

20th
ANNIVERSARY

NHMF Maintenance Conference

Programme & Exhibition Catalogue

23-24 January 2018

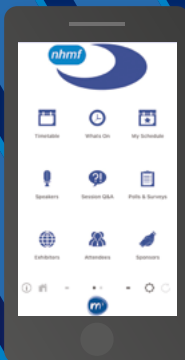
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Maintenance Forum

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Welcome



Liz Circuit, Secretary, National Housing Maintenance Forum

Welcome to the NHMF Maintenance Conference 2018. This year we are celebrating the 20th Anniversary of the NHMF Maintenance conference which provides a chance to reflect on all the advances that have been

made in the sector over those years.

I would cite three major improvements. Firstly, a much more diversified workforce in maintenance teams around the country, particularly with more women taking roles both with senior responsibility and apprenticeships, is a welcome step towards a more flexible, customer orientated service. Secondly, the advances in technology give us new materials to work with, quicker means of communication and more reliable ways to collect and analyse data usefully. These things have allowed us to work together more effectively, efficiently and collaborating more widely. The exhibition area showcases the latest products and ideas from companies selected for the relevance of their products and services. Lastly, much more open and meaningful discussions between clients and contractors which deliver a better outcome for the residents.

The conference is an annual opportunity for us all to get together and to meet colleagues who face similar challenges, or may have already found a solution to a common problem. 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 remains committed to being the centre of excellence for improving property maintenance. This involves the development of asset management strategies for the maintenance of existing properties, long term investment in planned improvements, repurposing of buildings, and involvement with development teams to help inform decisions on the choice of building components derived from experience of how they perform over time.

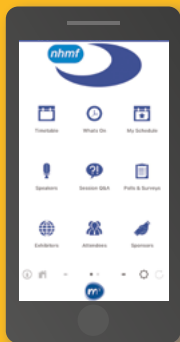
The conference sessions will address the important questions around the role and importance of asset management within organisations. Health & Safety best practice and compliance with current legislation are strongly represented, with particular attention given to interventions and actions recommended to mitigate the risk of fire. The question as to how to ensure that the sector has the skills and leadership it needs now, and in the future, is also a continuing concern for many of our delegates. 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.

On behalf of the NHMF Committee and the events team at M3, I hope you enjoy the conference and that you will leave on Wednesday looking forward to very happy and successful 2018.



For full conference timetable, plenary and workshop descriptions visit nhmf.co.uk/conference/timetable or download our app sponsored by 



Introducing our Conference App

- Find out what's happening
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- Give feedback, opinions and vote
- Ask a question
- Contact other delegates
- Get points for interacting with the app to win a prize

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Don't miss out

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

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 it is appropriate for us to dress up and recognise the hard work of the nominees for the NHMF Awards which are presented during the evening

- **Gentlemen - Black Tie (or as smart as you can be)**
- **Ladies - Evening wear (long or short)**
- **That means no trainers or T-Shirts please**

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 and an opportunity to win prizes too.

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.

Tuesday 23 January

Wednesday 24 January

9.00 Registration

10.00 Plenary 1

P1: Unlocking the gate to leadership
Peter Hall Jones, Leadership, Behaviour and Culture Change Consultant & Trainer (The Spiral Partnership) p5

11.00 Refreshments

11.30 Workshop 1 sessions

1A: Varying contracts - the main traps to avoid
Andrew Millross, Partner (Anthony Collins Solicitors LLP)
Alistair Smith, Solicitor (Anthony Collins Solicitors LLP) p6

1B: Reviewing fire compliance procedures
Mark Astbury, Partner (Ridge and Partners LLP) p6

1C: The big debate - What makes a good contractor and client
Paul Reader, Partnership Director (Morgan Sindall Property Services) Paul Wenham, Director (Southern HG)
Neil Watts, Director of Service Delivery (Peabody Trust) p6

1D: Let off steam! We need to talk about ventilation...
Jenny Brierley, Researcher (University of Sheffield) p6

1E: Communicating with residents
Craig Scriven, Head of People Services - Housing Maintenance
Gerry O Connor, Head of Property Maintenance (Swindon BC)
Keith Hooker, Building Services Manager (Swindon BC) p6

1F: Developing skills in house – succession planning
Paul Isherwood, Director of Asset Management (Northern Ireland Housing Executive (NIHE)) p6

12.45 Lunch

13.30 Plenary 2

P2: Understand your legal obligations across the 'big five' and what best practice looks like
Jack Lee, Director of Policy & External Affairs (The Guinness Partnership) Lee Woods, Operations Director (Pennington Choices) p5

14.30 Workshop 2 sessions

2A: Social value – what do we need to put in the procurement and contract documents
Andrew Millross, Partner (Anthony Collins Solicitors LLP)
Gayle Monk, Associate (Anthony Collins Solicitors LLP) p7

2B: Asbestos guidance for the social housing sector
John Richards, Managing Director (Thames Laboratories) p7

2C: Achieving significant savings in repair service
Richard Woolfall, Director of Repairs Improvement and Performance (Your Housing Group) p7

2D: Legal compliance for asset management professionals
Katie Saunders, Partner (Trowers & Hamblins)
Mark Robinson, Partner (Trowers & Hamblins) p7

2E: Using mobile technology to enhance the customer experience
Florian Moldoveanu, CEO (Pilon) Neal Ackcral, Executive Director of Property and Asset Management (Optivo) p7

2F: Smoke control systems in tall buildings
Conor Logan, Technical Director (Colt International) p7

15.30 Refreshments

15.45 Plenary 3

P3: Managing Fire Risk - a priority for Asset Management
Tom Gilbert, Associate Director (Frankham Risk Management) p5

19.00 Pre-dinner drinks

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20.00 NHMF Conference and awards dinner

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9.00 Registration

10.00 Plenary 4

P4: Go home healthy
Clare Forshaw, Head of Centre for Health (Health & Safety Executive) p5

11.00 Refreshments

11.30 Workshop 3 sessions

3A: New contract forms – NEC, PPC/TAC, JCT or NHF SoR
Ross Hayes, Consultant & Project Manager (Anthony Collins Solicitors LLP)
Beulah Allaway, Solicitor (Anthony Collins Solicitors LLP) p8

3B: Electrical safety and annual inspection update
Steve Martin, Head of Specialist Groups and the Fire and Security Association (Electrical Contractors' Association (ECA))
Peter Oliver, Director (Savills) p8

3C: Smarter asset management: how RPs are saving money with the 'internet of things'
Ian Napier, Chief Commercial Officer (Switchee)
Matt Brazier, Director of IT (Flagship Housing) p8

3D: Managing the risk of off site build
Samantha Ferneley, Business Development Executive (BLP Insurance & Consult BOPAS) p8

3E: Delivering a digital change through partnership working
Anna Robson, Digital Transformation Manager (Livin)
Louise Lee, IT Business Partner (Mears Group)
Carly Glover, IT Business Manager (Mears Group) p8

3F: Planning to fail: how to raise tenant satisfaction through demand led replacement
Brent O'Halloran, Director of Asset Management (Hyde Housing) p8

12.45 Lunch

13.30 Plenary 5

P5: Debate - how will we make a difference?
Alison Inman, President (Chartered Institute of Housing)
David Orr, Chief Executive (National Housing Federation)
Shaun Aldis, Chief Executive (Wolverhampton Homes) p5

14.30 Workshop 4 sessions

4A: Together we thrive – collaboration without merger
John Fisher, Managing Director (CHIC)
Paul Tennant, Independent Chair (Re:allies)
Juliana Crowe, Housing and Communities Director (Rooftop HG) p9

4B: Fire safety: Are we asking the right questions?
Jan Taranczuk, Managing Director (Jan Taranczuk Associates) p9

4C: Driving efficiency in asset management, procurement and contract management by sharing services
Simon Davis, Director (Rand Associates)
David Miller, Director (Rand Associates) p9

4D: CDM regulations made simple
Mike Forsyth, Managing Director (Safer Sphere) p9

4E: Take the guesswork out of asset management by mapping your data
Rick Thompson, Account Manager / GIS Consultant (Oxford Data Consultancy) p9

4F: Building teams to deliver customer safety through compliance
Tom Franklin, Property Compliance Manager, Control (Orbit Group)
Neil Yeomans, Head of Property Compliance (Orbit Group) p9

15.30 Plenary 6

P6: It's all about people - creating a vibrant business culture
Liam O'Connell, Consultant, Professional Speaker, Author (Liam O'Connell) John Giesen, Director (Giesen Consultancy) p5

16.30 Close

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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.

