapleton -
General Manager,
Hilton Birmingham Metropole**

Plenary 1

Patrick has been with Hilton for 25 years. In his role as General Manager of Hilton Birmingham Metropole NEC he leads a team of 735 members of staff.

As a member of the Magic Circle, he made his reputation with a daring escape from a straight jacket, suspended from a crane over the Grand Canal to unveil the newly opened Hilton Dublin.



**Steve Stokes -
Gas and Electrical Manager,
Derby Homes**

Workshop 4c

Over the past 30 years Steve has worked in the building services industry, in both social housing and the private sector. He moved to Derby Homes in 2014 to manage the electrical side but after staff re-organisation now manages electrical, gas, water hygiene and most compliance issues.



**Alistair Thorpe -
Southern Specification Director,
Vaillant Group UK Ltd**

Workshop 1b

With over 10 years experience in the renewable and heating industries, Alastair worked on government funded renewable projects in Australia before returning to the UK to join the Vaillant Group in 2010. As Southern Specification Director for Vaillant UK his work predominantly involves gas boiler sales in the social housing market,

developing relationships, partnerships and solutions for social housing providers.



**Andrew Tolley -
Response & Voids Maintenance Manager,
Solon South West HA**

Workshop 2e

Andrew joined Solon in 2010 as Response and Voids Maintenance Manager following 30 years working for Bury MBC in quantity surveying and building maintenance management then latterly as Planned Maintenance Manager for Six Town Housing. In 2008 he left Bury to work as Associate Director of a small building surveying consultancy in Bolton working mainly in the commercial property sector.



**Kate Watkins -
Associate,
Anthony Collins Solicitors LLP**

Workshop 2a

Kate is an Associate in the Employment and Pensions team at Anthony Collins Solicitors LLP and has advised a number of housing providers on TUPE insourcing and

outsourcing arrangements.



**Paul Wenham -
Property, Maintenance & Investment
Director, Southern HG**

Workshop 1a

Paul is Southern Housing Group's Property, Maintenance and Investment Director with responsibility for all property related services and the "Building Our Future" transformation programme. As a Chartered Surveyor and Chartered Builder he has worked through not only procuring services but also their operation in addition to ensuring staffing structures fit operational delivery. Paul created the G15 Asset Directors Group, is an executive NHMF member.



**Lee Woods -
Operations Director,
Pennington Choices**

Workshop 3b

Lee has 29 years' experience in the social housing sector. As Group Director of Property for Harvest Housing Group and Your Housing Group he was responsible for asset management

