

WWW.NHMF.CO.UK/SERVICE-PROVIDER-FORUM



**Driving best practice & innovation of
repairs & maintenance services through
knowledge sharing, both within & from
outside the housing sector**

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National Housing Maintenance Forum

Introduction to the

NHMF

Service Provider Forum

The NHMF Service Provider Forum was established in 2012 as the trade affiliation for contractors working in the field of social housing.

Our aim is to create closer working relationships between providers, clients and sub-providers and we work closely with the NHMF and client groups to promote best practice in the procurement and management of repairs.

Aims

- To drive best practice and innovation of repairs and maintenance services through knowledge sharing, both within and from outside the housing sector
- To work with the NHMF on the work of M3 in developing and promoting the M3NHF Schedule of Rates, to keep them up to date with best practice in repairs procurement
- To strengthen relationships across the sector through networking

Membership

For many years the NHMF has had at least one provider represented on its Board to ensure that it understands fully the providers' perspective when developing the M3NHF Schedule of Rates and related products.

Providers have also been involved in various training sessions and conferences in order to promote best practice. The NHMF is keen to involve them at an earlier stage in the consultation process when developing the schedules and diagnostic systems that are now used by nearly all social housing providers.

Our members include a wide range of providers, from household names to SMEs and specialist sub-providers. The Forum is chaired by Mike Turner (Ian Williams) and Vice-Chair, Melissa Woodall (Wates Group). It is serviced by M3 who also service the NHMF.

Why become a member?

- 01** The opportunity to participate in meetings and shape the development of products and services that are widely used across the sector
- 02** The chance to get involved in areas of particular interest to you, including NHMF conferences, seminars and events
- 03** Membership is open to any provider providing maintenance services to managed housing
- 04** Stay informed of the latest sector updates, including new regulations or changes to legislation which come under the NHMF banner
- 05** Each company membership includes two named representatives who are eligible to attend meetings and events

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Introduction to the



Membership and Pricing

Organisation turnover	Annual Rate
Under £15m	£400 + VAT
£15m - £100m	£700 + VAT
Over £100m	£1000 + VAT

Recent sessions (2020 - 2023)

Asset Management

What are the benefits & challenges?

Commercial

NHF SORs from a provider’s perspective, interpretation & refinement, alternative pricing models

Compliance

Fire safety, high rise cladding, what is FRA? Managing asbestos

Customer Service

The customer journey, measuring satisfaction, learning from other sectors

Legal

Disrepair legislation & best practice - the role of the Regulator for Social Housing

Materials Management

Just-in-time, lean production, learning from other sectors, what can we learn from the Chartered Institute of Purchasing and Supply?

Procurement

Best practice, processes, OJEU, tendering

Skills

Training & development for the workforce, leadership & behaviour

Technology & Innovation

The data revolution, Communications in a digital age

Sustainability

Decarbonisation+



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