P1: Unlocking the gate to leadership

Queens Room

Chaired by Shaun Aldis, Chief Executive (Wolverhampton Homes)
Speaker - Peter Hall Jones, Leadership, Behaviour and Culture Change Consultant & Trainer (The Spiral Partnership)

The Spiral Partnership has supported and helped to deliver organisational culture, mindset and education change in Rwanda, Singapore, South Sudan, South Korea and Lebanon amongst many other districts, jurisdictions and countries. Their consultants have worked with companies and organisations as diverse as The Royal Mint, Steelcase, Alcumus, BUPA, The British Council and with education

establishments, organisations, trusts and federations across the UK. In a provocative, humorous and mind changing session Peter will draw on his experiences of changing minds and transforming organisations to suggest how delegates can inspire and change their organisations to deliver new levels of excellence in service delivery.

P2: Understand your legal obligations across the 'big five' and what best practice looks like

Queens Room

Chaired by Karl Linder, Head of Asset Management and Compliance (Hanover HA)
Speakers - Jack Lee, Director of Policy & External Affairs (The Guinness Partnership)
Lee Woods, Operations Director (Pennington Choices)

Given the increased scrutiny on providers to demonstrate and evidence compliance, it is imperative that organisations understand what they are legally required to do and what best practice looks like. Amid the ambiguity and inconsistency across the sector, leading compliance specialist Lee Woods will provide you with clarity across the five important areas of gas, electric, asbestos,

water hygiene and fire safety. Jack Lee, Director of Policy & External Affairs at Guinness, and former Assistant Director of Investigation & Enforcement at the HCA, will provide valuable insight into how providers can evidence assurance. Lastly, Tom Coffey, Associate Director at Frankham RMS will summarise the key points you must attend to for fire risk management in your organisation.

P3: Managing Fire Risk - a priority for Asset Management

Queens Room

Chaired by Paul Reader, Director (Morgan Sindall) Chair (NHMF Contractor Forum)
Speaker - Tom Gilbert, Associate Director (Frankham Risk Management)

The Grenfell disaster has brought fire risk management into sharp focus as a key responsibility for Asset Management teams and senior board members. Tom Coffey, Associate Director at Frankham RMS, will summarise the key points you must

attend to for fire risk management in your organisation, and discuss different strategies which are evolving in the sector. What can we learn from the interim Hackitt report?

P4: Go home healthy

Queens Room

Chaired by Julian Ransom, Director (Savills)
Speaker - Clare Forshaw, Head of Centre for Health (Health & Safety Executive)

The construction industry continues to be a priority sector for the HSE. Delegates will hear about the HSE's 'Go home healthy' campaign and its priorities for tackling the huge burden of work related ill health, disease and deaths in your sector.

The session will cover how this can be achieved by:

- embedding the principles of the Construction (Design and Management) Regulations 2015 (CDM);
- focusing on a reduction in the cases of occupational lung disease, MSDs and work-related stress;
- supporting small businesses to achieve improved risk management and control.

P5: Debate - how will we make a difference?

Queens Room

Chaired by Shaun Aldis, Chief Executive (Wolverhampton Homes)
Speakers - Alison Inman, President (Chartered Institute of Housing)
David Orr, Chief Executive (National Housing Federation)
Shaun Aldis, Chief Executive (Wolverhampton Homes)

Asset management, procurement, contract management and building safety standards relating to both new and existing homes, will be priority areas for the NHF in its 2018 work plan. How optimistic can we be about the sector's capacity

to deliver a sufficient supply of good quality, affordable housing? After so many years of striving towards this goal, how can organisations work together to make the housing shortage a thing of the past?

P6: It's all about people - creating a vibrant business culture

Queens Room

Chaired by Jon Cross, Managing Director (Essenjay Associates)
Speakers - Liam O'Connell, Consultant, Professional Speaker, Author (Liam O'Connell)
John Giesen, Director (Giesen Consultancy)

The people who are crazy enough to think they can change the world are the ones who do!

What does it take to motivate and inspire your people to create a highly successful business culture? Understand the power of connecting positively with your people, coping positively with change, focusing on what's important and leading with

passion and energy. Creating a great organisation where people are proud of what they do and deliver fantastic customer service every day.

In this fast paced, fun and interactive session Liam and John invite you to share a truly inspirational experience!

1A: Varying contracts - the main traps to avoid

Arden Room	<p>Chaired by David Miller, Director (Rand Associates) Speakers - Andrew Millross, Partner (Anthony Collins Solicitors LLP) Alistair Smith, Solicitor (Anthony Collins Solicitors LLP)</p> <p>This very practical session will deal with the what, when, why and how of amending contracts after you sign them. It will cover:</p> <ul style="list-style-type: none"> • the difference between varying work within a contract and varying a contract; • how you actually vary a contract - instruction, variation agreement, or Deed of Variation; 	<ul style="list-style-type: none"> • case law limitations on the “variations clause”; • what the EU rules do and don’t allow you to do; • keeping your contracts up to date – eg CDM, GDPR and legislation changes; • the impact of Brexit; and • when and how far you can protect variations from challenge.
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1B: Reviewing fire compliance procedures

York Room	<p>Chaired by Stephanie Lloyd-Foxe, Project Manager (Magna HA) Speaker - Mark Astbury, Partner (Ridge and Partners LLP)</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • practical steps to determining fire related risks for high rise blocks • key aspects of Dame Judith Hackitt’s review of building regulations 	<ul style="list-style-type: none"> • tackling Large Panel System (LPS) blocks and compartmentation • key considerations when considering retro fit of sprinkler systems
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1C: The big debate - What makes a good contractor and client

Queens Room	<p>Chaired by Peter Long, Housing Repairs Service Manager (Basildon Council) Speakers - Paul Reader, Partnership Director (Morgan Sindall Property Services) Paul Wenham, Director (Southern HG) Neil Watts, Director of Service Delivery (Peabody Trust)</p> <p>Following on from the ‘Pitfalls in procurement’ publication, we are debating a ‘Best practice guide for clients and contractors – it takes two!’ We will be covering procurement, tendering contracts, contract management and how to evolve and</p>	<p>develop a good relationship. In an open QA forum we will discuss and challenge our colleagues to share experiences in order to develop an online best practice publication.</p>
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1D: Let off steam! We need to talk about ventilation...

Norfolk Room	<p>Chaired by Andrew Burke, Adviser (NHMF) Speaker - Jenny Brierley, Researcher (University of Sheffield)</p> <p>Following a long career in social housing, Jenny has embarked on research supported by the NHMF, to address the problem of inadequate ventilation in homes, which is damaging to both buildings and occupants’ health. As homes become more airtight, ventilation strategy and performance assumes even greater importance. Ventilation systems are not ‘fit and forget’ arrangements - effective</p>	<p>performance requires appropriate action by occupants and by maintenance. Jenny will share her findings and discuss how to promote good practice on ventilation in low energy homes. Follow up focus groups are being held throughout the day. What helps effective ventilation? What hinders?</p>
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1E: Communicating with residents

Dorset Room	<p>Chaired by Jon Cross, Managing Director (Essenjay Associates) Speakers - Craig Scriven, Head of People Services - Housing Maintenance Gerry O Connor, Head of Property Maintenance (Swindon BC) Keith Hooker, Building Services Manager (Swindon BC)</p> <p>Good communication with residents, staff and the community is key to the operation of any social housing provider but it is surprisingly difficult to do well. Kier and Swindon BC show why it is so important to invest time to set out a</p>	<p>communication strategy. They will share their experience based on examples drawn from their response in the months that followed the Grenfell disaster and how they plan to continue in the future.</p>
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1F: Developing skills in house – succession planning

Surrey Room	<p>Chaired by Liz Circuit, Managing Director (M3) Speaker - Paul Isherwood, Director of Asset Management (Northern Ireland Housing Executive (NIHE))</p> <p>In 2015, the Northern Ireland Housing Executive realised that with an aging workforce, they would face a skills shortage which would threaten their ability to deliver good quality service for their residents. Projections showed that this would be more acute in the future so they embarked on an ambitious plan of graduate</p>	<p>recruitment to build a resource for the future. Paul will show how they created a new Asset Management Directorate to reflect a modern and active approach to delivering the key functions within the organisation.</p>
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Contract management	Compliance	Responsive maintenance	Managing stock & investment	Technology & Data	People
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2A: Social value – what do we need to put in the procurement and contract documents

Arden Room

Chaired by Paul Isherwood, Director of Asset Management (Northern Ireland Housing Executive (NIHE))
Speakers - Andrew Millross, Partner (Anthony Collins Solicitors LLP)
Gayle Monk, Associate (Anthony Collins Solicitors LLP)

This workshop will explain what the Public Services (Social Value) Act 2012 actually says and when it applies. It will also look at best practice in relation to social value, how requirements need to be “related to the subject matter of the contract” and the importance of having provisions that are enforceable. The session will explain the impact of EU procurement law on local employment,

supply chain and living wage requirements - how far you can go and what you should avoid. It will also explain the template clauses produced as part of the “Tradeswomen into Maintenance” project which are intended to help increase the number of women that are engaged in maintenance trades.