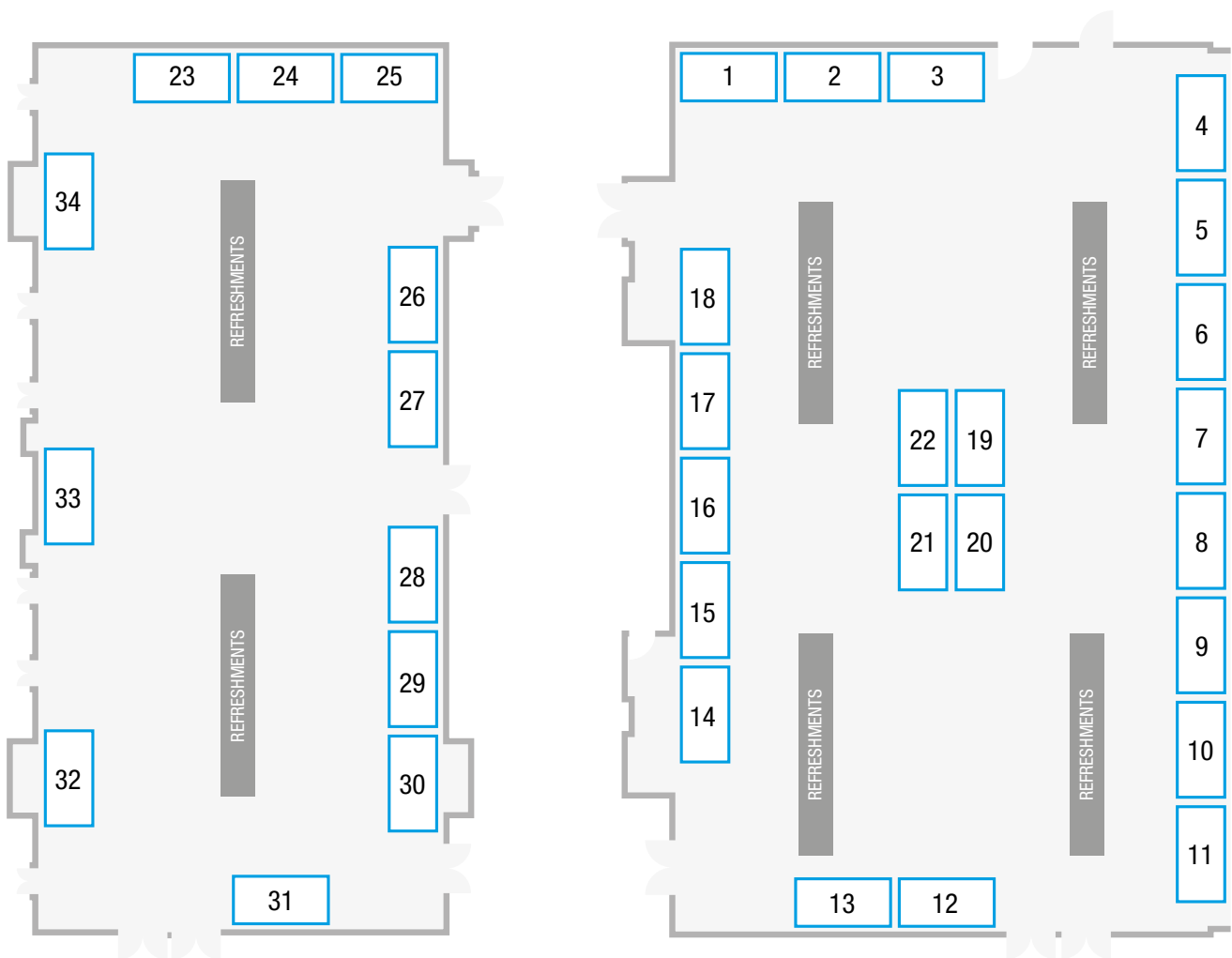
and compliance. He has spent the last three years as consultant and is the lead consultant delivering Pennington Choices' compliance health check, a practical assessment of RP's compliance arrangements.



**Richard Woolfall -
Director of Repairs Improvement and
Performance, Your Housing Group**

Workshop 3a

Richard is a Chartered Surveyor with over 20 years experience in the social housing and private sectors. He has worked for commercial property management organisations and social landlords on stock transfer regeneration, commercial redevelopments, specialist accommodation, low carbon retrofit and asset management strategy. He is currently responsible for Your Housing Group's social and commercial repairs & maintenance service.



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STAND 1

Icopal Ltd

Icopal is a market leader in waterproofing in waterproofing technology and building protection, delivering world-class products for our wide range of public, private, commercial and residential customers.

Innovation, based on decades of knowledge and expertise, has provided us with a deep understanding of what you need to keep your building project safe, dry and secure.

From initial consultation to final sign off, Icopal delivers end-to-end solutions and support that is custom built to exceed expectations.

David Dacres | T: 07885998489

W: www.icopal.co.uk | E: david.dacres@icopal.com



STAND 2

Vent-Axia

For 80 years, Vent-Axia has set the standard for ventilation. Providing the sector's most comprehensive choice from any single manufacturer, Vent-Axia's range covers not just air movement and ventilation technologies, but heat recovery, electric heating and cooling for use in public or private residential RMI as well as New Build Residential applications.

Lee Caulfield | T: 01293441515

W: www.vent-axia.com | E: lena.hebestreit@vent-axia.com



STAND 3

Mould Growth Consultants Ltd

MGC specialises in solving problems of condensation, damp and black mould. For 50 years the company has led the field in providing solutions for LA's, HA's and private landlords. MGC has a comprehensive range of mould treatments including fungicidal paints, stain block and damp seal coatings, thermal and acoustic insulation, waterproofers, masonry paints and moss, lichen and algae treatments, and also condensation treatments including dehumidifiers, moisture traps, comfort thermometers and the "Mouldy" dvd and booklet for tenants.

Paul Munnion | T: 01372743334

W: www.mgcltd.co.uk | E: info@mgcltd.co.uk



STAND 4

akzonobel

AkzoNobel is the manufacture of brand leading Dulux Trade paints and other leading brands, Sikkens, Polycell, Cuprinol, Hammerite and Armstead Trade paints. A broad range of products and added value services including Equalities Act colour design service, supporting both clients and contractors with a wealth of technical expertise. A designated Social Housing team with a wealth of experience, backed up by a comprehensive field based contractor specifier sales team, larges in the UK to support your every need.

Joe Baxter | T: 07730910539

W: <https://www.duluxtradepaintexpert.co.uk/socialvalu>

E: joe.baxter@akzonobel.com



STAND 5

Fortem

Fortem is a property solutions provider that cares passionately about the quality of service given to its clients and customers. We provide a broad range of maintenance, retrofit and investment activity to public and private property owners. We differentiate ourselves by supporting property owners to improve the performance of both their assets and services to customers. Fortem is in tune with the needs of its clients and has created a unique range of property based solutions set to transform property management.

Claire Holl | T: 01462446220

W: www.willmotttdixon.co.uk

E: claire.holland@willmotttdixon.co.uk



STAND 6

Envirovent

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

Adam Slinger | T: 01423810810

W: www.envirovent.com | E: aslinger@envirovent.com



STAND 7



Nuaire

Nuaire is a UK manufacturer and market leader providing ventilation solutions which deliver excellent indoor air quality. Poor ventilation can lead to several problems for Social Housing providers, including condensation and mould growth, radon gas and poor indoor air quality for tenants.

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 | T: 02920858369

W: www.nuaire.co.uk | E: stephanie.davies@nuaire.co.uk

STAND 8



Affresol Limited

Affresol Limited is a green technology business. We manufacture an innovative range of products including; mobility scooter storage units, bin stores, garages, sheds and secure storage units.

The structural nucleus of our products is TPR® synthetic concrete, which is made from 70% waste that has been diverted from landfill. TPR® is a sustainable alternative to traditional concrete.

Our products are high quality, low maintenance, secure and robust; providing clients with long term savings and a low carbon footprint.

Neil Jones | T: 01792581197

W: www.affresol.com | E: neil.jones@affresol.com

STAND 9



Thames Laboratories

Thames Laboratories provide the full range of asbestos consultancy services, from the undertaking of asbestos management and refurbishment/demolition surveys to the design and project management of estate-wide asbestos abatement strategies. As a company with 25 years of experience, we are able to provide asbestos surveys, urgent surveys, void surveys, responsive surveys, air monitoring, asbestos training and asbestos removals project management.

Hannah Pike | T: 01480891800

W: www.thameslabs.co.uk | E: hannah.pike@thameslabs.co.uk

STAND 10



Faithorn Farrell Timms

Established as a Limited Liability Partnership in April 2001, Faithorn Farrell Timms is an award winning practice offering the core professional disciplines of Building and Quantity Surveying, as recognised by the Royal Institution of Chartered Surveyors.

With over eighty staff operating out of offices in Orpington, Brighton, Taunton, Potters Bar, Gateshead and Cardiff we are also able to provide architecture, project management and Principal Designer services from a single source.

Colin Farrell | T: 01689885080

W: www.effefftee.co.uk | E: colinfarrell@effefftee.co.uk

STAND 11



Pimss Data Systems Ltd

PIMSS - the best asset management products from the asset management experts.

We believe in the principle of Evidence Based Decision Making. Our job is to provide you with that evidence through our range of asset management products PIMSS, Clarity, Viability and Agility. We also provide bespoke development and data services which include data analysis, management and processing.

“Powered by PIMSS” means exactly that; all our products are powered with over 20 years’ experience of Asset Management in Social Housing.

Debbie Blackley | T: 08001218767

W: www.pimss.com | E: debbie.blackley@pimss.com

STAND 12



Veka Plc

The VEKA UK Group is one of the largest manufacturers of energy efficient window, door and curtain walling systems in the UK. Our Group contains many of the best known brands in the commercial sector including VEKA, Halo & Network VEKA. For over 30 years, The VEKA UK Group has been providing innovative, sustainable products to meet the needs of our clients and contractors alike.

Charlotte Cheney | T: 01282725353

W: www.vekauk.com | E: ccheney@veka.com

STAND 13



Bosch

Bosch are the world's largest manufacturer of power tools.

We are also a charitable foundation. Our profits go to charity not to shareholders.