2B: Asbestos guidance for the social housing sector

York Room

Chaired by Simon Lowe, Head of Property Investment (Methodist Homes (MHA))
Speaker - John Richards, Managing Director (Thames Laboratories)

John has been in consultation with the HSE about the importance of issuing clear guidance for the social housing sector. In this session he will provide an overview

of this initiative and consider the current legislation relevant to resident providers in relation to asbestos.

2C: Achieving significant savings in repair service

Queens Room

Chaired by David Jervis, Housing Consultant (Suffolk Housing)
Speakers - Richard Woolfall, Director of Repairs Improvement and Performance (Your Housing Group)

Last year Richard discussed the advantages and challenges of merging repair service operations. In 2018 he returns to continue the story and share how

savings of £2m have been achieved during the year.

2D: Legal compliance for asset management professionals

Norfolk Room

Chaired by Paul Wenham, Group Property Services Director (Southern HG)
Speakers - Katie Saunders, Partner (Trowers & Hamlins)
Mark Robinson, Partner (Trowers & Hamlins)

This session will cover the essential legal compliance for asset management professionals including:

- procurement obligations for above and below threshold contracts;

- statutory obligations under new legislation such as Modern Slavery Act, CDM regulations, Data Protection, Section 20 Landlord and Tenant Act;
- Regulatory obligations such as fire safety, HCA assets and liabilities register.

2E: Using mobile technology to enhance the customer experience

Dorset Room

Chaired by Shaun Aldis, Chief Executive (Wolverhampton Homes)
Speakers - Florian Moldoveanu, CEO (Pilon)
Neal Ackcral, Executive Director of Property and Asset Management (Optivo)

In this joint presentation Pilon and Optivo discuss the advantages that their innovative technology has delivered in a planned works scheme for Optivo over

the past two years. They show how engaging residents through technology provided additional benefits for all the project stakeholders.

2F: Smoke control systems in tall buildings

Surrey Room

Chaired by Andrew Burke, Adviser (NHMF)
Speaker - Conor Logan, Technical Director (Colt International)

Our city skylines are undergoing a dramatic change – the demand for space in central locations has brought about an upward trend around the world. With new buildings becoming ever taller, the challenges of designing smoke control systems for these buildings are increasing complex. This presentation aims to make

some of these challenges more easily identifiable and where possible, enable developers and designers to work together to overcome them or avoid them. The session will also expand on the key criteria of life safety systems: competence, design, compliance and maintenance.



Contract management

Compliance

Responsive maintenance

Managing stock & investment

Technology & Data

People

3A: New contract forms – NEC, PPC/TAC, JCT or NHF SoR

Arden Room

Chaired by Stephanie Lloyd-Foxe, Project Manager (Magna HA)
Speakers - Ross Hayes, Consultant & Project Manager (Anthony Collins Solicitors LLP)
Beulah Allaway, Solicitor (Anthony Collins Solicitors LLP)

The main issuing bodies have all issued updated contract forms, with a full suite of the NEC contracts (fourth edition); NEC, TAC & PPC offering “Alliancing” contracts; and the final documents in the 2016 JCT editions all being rolled out. The NHF Schedule of Rates Form of Contract has been updated as well. What are the main changes in all these new contracts, and should you be

considering their use straight away? Are there any significant issues to watch? For example, to what extent do they accommodate the new General Data Protection Regulations? Which forms are most relevant to maintenance? This session will be an overview of contracts and is offered to all who want to catch up with the changes and their implications.

3B: Electrical safety and annual inspection update

York Room

Chaired by Stephen Chalmers, Technical Director (Kingsdale Group)
Speakers - Steve Martin, Head of Specialist Groups and the Fire and Security Association (Electrical Contractors’ Association (ECA))
Peter Oliver, Director (Savills)

Every electrical installation deteriorates with use and age. Landlords need to ensure that anyone entering their property is not put at risk by ensuring that the electrical installation remains in a safe and serviceable condition. Attend this session to be

sure that your periodic inspection regime is compliant and reflects current best practice.

3C: Smarter asset management: how RPs are saving money with the ‘internet of things’

Surrey Room

Chaired by Paul Wenham, Group Property Services Director (Southern HG)
Speakers - Ian Napier, Chief Commercial Officer (Switchce)
Matt Brazier, Director of IT (Flagship Housing)

By trialling a range of IoT and smart technology, Flagship Group discovered Switchce - the smart thermostat that can cut maintenance costs and save residents money. Find out how Flagship created a budget to trial new innovations

and how Switchce proved itself best suited to the needs of social housing providers and their residents.

3D: Managing the risk of off site build

Norfolk Room

Chaired by Karen Cannon, PMO Lead for Asset Management (Walsall Housing Group)
Speaker - Samantha Ferneley, Business Development Executive (BLP Insurance & Consult BOPAS)

For an industry as cautious and resistant to change as ours there are challenges. How do we ensure non-traditional forms of construction are durable and will not require excessive maintenance? Will they perform as designed and can they be adapted for future use and family growth? How do we convince investors and

funders that smart construction techniques are worth the risk? Samantha will explain how the Build Offsite Property Assurance Scheme (BOPAS) is assisting investors and funders when making these important decisions.

3E: Delivering a digital change through partnership working

Dorset Room

Chaired by Peter Long, Housing Repairs Service Manager (Basildon Council)
Speakers - Anna Robson, Digital Transformation Manager (Livin)
Louise Lee, IT Business Partner (Mears Group)
Carly Glover, IT Business Manager (Mears Group)

This session looks at the practical application of skills and project management in delivering a digital project within a partnership. We discuss how to break down

traditional barriers of two commercially linked teams to focus on the project’s requirements and the end users’ service.

3F: Planning to fail: how to raise tenant satisfaction through demand led replacement

Queens Room

Chaired by Jon Cross, Managing Director (Essenjay Associates)
Speaker - Brent O’Halloran, Director of Asset Management (Hyde Housing)

The adoption of demand led replacement has radically changed Hyde Housing Group’s approach to modernisations and has generated significant savings. Kitchens, bathrooms, windows, and heating systems are now only replaced when components are beyond economic repair. This move away from lifecycle replacement challenges conventional wisdom, but three years on Hyde has

achieved savings of £22m with no discernible difference in the quality of its housing stock. This approach has actually increased tenant satisfaction rates. Furthermore, the introduction of the Hyde quality standard has enabled tenants to add personal touches to their home improvements.

4A: Together we thrive – collaboration without merger

Arden Room

Chaired by David Jervis, Housing Consultant (Suffolk Housing)
Speakers - John Fisher, Managing Director (CHIC Ltd, CHIC)
Paul Tennant, Independent Chair (Re:allies)
Juliana Crowe, Housing and Communities Director (Rooftop HG)

With increasing pressure on efficiency and effectiveness many organisations are turning their attention to alternatives to merging. This session delivered by three organisations who have embraced collaboration will extol the benefits of working together as equal partners. Covering a wide range of collaborative initiatives,

we will discuss amongst other approaches, Cost Sharing Vehicles (CSV) and purchasing consortia. In this interactive session the presentation team will draw on case study examples to engage delegates in discussion and to share their experiences of demonstrating value for money in the repairs service delivery.

4B: Fire safety: Are we asking the right questions?

York Room

Chaired by Karl Linder, Head of Asset Management and Compliance (Hanover HA)
Speaker - Jan Taranczuk, Managing Director (Jan Taranczuk Associates)

This session will stimulate a discussion about what the right questions about fire safety should be, and how we provide the answers.

- How do you see information about fires in other areas?
- How many FRAs are you responsible for?
- How do you make sure they are up to date?

- How many actions are outstanding?
- What do you know about cladding?
- What information do you have about infill panels?
- What are you telling your Board/Councillors/Residents/staff/contractors?

4C: Driving efficiency in asset management, procurement and contract management by sharing services

Surrey Room

Chaired by Steve Downing, Director (Rand Associates)
Speakers - Simon Davis, Director (Rand Associates)
David Miller, Director (Rand Associates)

This workshop will examine the benefits to small and medium Social Landlords of collaborative working and sharing of resources:

- gathering stock condition data
- undertaking EPC, FRA, DDA and asbestos surveys
- ability to benchmark data and provide greater quality control

- analysis of data to formulate 30 year business plans
- developing joint strategies
- developing potential to asset swap
- developing joint programmes of planned maintenance and stock investment
- joint procurement and contract management of the works.

4D: CDM regulations made simple

Norfolk Room

Chaired by Stephen Chalmers, Technical Director (Kingsdale Group)
Speaker - Mike Forsyth, Managing Director (Safer Sphere)

A CDM 2015 overview session outlining the practical discharge of CDM duties applied to client, principal designer, designers, principal contractor & contractor. The workshop will look at some of the many grey areas of the new

regulations and how CDM can be strategically compliant within housing and maintenance projects.

4E: Take the guesswork out of asset management by mapping your data

Dorset Room

Chaired by Karen Cannon, PMO Lead for Asset Management (Walsall Housing Group)
Speaker - Rick Thompson, Account Manager / GIS Consultant (Oxford Data Consultancy)

Are you making informed decisions? Do you know the value of your housing stock? How efficient are your repairs and maintenance programmes? What do you actually know about a potential development site?

GIS helps strategic decision making with actionable insight with NPV analysis,

visualisation of programme of work schedules, development site feasibility and much more. GIS also supports day to day activities with GM contracts and repairs analysis just two examples.

Rick Thompson will demonstrate how GIS will save you time and money in many ways.

4F: Building teams to deliver customer safety through compliance

Queens Room

Chaired by Julian Ransom, Director (Savills)
Speakers - Tom Franklin, Property Compliance Manager, Control (Orbit Group)
Neil Yeomans, Head of Property Compliance (Orbit Group)

Orbit made a conscious decision to change the way it approached customer safety. It changed from being the first ever HA to be downgraded for fire safety in 2015/2016 to being the first HA to be accepted by the West Midlands Fire Service as a primary authority partner.

Orbit drew on the experience of its staff, in particular those who had worked in the regulatory sector, to analyse why property compliance is such a challenge to the industry. The result was the redesign of the property compliance team based upon the plan, do, check, act model enshrined in the HSG65 document released by the HSE.

Speaker profiles

Neal Ackcral - Property and Asset Management (Optivo)

Neal is a member of the Chartered Institute of Building and has over 25 years of senior management experience within the property sector.

Neal has extensive experience of setting up and establishing a number of successful property teams and direct labour organisations within the housing sector, enabling high quality, cost effective services to be delivered directly to our residents.

Neal joined Viridian in 2006 and was instrumental in assisting the team to obtain the Best In-House Maintenance Provider award in 2014 from the National Housing Maintenance Forum.



Workshop 2E

Shaun Aldis - Chief Executive (Wolverhampton Homes)

Recently appointed as Chief Executive of Wolverhampton Homes, Shaun has held both operational and senior management positions in housing management and asset management during his lengthy career in the housing industry.

Shaun has been a driving force behind the rise of Wolverhampton Homes which manages 23,000 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.

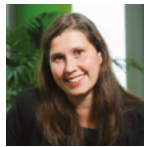


Plenary 5

Beulah Allaway - Solicitor (Anthony Collins Solicitors LLP)

After working in the construction industry in a non-legal capacity, Beulah moved into law in 2012 and specialises in construction and procurement advice to the housing, local government, health and social care, education and social business sectors.

She advises on and drafts construction and repairs and maintenance contracts as well as development agreements with affordable housing elements. She supports clients with challengeable construction defects; assists in high value procurement exercises and delivers training on the same.



Workshop 3A

Mark Astbury - Partner (Ridge and Partners LLP)

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.



Workshop 1B

Matt Brazier - Director of IT (Flagship Housing)

As a hands-on leader and workplace coach, Matt drives Flagship Group's digital transformation programme, with a purpose to help business leaders automate, accelerate and re-engineer their service offering.



Workshop 3C

Jenny Brierley - Researcher (University of Sheffield)

Jenny's career has been in housing associations in Yorkshire, most recently as Chief Exec at Connect Housing up to 2016. Her passion for sustainable low-cost homes has now taken her into research at Sheffield University, where she is exploring how ventilation can be effective in near-airtight homes.



Workshop 1D

Juliana Crowe - Housing and Communities Director (Rooftop HG)

Juliana is Housing and Communities Director of a West Midlands based Housing Group, with over 25 years housing experience. Previously she worked for the London Boroughs of Southwark, Tower Hamlets and Greenwich. She is a member of the European Structural Investments Funds Sub Committee (ESIF) in Worcestershire. Juliana will describe Rooftop's experience of working in the Fortis Living CSV.

She has extensive experience at all levels of asset management, estate and housing management of inner city estates and rural affordable homes.



Workshop 4A

Simon Davis - Director (Rand Associates)

Simon is a Director with Rand Associates, having been with the organisation since 2001. He is principally involved in asset management activities, including managing condition survey projects, developing asset management strategies and investment plans, validation surveys, and stock rationalisation. Simon's duties also include energy efficiency, access audits and asbestos surveying.



Workshop 4C

Samantha Ferneley - Business Development Executive (BLP Insurance & Consult BOPAS)

Samantha Ferneley has spent 17 years in Construction Insurance dealing predominantly with latent defects. She joined BLP in September 2015 to work on the Build Offsite Property Assurance Scheme (BOPAS) to assist in driving forward this initiative to assist lenders and investors when making decisions on off-site construction methods. Samantha has been involved in key speaking events explaining the important role of BOPAS in supporting this change to smart methods of construction.



Workshop 3D

John Fisher - Managing Director (CHIC Ltd, CHIC)

John is a Director of ARK Consultancy and MD of CHIC – a consortium of housing landlords. He promotes a strategic, long term approach to asset management and encourages collaborative working to secure efficiencies. John has worked in private development and for housing associations but now has over 20 years consultancy experience working for a whole range of housing providers across the UK.

John will describe how CHIC's members are collaborating to review efficiency and effectiveness in service delivery.



Workshop 4A

Speaker profiles

Clare Forshaw - Head of Centre for Health (Health & Safety Executive)

With 20 years' experience in workplace health management, Clare is an Associate Member of the Faculty of Occupational Hygiene with post graduate qualifications in Occupational Hygiene and Health Ergonomics.

She has a broad 'health' expertise across the physical, chemical, mental health and wellbeing field and has worked with the construction sector for many years supporting and understanding their particular needs. She continues to advise many construction industry groups and forums on health issues and is involved in driving new research and innovation opportunities for the sector.



Plenary 4

Mike Forsyth - Managing Director (Safer Sphere)

An acknowledged expert in the field of construction health and safety Mike's ambition is to make his wealth of experience and knowledge available to all. With 20 years' experience, he has been a CDM Consultant and Construction Safety Practitioner on construction projects ranging from £20k to £600m. He is a pragmatic advisor to the industry and a regular guest speaker.



Workshop 4D

Tom Franklin - Property Compliance Manager, Control (Orbit Group)

Tom Franklin has a Masters in Housing and comes from a Housing, Project and Contract Management background. Tom has been the Property Compliance Manager for Orbit for just over a year and has helped build the culture change envisaged by The Head of Property Compliance. As Tom oversees the Control element of the department he is immersed in Orbit's customer safety strategy.



Workshop 4F

John Giesen - Director (Giesen Consultancy)

John is the former Chief Executive of B3 Living, a top performing Housing Association with a high-profile reputation. John led B3 to become a Sunday Times Best Company, including 5 years consecutively in the top ten. Under John's leadership B3 also rose to become number 4 in Stonewall's Workplace Equality Index. John is also the chair of TPAS and is now a successful consultant and facilitator.