We are the UK market leader in the Housing Sector. If you would like to look at your 'power tool strategy' inc, HAV, dust, warranty, leasing, repairs then do come and speak to me.

Pete Needell | T: 07773389750

W: <http://www.bosch-pt.com/gb/en/power-tools/power-to>

E: pete.needell@uk.bosch.com

STAND 15

BADGE SPONSOR



Morgan Sindall Property Services

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 cover 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.

Emily Saint-Gower | T: 07866856461

W: www.morgansindallpropertyservices.com

E: emily.saint-gower@morgansindall.com

STAND 17



Low Carbon Exchange

Low Carbon Exchange are building fabric and renewable technology specialists, providing bespoke solutions to Housing Associations, Local Authorities and other Public Bodies nationally. Services include:

- Insulation solutions including external wall insulation and cavity wall insulation clearance and refill.
- Ventilation and heat recovery systems.
- Servicing, repair and maintenance of solar PV, solar thermal, air and ground source heat pumps, MVHRs, rainwater harvesting and hybrid systems.
- Management of Feed-in Tariff collection and solar PV system monitoring.

Jon Hope | T: 01173591410

W: www.lowcarbonexchange.com

E: jon.hope@lowcarbonexchange.com

STAND 14



Internetalia Limited

AccuServ Job Management solution automates workflows, scheduling, job completions, issue escalation, van stock replenishment, job costing & KPIs, housing & asset systems integration, stock control & supplier integration, responsive, voids, cyclical, planned, gas, grounds and a fully integrated mobile solution

AccuServ was written specifically for contractors and DLO organisations that not only have to control their repairs, but also have to be able to respond to the increasing demands for performance related information.

Colin Judd | T: +447841370598

W: www.accuserv.co.uk | E: colinjudd@internetalia.ie

STAND 16



The Lean Partnership

Deliver More with Less 50:20:20

Andrew Schofield | T: 07977929570

W: www.leanpartners.co.uk | E: andrew@leanpartners.co.uk

STAND 18



CLC Contractors Limited

CLC Contractors is one of the country's leading property & asset maintenance companies, with a network of branches throughout the UK. We work across a variety of sectors public and private housing, healthcare, education, retail, commercial, hotel & leisure.

We are able to offer our client the complete building solutions package. Our services include planned maintenance, cyclical painting and decorating, small building works, equality compliance adaptations, fire protection repairs and upgrades, electrical installation and maintenance, external wall insulation, roof upgrades/repairs.

Yvette Crook | T: 02380701111

W: www.clcgroup.com | E: ycrook@clcgroup.com

STAND 19



Build Recruitment

Build Recruitment provide a variety of recruitment solutions and supply all levels of staff to organisations working within affordable housing and the public sector including Housing Associations, Local Authorities, Maintenance Contractors, Main Contractors, Surveying Consultancies, FM Providers, Central Government & Agencies. Services include permanent, temporary, interim, contract mobilisation, executive & 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 to your business.

Chris Ewart | T: 07771883607

W: www.buildrec.com | E: chris.ewart@buildrec.com

STAND 20

MAIN SPONSOR



Axis

Axis deliver professional property repairs and maintenance services to some of the UK's largest RSLs, from 20 year full asset management contracts to specialist fire risk assessment retrofit programmes, our service is scaled and structured for the demands of our partners.

And whilst our technical expertise allows us to deliver responsive repairs across 27,000 homes for a single client, our approach is relationship focused and service driven, ensuring our client's objectives are absorbed and delivered like they were our own.

Paul Smart | T: 02075642100

W: www.axiseurope.com/housing | E: paul.smart@axiseurope.com

STAND 21



Echelon Consultancy Ltd

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 Cornwell | T: 97538989489

W: www.echelonconsultancy.co.uk

E: kate@echelonconsultancy.co.uk

STAND 22



Making People *Smile*

Mears Group

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 5,000 repairs every day to a portfolio of nearly 800,000 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.