Plenary 6

Tom Gilbert - Associate Director (Frankham Risk Management)

Tom joined Frankham in 2016 having previously worked as an Operational Firefighter in the Royal Air Force, a Fire Safety Supervisor at Goldman Sachs International and then Head of Fire Risk Management at Affinity Sutton Homes Group and Fire Consultants BB7. He has over 15 years' experience in the fire industry and is responsible for all aspects of business from quality and delivery in fire risk assessment, consultancy, training, business development and special projects.

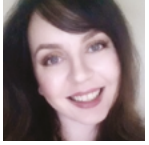


Plenary 3

Tom is the residential lead on the International Tall Buildings Fire Safety Network, a member of the FIA Fire Risk Assessment Council and previous Chairman of the Technical Committee of the National Social Housing Fire Safety Group.

Carly Glover - IT Business Manager (Mears Group)

Carly joined Mears in January 2014 as a Business Analyst, having previously worked in operational and IT positions within the social housing sector for a local authority and housing association prior. With a passion for people, Carly is now IT Business Manager and the lead for client engagement and business development within our in-house IT team, representing the team at a national level. As a member of CIH, Carly retains her links to the wider housing sector and ensures the Mears approach is reflective of wider sector best practice and improvements.



Workshop 3E

Peter Hall Jones - Leadership, Behaviour and Culture Change Consultant & Trainer (The Spiral Partnership)

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.



Plenary 1

A former teacher and a nationally recognised Headteacher, Peter's first love is working with leadership teams and individuals who want to bring about permanent personal and organisational 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 presently engaged in a large culture Behaviour change programme for Alcumus Group/ Safe Contractor.

Ross Hayes - Consultant & Project Manager (Anthony Collins Solicitors LLP)

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 new fourth edition of the NEC.



Workshop 3A

Keith Hooker - Building Services Manager (Swindon BC)

Keith has worked for Swindon Borough Council as a Building Services Manager for the last eight years. He leads on the delivery of day to day gas and electrical repairs and statutory compliance inspections programme for a housing stock of approximately 10,300 homes and 250 corporate and operational buildings.



Workshop 1E

Alison Inman - President (Chartered Institute of Housing)

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.



Plenary 5

Speaker profiles

**Paul Isherwood -
Director of Asset Management (Northern Ireland Housing
Executive (NIHE))**

Paul Isherwood, a long-standing member of the National Housing Maintenance Forum (NHMF) Committee, joined the Northern Ireland Housing Executive (NIHE) as Director of Asset Management in June 2015. His career began at Great Grimsby BC as a Liaison Officer. He then held several roles at North East Lincolnshire BC before becoming Director of Property Services, Helm Housing prior to joining NIHE.



Workshop 1F

**Jack Lee -
Director of Policy & External Affairs
(The Guinness Partnership)**

Before becoming Director of Policy and External Affairs at The Guinness Partnership, Jack Lee was Assistant Director for Investigation and Enforcement at the Regulator, responsible for resolving complex non-compliance cases in relation to Governance and Consumer standards. He will be giving a personal view of the legal and regulatory landscape.



Plenary 2

**Louise Lee -
IT Business Partner (Mears Group)**

Louise joined Mears in January 2015 as a Regional Support Officer, having previously worked in the automotive industry. In July 2015 Louise took up the position of IT Business Partner for the North East region working with clients to improve processes and make efficiencies. Louise has successfully remobilised the livin contract and is now working in partnership with the client on their digital transformation project and move to fully integrated systems.



Workshop 3E

**Conor Logan -
Technical Director (Colt International)**

Conor Logan is Technical Director for Colt International, and designs innovative smoke control and HVAC systems for new and existign buildings. Conor is also a committee member and formerly Chairman of the Smoke Control Association.



Workshop 2F

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

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.



Workshop 3B

**David Miller -
Director (Rand Associates)**

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

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



Workshop 4C

**Andrew Millross -
Partner (Anthony Collins Solicitors LLP)**

Andrew is a partner in Anthony Collins Solicitors' Construction and Procurement Team, responsible for the NHF Schedule of Rates Form of Contract 2011. He was a key contributor to Procurement Lawyers Association papers on drafting award criteria, framework agreements, implementating the 2014 Directives and Brexit. Andrew advises on all kinds of contracts and procurements, including for responsive repairs (including PPP/PPV, WOS and shared services arrangements), planned maintenance, new build development, materials supply, IT and insourcing and outsourcing.



Workshop 1A

Workshop 2A

**Florian Moldoveanu -
CEO (Pilon)**

A creative entrepreneur with a passion for innovation and technology. Florian started his first venture at 21, whilst studying to be an engineer. Coming to the UK to continue his studies, he established PiLON in 2004.

Having studied business growth and leadership at Cranfield, Florian is the proud holder of the 'Cranfield Award for Business Leadership'.



Workshop 2E

**Gayle Monk -
Associate (Anthony Collins Solicitors LLP)**

Gayle regularly supports clients through the procurement process, from identifying appropriate procurement methodology and strategy through drafting appropriate procurement documents and drafting, negotiating and agreeing suitable contract terms.

She works extensively with councils and the wider public sector, and has particular experience of local authority services.



Workshop 2A

**Ian Napier -
Chief Commercial Officer (Switchee)**

Ian is co-founder and CCO at Switchee, producers of the first smart thermostat for affordable housing. Ian and Switchee's three other co-founders founded the company in 2014 when they spotted the need for a piece of smart technology in the affordable housing sector that could help fight fuel poverty and provide landlords with remote data insights that cut maintenance costs and improve resident well-being.



Workshop 3C

Speaker profiles

Liam O'Connell - Consultant, Professional Speaker, Author (Liam O'Connell)

Liam has worked with over 100 organisations in the private, public and charitable sectors including many 'Sunday Times' Best Companies to work for. His clients have included Companies House, Unilever, Essex University and Cancer UK. Liam is a culture change and people engagement consultant, an inspirational speaker and published author who has also worked in Housing and maintenance for many years.



Plenary 6

Gerry O'Connor - Head of Property Maintenance (Swindon BC)

Gerry has led the Property Maintenance Team at Swindon Borough Council for the past eight years. He has made meeting the council's applicable statutory requirements for the health and safety of occupants the highest priority.

He has focused on transformational changes to amalgamate services, and currently leads a team of just under 150 staff.



Workshop 1E

Brent O'Halloran - Director of Asset Management (Hyde Housing)

Brent O'Halloran has worked in social housing asset management for over twenty years, and has been an active advocate for improving the sector's approach to property management and maintenance. With a reputation for being a contrarian and challenging convention, he's the architect behind several big ideas that have created a stir in recent times, including same day repairs, price-per-property, gas access rights, nudging good tenancies, tenant's co-specification, stock rationalisation through social equity, and demand led replacement.



Workshop 3F

Peter Oliver - Director (Savills)

Peter is a Chartered Surveyor working as a consultant in the social housing sector since 1997 and is a Director within the Savills Housing Consultancy Department. His primary area of expertise is carrying out stock condition surveys and electrical inspections.

He created the electrical testing division within Savills in 2012 and now is responsible for delivering 20,000-30,000 EICRs annually for Local Authorities and Housing Associations.



Workshop 3B

David Orr - Chief Executive (National Housing Federation)

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.



Plenary 5

Paul Reader - Partnership Director, Morgan Sindall Property Services

Paul has undertaken client roles as well as being a Director of both regional and national maintenance contractors and is currently Partnerships Director for Morgan Sindall Property Services, Chair of the National Housing Maintenance Contractor Forum and on the steering groups for the NHMF.



Workshop 1C

John Richards - Managing Director (Thames Laboratories)

John has over 30 years experience in the asbestos sector and is a member of the RICS asbestos working group. He represents the RICS on the HSE Asbestos Leadership Group and UKAS Technical Advisory Committee.

John is also a past chairman of Asbestos Testing and Consulting (ATAC) and has sat on the governing council of the Asbestos Removal Contractors Association.



Workshop 2B

Mark Robinson - Partner (Trowers & Hamlins)

Mark has extensive experience in providing advice on procurement structures and strategies. This includes construction project documentation, particularly in asset management, healthcare, shared services, commercial property development transactions infrastructure sports and leisure projects. Mark also advises on risk management and dispute resolution.



Workshop 2D

Anna Robson - Digital Transformation Manager (Livin)

Anna joined the livin team in 2009, having previously worked in the financial services sector for a number of years. During her time at livin, Anna has held positions in marketing, customer services and digital transformation. Anna has been pivotal to the success of livin's digital transformation journey so far, including project managing the implementation of livin's self-service portal and the online repairs service. Anna successfully completed a Professional Diploma in Digital Marketing in 2015 and recently became an Agile DS Practitioner through the Agile Business Consortium. She has also played a key role in enabling and facilitating livin's approach to agile.



Workshop 3E

Katie Saunders - Partner (Trowers & Hamlins)

Katie advises private and public sector clients. Her team specialises in advising housing providers on the delivery of long term asset management programmes, focusing on maintaining and improving their housing stock.

She has advised housing providers on how to ensure their assets are fire safe, and on the procurement of new contracts in compliance with regulations.



Workshop 2D

Speaker profiles

**Craig Scriven -
Head of People Services - Housing Maintenance
(Kier Housing Maintenance)**

Craig joined Kier Housing Maintenance 3 years ago following a ten year career in local government. He was awarded the inaugural CIPD HR Practitioner of the Year award in 2014 for his innovative work around talent identification and development at Warwickshire County Council and has brought his innovative approaches to the housing sector. His approach to customer experience and Total Feedback is a game changer.



Workshop 1E

**Alistair Smith -
Solicitor (Anthony Collins Solicitors LLP)**

Alistair is a solicitor in construction and public procurement. His experience in relation to construction includes drafting and advising clients on construction maintenance contracts within the housing sector. He also has experience of drafting amendments to JCT and NEC contracts and advising clients in relation to their position under amended forms of PPC contracts and the unamended form of the NHF Schedule of Rates Contract.



Workshop 1A

**Jan Taranczuk -
Managing Director (Jan Taranczuk Associates)**

With more than 45 years experience in housing, Jan has worked as a senior manager in local authorities, housing associations and the private sector. Since retiring, he has provided senior management support to major housing providers across the country.

He currently runs his own consultancy. He is a member of the London Regional Board of the Chartered Institute of Housing. Most recently, he has been assisting a London Borough with all aspects of fire safety in its residential properties.



Workshop 4B

**Paul Tennant -
Independent Chair (Re:allies)**

Paul is a transformational leader and a senior housing professional. He has a passion for finding solutions to the housing crisis and as Group Chief Executive he successfully built Orbit into a diverse multi tenure business with 40,000 homes. Paul previously represented the housing profession as the President of the CIH and in 2016 he was awarded an OBE for services to housing



Workshop 4A

**Rick Thompson -
Account Manager / GIS Consultant (Oxford Data Consultancy)**

Rick joined ODC in January 2017 with 15 years experience in the GIS industry. For the previous 3 years Rick spent his time as the GIS Officer for Trafford Housing Trust and brings a wealth of knowledge to ODC on how housing associations operate and how ODC can support HAS going forward.

Prior to Rick joining Trafford Housing he spent 8 years as the GIS Administrator for Cheshire Police where he successfully managed and implemented a corporate GIS, a corporate gazetteer and delivered a CCTV mapping project which acclaimed national media attention.



Workshop 4E

**Neil Watts -
Director of Service Delivery (Peabody Trust)**

From contractor to client, Neil is an operationally driven and commercially aware Director with a demonstrable level of success within the social housing and construction industry. He is highly focused on delivering excellent end-to-end customer experience, implementing lean processes and maintaining high standards of health & safety and people management.



Workshop 1C

**Paul Wenham -
Director (Southern HG)**

Paul is Southern Housing Group's Property, Maintenance and Investment Director with client responsibility for all property related services and the Group's '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, and is an executive NHMF member.



Workshop 1C

**Lee Woods -
Operations Director (Pennington Choices)**

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.



Plenary 2

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

Richard is a Chartered Surveyor with over 20 years experience in the social housing and the private sector. 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 Asset Management service.



Workshop 2C

**Neil Yeomans -
Head of Property Compliance, Orbit Group**

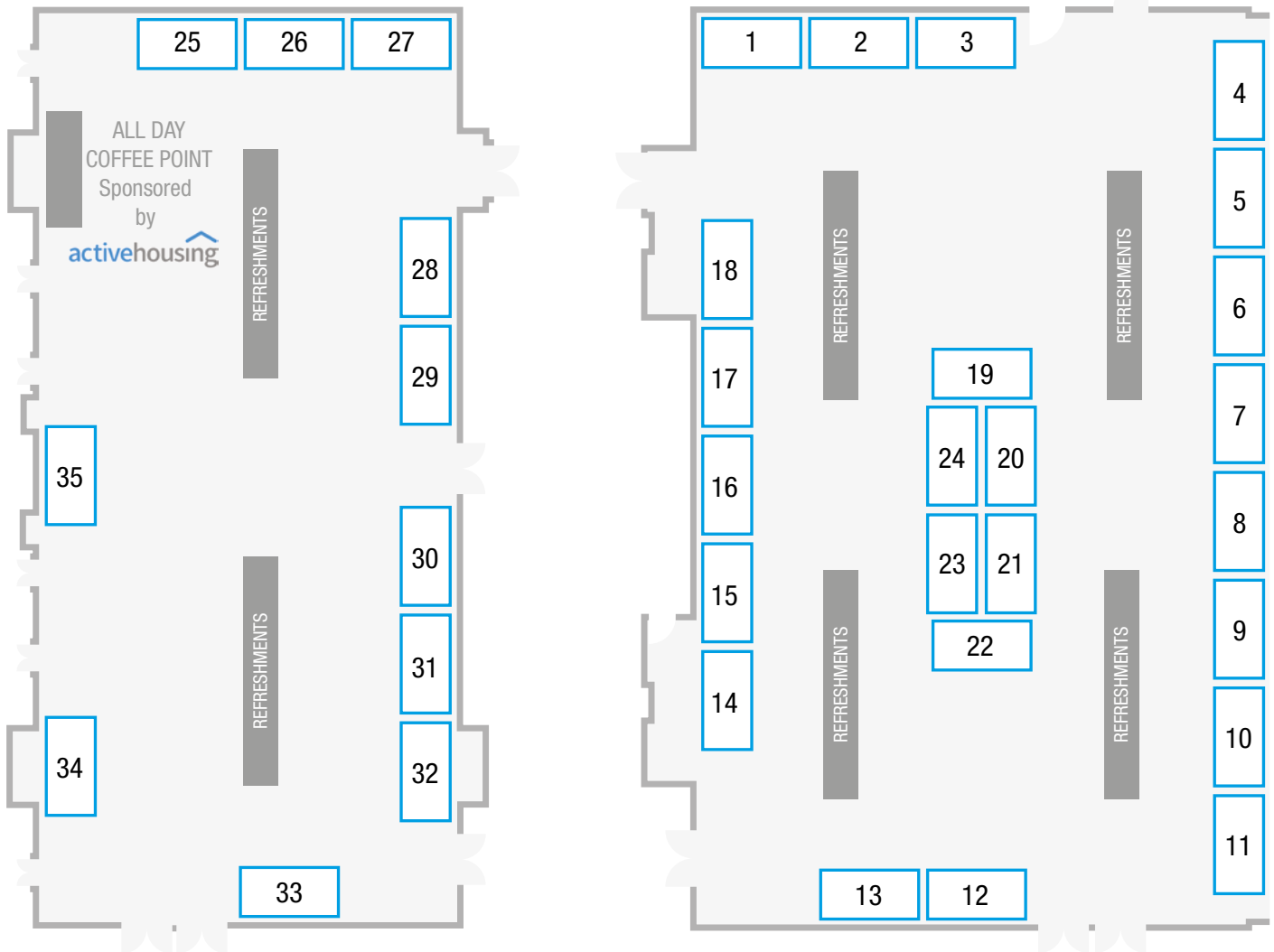
Neil Yeomans is an ex-Senior Enforcement Officer who is now the Head of Property Compliance for Orbit Housing. His experience of investigating injuries and fatalities caused by substandard housing means that he is determined to change the way that Housing Providers ensure tenant safety.

In 2017, he built a new Compliance Team at Orbit, which has a non-traditional structure, designed to deliver organisational cultural change.



Workshop 4F

Exhibition plan



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Exhibition guide

Stand 1

BBA CIT

Are you tackling problems associated with property insulation, damp or condensation? BBA CIT Ltd provides support to many local authorities, housing associations, home dwellers and government departments throughout the UK to help them deal with the consequences of inappropriate insulation retrofits or improperly installed insulation products by supplying resolutions, assessing property suitability and offering expert led insulation retrofit product training.

BBA CIT Ltd's consultancy, investigation and training services are designed to give you complete peace of mind.