Nick Davidge | T: 07703750918

W: www.mearsgroup.co.uk | E: nick.davidge@mearsgroup.co.uk

STAND 23



Aico Ltd

Aico are a market leader in residential fire protection, pioneering new technologies and offering high quality smoke and carbon monoxide alarms. Our key values are quality, service and innovation. Visit Aico and find out about our range of new products and services including:

- AudioLINK data extraction technology
- New multi-sensor alarm with dual sensors
- Up to date information on the new landlord's legislation for smoke and carbon monoxide alarms
- New RadioLINK+ interconnection technology with new functionality

Ruth Martin | T: 01691664100

W: www.aico.co.uk | E: ruth.martin@aico.co.uk

STAND 24



Ark Housing Consultancy

Ark is an award-winning housing consultancy with 25 years' experience and national coverage. We have a team of over 60 senior 'hands-on' practitioners with affordable housing and commercial backgrounds, supporting our clients in interim, project management on a consultancy basis.

We are best known for our work on asset management, regeneration, development, and our expertise in older people's housing and social enterprise.

We help our clients deliver 'what residents want' and to "MAKE CHANGE HAPPEN".

Chris Seeley | T: 01215153831

W: www.arkconsultancy.co.uk | E: cseeley@arkconsultancy.co.uk

STAND 25



Wates Living Space

Wates Living Space is one of the UK's leading providers of planned and responsive maintenance services in the social housing sector, maintaining over 500,000 homes nationwide every year. We tailor our service to meet the strategic needs of our customers by delivering value for money, exceptional customer service and investing in the communities where we work. This is supported by a team of highly skilled operatives that place the needs of each resident at the heart of everything they do.

Katherine Doha | T: 07718323965

W: www.wates.co.uk | E: katherine.doha@wates.co.uk

STAND 26



Keepmoat Regeneration Ltd

We are Keepmoat, a top 10 UK housing and construction company. We design, build, finance, refurbish and regenerate to create places where people want to live. We provide clients and local residents across Great Britain with a range of flexible services including:

- Responsive repairs, including call centre provision
- Facilities management and planned/cyclical maintenance
- Gas servicing and maintenance
- Void property solutions

Our national platform, combined with local knowledge and expertise, ensures a swift, direct response to our clients' needs.

Natalie Wylde | T: 01675461661

W: www.keepmoat.com | E: natalie.wylde@keepmoat.com

STAND 27



In4systems

We are in4systems - a leading supplier of housing asset management software solutions. We help housing businesses make the right decisions consistent with their strategic asset management plans, comply with ISO 55000/1/2 and provide the best service to their customers. Business processes supported include: Assets and liabilities register; Active asset management including NPV/ROI; Compliance; Scenario modelling; Stock surveys; Decent Homes/SHQS/WHQS; Energy; Project management; fixed assets/component accounting; mobile working. in4systems is an Orchard company.

Seema Nagi | T: 01189890362

W: www.in4systems.com | E: seema.nagi@in4systems.com

STAND 28



Vaillant

An internationally renowned, family owned company, Vaillant has pioneered efficient, innovative and sustainable heating technologies that have revolutionised the industry. Vaillant's heating solutions set the standard in the social housing marketplace, and offer Vaillant's customers reassurance, reliability and total peace of mind.

Whether It is award winning boilers or hot water cylinders, intuitive controls, or advanced renewable technologies designed to utilise sustainable sources of energy, Vaillant's products are at the forefront of technology delivering the Vaillant promise to 'think ahead'.

Danielle Emsley | T: 01773596185

W: www.vaillant.co.uk | E: jeremy.parker@vaillant.com

STAND 29



ROCC Repairs Software

EXPERIENCE... THE DIFFERENCE

ROCC are one of the most experienced companies in the housing sector.

Pioneers of numerous innovative breakthroughs involving:-

- housing repairs solutions
- digital inclusion platforms
- mobile working

ROCC have been specialising in developing technology to enhance the quality of the lives of our clients and their users for over 30 years.

Visit our stand to see our latest Uniclass Housing Repairs software suite.

Meeta Patel | T: 01273274713

W: www.rocc.com | E: meeta.patel@rocc.co.uk

STAND 30



Movveo Ltd

Movveo Ltd. is an award-winning lift consulting firm. Each year we handle hundreds of projects ranging from a simple survey to the design of a vertical transportation solution for a "super tall" building.

There are endless ways we can be employed to your advantage. And once your project is underway we will ensure you are safely guided through a world of rapidly evolving technology, complex codes and standards.

Shouldn't we be talking?