Alison Paskell | T: 01923665376
W: bbacit.co.uk | E: apaskell@bbacerts.co.uk



Stand 2

Orchard

As a leading supplier of software solutions to the social housing sector, Orchard provides comprehensive asset management solutions. Through our expertise in active asset management, we help our customers to deal with continuous changes in the factors affecting the value of stock, and increasing pressure to stress test any business plans against these fluctuations.

Visit Orchard on stand 2 to hear more about how we can help you make the right decisions, consistent with your strategic asset management plans.

Seema Nagi | T: 01912032500
W: orchard-systems.co.uk | E: seema.nagi@in4systems.com



Stand 3

Fireangel

When protecting your tenants and fulfilling your duty of care ensure you are using the best fire and carbon monoxide alarms. Our technology is used and trusted by 90% of the UK's fire and rescue services.

We offer quality products and service at competitive prices with a complete range of mains and battery powered alarms to suit all installation projects

Zoe Hadley | T: 02477717559
W: fireangel.co.uk | E: zhadley@sprue.com



Stand 4

Akzonobel

Akzonobel provide painting solutions to meet the needs of the social housing sector with market leading brands such as Dulux Trade and Cuprinol. Visit us on stand 4 to discuss how we can help you with fire upgrade painting programs, independent flake sampling analysis and specification to upgrade surfaces to class 0, provide certification and on-site technical support.

See the launch of our innovative new Dulux Trade Plus range including Thermacoat+ a revolutionary new internal coating system proven to cut heat loss and increase energy efficiency.

Joe Baxter | T: 07730910539
W: akzonobel.com | E: joe.baxter@akzonobel.com



Stand 5

Anglian Building Products

Anglian Building Products is Anglian Windows' large project division. We specialise in the installation of PVC-U windows, doors and external wall insulation for the social housing sector. Working predominantly on large frameworks contracts directly for end clients, we place a strong emphasis on project management, high quality levels of and managing the residents' experience.

We have been awarded a comprehensive suite of accreditations including: TPAS Quality Mark, ISO 9001, ISO 14001, OHSAS 18001, Investors in People and Secured By Design.

Laura McAree | T: 01603422509
W: anglian-building.co.uk | E: Sabina.Rospedzihowska@Angliangroup.com



Stand 6

Electrical Compliance and Safety

ECS is an award winning electrical compliance contractor.

We specialise in providing fixed electrical installation testing, inspection and condition reporting services to the public sector nationwide. We also carry out portable appliance testing and provide fire alarm and emergency lighting, installation, maintenance and testing services.

To find out more visit our website www.ecs-group.co.uk or call 01536 650722
Bringing compliance & technology together.

Peter Clipstone | T: 01536670715
W: ecs-group.co.uk | E: peterclipstone@ecs-group.co.uk



Exhibition guide

Stand 7

ARK Consultancy

ARK Consultancy is a leading multidisciplinary management and technical consultancy working throughout the UK with particular expertise working with HAs and LAs.

ARK provides project management, interim support and advice on all business functions but has a particular pedigree in strategic asset management including asset grading, stock option appraisal, the operation of IHCs and DLOs, delivery cost and performance benchmarking and strategy development.

We also provide social enterprise, CSR, resilience, development and regeneration, governance and transformation, funding and treasury management advice.

Chris Seeley | T: 01215153831

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



Stand 8

Affresol

Affresol Ltd a green technology business and manufacturer of mobility scooter stores, bin storage, garages, cycle enclosures & garden sheds.

Affresol has developed an innovative synthetic concrete, TPR® (Thermo Polymerised Rock) made from 70% waste that has been diverted from landfill, is zero maintenance, Class E - Reaction to Fire, 40% lighter than equivalent concrete and 6 times stronger than a traditional building block.

Neil Jones | T: 01792581197

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



Stand 9

Fortem

Fortem works as a property solutions provider in over 165,000 homes and properties across the UK and delivers services to over 500,000 people. Creating a legacy in local communities is at the heart of our business, last year we invested £1.2m in local community projects through volunteering, supplying materials and fundraising.

While predominantly providing maintenance services for social housing partners, Fortem's market also includes public buildings, blue light services and education. In addition, Fortem has industry-leading energy services expertise.

Claire Holland | T: 01462446268

W: fortem.co.uk | E: Claire.Holland@willmottidixon.co.uk



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.

Doreen Gothard | T: 01689885080

W: effefftee.co.uk | E: doreengothard@effefftee.co.uk



Stand 11

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.

The market-leading service that we deliver for our local authority and housing association partners is supported by a dedicated team of highly trained operatives. They bring a wealth of local knowledge and expertise and ensure that the needs of each resident are at the heart of everything we do.

Katherine Doha | T: 07718323965

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



Stand 12

Worcester Bosch Group

Worcester, Bosch Group is the UK market leader in domestic boilers. As well as offering an award winning range of gas and oil boilers, hot water cylinders, and intelligent heating controls, the manufacturer also boasts a range of renewable technologies including heat pumps and solar thermal panels. Worcester Bosch has a specification team dedicated to supporting your building services operation.

Matt McGann | T: 03301239339

W: worcester-bosch.co.uk | E: matt.mcgann@uk.bosch.com



Exhibition guide

Stand 13

Bosch Power Tools

Bosch is the world's largest manufacturer of power tools. We are also a charitable foundation whose 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 including HAV, dust, warranty, leasing and repairs, then do come and speak to me.

Pete Needell | T: 07773389750
W: bosch-pt.com | E: Pete.Needell@uk.bosch.com



BOSCH
Invented for life

Stand 14

Internetalia

AccuServ was written specifically for contractors & IHC (DLO) organisations to control all aspects of social housing repairs and maintenance.

AccuServ delivers by automating many tasks that usually required manual intervention and provides an escalation warning system. Automated workflows, automated scheduling, automated job completions, automated issue escalation, automated van stock replenishment, automated job costing & KPIs, housing & asset systems integration, stock control & supplier integration, responsive, voids, cyclical, planned, gas, grounds, fully integrated mobile solution, incident management

Colin Judd | T: 07841370598
W: accuserv.co.uk | E: colinjudd@internetalia.ie



Stand 15

Badge & Lanyard 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 maintenance to over 200,000 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: 02070907350
W: morgansindallpropertyservices.com | E: paul.reader@morgansindall.com



Stand 16

Ridge Property and Construction Consultants

Winners of the Building Awards Construction Consultant/Surveyor of the Year, Ridge is a multi-discipline property and construction consultancy providing a full range of disciplines, including specialist housing asset management consultancy from 10 offices across the UK.

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.

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Stand 17

Low Carbon Exchange

What makes LCX different is our platinum cover starting from £95 per year (includes annual service and 365, 24/7 cover, all call outs, all parts & all labour) so you can fix your annual costs for maintenance knowing there are no nasty surprises coming!

LCX provides services to more than 50 social housing organisations, local authorities and public sector bodies. We maintain over 30,000 renewable technology systems including heat pumps, rainwater harvesting, solar thermal, solar PV and heat recovery systems.

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Stand 18

CLC Contractors

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 from public and private housing, healthcare, education, retail, commercial, hotel and leisure.

We are able to offer our clients the complete building solutions package. Our services include: planned maintenance; cyclical painting and decorating; small building works; equality compliance adaptations (DDA); fire protection repairs and upgrades; electrical installation and maintenance; and roof upgrades and repairs.

Yvette Crook | T: 02380701218
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Exhibition guide

Stand 19

Ventro Group

Ventro Group is a UK-wide provider of fire doors, fire dampers, fire stopping, fire sprinklers, and fire rated cladding services.

Our clients include the NHS, Medway, Plymouth University, and The Ministry of Defence, alongside many others.

The company's vision is to proactively promote passive fire safety to raise awareness and reduce risk, making us the perfect partner for any organisation in need of fire protection services.

Ross Melvin | T: 08453810999

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Stand 20

Build Recruitment

Build Recruitment offers professional recruitment services for the built environment.

Providing specialised solutions to all built environment sectors focusing on: housing, facilities management, property, surveying, and construction.

We provide substantial industry experience to supply a highly professional and flexible approach to recruiting, offering an outstanding service to both clients and candidates. We understand that people are the greatest asset to any successful organisation.

As a result, we deliver the highest quality talent, first time, every time.