Sarah Lloyd | T: 01483215215

W: www.movveo.com | E: andy.rockcliffe@movveo.com

STAND 31



Kier Services

Kier Housing Maintenance helps to create homes that people want to live in, at an affordable cost. Throughout the UK, Kier works in close partnership with local authorities and housing associations to identify strategic asset management options to maximise the value and performance of their portfolio, while keeping residents' best interests at heart.

Kier's housing maintenance service are delivered by qualified frontline teams trained to work in occupied homes. Kier has made a significant contribution to the economic well-being in the communities in which it works.

Emma Shepherd | T: 02076873923

W: www.kier.co.uk | E: emma.shepherd@kier.co.uk

STAND 33



Ridge & Partners LLP

Ridge is an award winning, multi-discipline property and construction consultancy offering project and cost management, surveying, design and engineering services from 10 offices across the UK.

Core services for social housing include: asset management advice; stock condition surveys; 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.

Mark Nieuwenhuys | T: 01993815000

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PRE-DINNER DRINKS SPONSOR



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.

Lisa Major | T: 02082744000 | E: lisa.major@m3h.co.uk

STAND 32

APP SPONSOR



M3

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

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

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

Ben Virgo | T: 02082744000

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STAND 34



Electrical Compliance and Safety Ltd

Electrical Compliance & Safety Ltd (ECS) specialises in providing fixed Electrical Installation Condition Reporting (EICR) services to the Public Sector.

ECS employs a highly motivated, skilled and trained workforce and in the last financial year we completed EICR's for various leading social housing providers across the UK.

ECS has been appointed to the ESPO framework for electrical testing and this is available for Public Sector organisations to take advantage of without the need for any further time consuming and costly tendering.

Peter Clipstone | T: 01536650715

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ASSOCIATE



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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E: ellie.warfield@24publishing.co.uk

**MONDAY EVENING
DINNER AND NHMF
AGM SPONSOR**



Make the most of your assets Your staff need you



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 have the longest history of undertaking stock condition surveys in the sector. Around this core service we also carry out validations, EPCs, FRAs and surveys to commercial and corporate buildings. Our eSurveys tablet software enables efficient and accurate data collection on site.

Consultancy. Rand provide an array of services, with a fundamental goal of enabling clients to efficiently maintain their stock to a high standard. These include: contract and data auditing, value for money reviews, benchmarking, asset management strategies, stock appraisals, business and investment plans.

Jonathan Case | T: 01737249475

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NHMF training days 2017

- Risk management
- Improving stock
- Managing contracts
- Controlling costs
- Reduce fuel poverty

nhmf.co.uk/training



Invest in your Staff

nhmf

Contractor Forum

*Have you
joined?*

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- Reference the standard M3NHF Schedule of Rates documents
- Network with your peers and clients

www.nhmf.co.uk/contractor

CONGRATULATIONS TO THE SHORTLISTED NHMF AWARD APPLICATIONS:

The winners of the NHMF Awards 2017 will be announced at the NHMF Conference & Awards Dinner on 24 January 2017

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 2017 AWARD:

- **Best client**
 - Basildon Borough Council & Morgan Sindall Property Services
 - Cartrefi Cymunedol Gwynedd & Grampian Housing Association
- **Best small client**
 - Golden Lane Housing
 - Shropshire Rural Housing Association & Kensa Heat Pumps
- **Best contract**
 - Anchor & Keepmoat
 - Riverside
 - The Flagship Group & Kensa Heat Pumps
- **Most improved asset management**
 - Broadacres HA & Vantage Business Solutions
 - First Wessex
 - One Vision Housing
- **Best customer impact**
 - Northern Ireland Housing Executive
 - The Hyde Group
 - Housing Plus Group
 - One Vision Housing



2017 AWARDS



NHMF committee



Chair: Shaun Aldis
Director of Operations
(Wolverhampton Homes)



Deputy chair: Karl Linder
(Viridian Housing)



Treasurer: Jon Cross
Property Services Director
(Essenjay Associates)



Secretary: Liz Circuit
Managing Director
(M3)

2016 NHMF Committee

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Julie Sang
Paul Wenham
Winston Williams

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Merthyr Valleys Homes
NHF (Retired)
NHMF
Kingsdale Group
M3
Essenjay Associates
Rand Associates
Islington & Shoreditch HA
Muir Group
Northern Ireland Housing
Executive
King Street Housing
Viridian Housing
Magna HA
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