Chris Ewart | T: 02031764793

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Stand 21

Airtech Humidity Controls

Established in 1988, Airtech Environmental Systems has built an enviable reputation for knowledge and experience of condensation, damp and mould control amongst local authorities and housing associations.

We were the first to introduce encapsulated self-cleaning sensors, low wattage fans and real time data logging extractor fans that have proven invaluable in contesting claims and providing a guide for improving the living conditions of tenants. Our focus is the development and provision of innovative ventilation solutions.

Jeremy Cleeter | T: 07770580927

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Stand 22

Axis

Axis delivers professional property repairs, maintenance and refurbishment services to some of the largest providers in social housing. From 20 year full-asset management contracts to specialist fire risk assessment retrofit programmes, our service can be scaled for the demands of our partners.

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. We ensure our client's objectives are absorbed and delivered like they were our own.

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Stand 23

echelon Consultancy

echelon Consultancy is a procurement consultancy assisting mainly the social housing sector with a range of asset management services. Through procurement and business improvement strategies we have generated over £400million of direct savings over the past 12 years, whilst delivering tangible service improvements for our clients.

We work across the whole of the UK and pride ourselves on working collaboratively with each client to understand their challenges and priorities then develop bespoke solutions that will deliver long term best value.

Sarah Baxter | T: 01707339800

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Stand 24

Mears Group

Mears is the leading social housing repairs and maintenance provider in the UK and a major presence in the home care and support market. Our business is founded in local communities, where we deliver the highest standards of care to people, their homes and their environment.

Our teams provide rapid response and planned maintenance services, regeneration, contact centre solutions, housing management, home improvement, facilities management, estate services, grounds maintenance, student accommodation and new build.

Patrick Grace | T: 07980796992

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Making People *Smile*



Exhibition guide

Stand 25

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 and reduce energy consumption.

We deliver ventilation 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.

Emily Isherwood | T: 01423810810
W: envirovent.com | E: info@envirovent.com



Stand 26

Castleton Technology Plc

We provide a truly integrated solution, allowing our clients to use a single IT vendor to streamline their operations, improve communications, remove compatibility problems and develop better business intelligence.

Our portfolio includes Castleton Maintain; a single operational management solution that provides full works order lifecycle management, intelligent workforce scheduling, real-time appointment availability, offline capabilities and a reporting suite. Our solution is currently used by several of the largest contractors and landlords across the UK.

Chantel Kaur | T: 08452410220
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Stand 27

Defender Bird Spikes

Jones and Son Pest Control Supplies Ltd are a family business that manufactures Defender Bird Spikes in Devon. Defender Bird Spikes are deterrents to stop pigeons and seagulls landing on roofs, ridges, ledges, in fact any area that birds are a problem.

Jones and Son will be showcasing their range of Defender Bird Spikes and there will be FREE advice, training and sample packs for anyone who is interested in using bird deterrents as an add on business.

Haydon Cocker | T: 01626835055
W: birdspikesonline.co.uk | E: emmai@jonesandson.co.uk



Stand 28

Impey Showers

Widely considered to be the founder of modern wetrooms, Impey is the UK's principal wetroom solutions manufacturer, offering a comprehensive and versatile array of floor formers, waterproofing technology, shower screens and accessories.

Creating innovative, high-quality wetroom solutions, suitable for all end-users, Impey works with specifiers, architects, contractors, developers, installers, local authorities and healthcare providers, to ensure the provision of showering environments which cater for every type of location and scenario.

Impey is part of showering-solutions manufacturer Coram Group UK.

James Walker | T: 01746766466
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Stand 29

Aico

Aico is the 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.

All alarms have been designed, developed and manufactured at the Ei factory in Shannon, Ireland ensuring that quality is key.

Find out about:

- AudioLINK data extraction technology
- Multi-sensor alarm technologies including dual sensors
- CPD & expert installer training scheme
- New interactive mobile training & demo unit
- New RadioLINK+ interconnection technology with new functionality

Contact | T: 01691664100
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Stand 30

Vent-Axia

Vent-Axia understands and delivers on the needs of the social housing sector, from registered provider and partnering contractors through to the residents.

With more than 80 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; achieve tenant satisfaction, whether this is a whole house condensation and mould problem or the need for quiet, efficient fans.

Lena Hebestreit | T: 01293441515
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Exhibition guide

Stand 31

Easi-Dec

Easi-Dec produces a range of products for both roof line or low-level access designed to deliver safe rapid access.

Easi-Dec access platforms are used extensively in the social housing sector for property maintenance tasks; window replacement, roof and chimney maintenance, fascia, soffit and gutter repair and are a cost-effective alternative to scaffolding. Platforms can be transported in a small van or estate car, quickly assembled and easily moved around site to allow jobs to be completed quickly and safely.

Ruth Taylor | T: 07766082727

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Stand 32

Nuaire

Nuaire is a UK manufacturer and market leader providing ventilation solutions for high 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 to suit all types of property and tenant lifestyle, to both prevent and cure these issues - perfect if you are looking at either planned or reactive maintenance for your property stock.

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Stand 33

Awards dinner Sponsor

Kier Group

Throughout the UK, Kier Housing Maintenance works in 350,000 homes and carries out 750,000 repairs each year to maintain homes to a safe, secure and comfortable standard.

We work with local authorities, housing associations and private clients to maximise the value and performance of their portfolio, while keeping residents' interests at the heart of everything we do.

We're also a service provider with a social conscience and have made a significant contribution to the economic well-being in the communities in which we work.

Ross Green | T: 07715243560

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Stand 34

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 35

ROCC Repairs Software

ROCC specialises in providing proven, comprehensive and configurable IT housing solutions that enable simplicity and efficiency.

ROCC's reputation is built on trust and reliability. With over 30 years' experience in the housing sector our business has been built on delivering innovative solutions for housing repairs, digital inclusion and mobile working.

Our software has delivered significant benefits to customers helping them to realise savings in both time and money. With over 200 projects delivered, from small local providers up to multi-contract, multi-site organisations, we have experienced it all.

Meeta Patel | T: 01273274716

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Pre-dinner drinks 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 have the longest history of undertaking stock condition surveys in the sector. Around this core service we also carry out surveys for validations, EPCs, compliance issues and to commercial and corporate buildings; all using our own eSurveys software which 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.

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Exhibition guide

All day coffee point Sponsor

Active Housing

Active Housing, the specialist social housing division of Hallnet, provides a range of web services including self-service portals, website development, consultancy and our flagship repair diagnostic SaaS product 'Active Repairs'.

Active Repairs provides:

- Customers with a simple, mobile-friendly experience that takes under 99 seconds from step one to final appointment confirmation
- Contact centre representatives with a powerful yet simple workflow
- Contractors with diagnosis information, images, appointment duration estimates and a verified contact number

Key features:

- Custom branding
- Customisable SORs & business rules
- Soft-fix content and video
- Ability to embed within existing websites/portals
- Integration with various HMS, CRM & Scheduling System providers

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Associate Sponsor

24housing

24housing 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 housing sector.

24housing.co.uk is the 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. Our jobs board is the NEW place to find public sector jobs.

Ellie Salsbury | T: 01432 852331

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Make the most of your assets

Invest in your staff

NHMF training days 2018

- Procurement masterclass
- Inspirational leadership
- Employment issues in procurement
- Contract Management masterclass



For dates and details, visit nhmf.co.uk/training



Contractor Forum

Introduction to the NHMF Contractor Forum

The National Housing Maintenance Forum's (NHMF) Contractor Forum was established in 2012 for contractors working in the field of social housing, with the aim of creating closer working relationships between contractors, clients and sub-contractors. The forum works closely with the NHMF in promoting good practice in the procurement and management of repairs.

For many years the NHMF has had at least one contractor represented on its committee to ensure that it understands fully the contractor's perspective when developing the M3NHF Schedule of Rates and related products. Contractors have also been involved in various training sessions and working groups to promote good practice. The NHMF is keen to involve contractors 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; it feels that it would benefit from their wide practical experience. Members also support and contribute to sessions at the annual NHMF Maintenance Conference.

For current membership and to join, visit nhmf.co.uk

CONGRATULATIONS TO THE SHORTLISTED NHMF AWARD APPLICATIONS:



NHMF Committee

The winners of the NHMF Awards 2018 will be announced at the NHMF Conference & Awards Dinner on 23 January 2018

There are five awards:

- Best client
- Best contract
- Most improved asset management service
- Best customer impact
- Best apprentice scheme

Shortlisted for a 2018 award:

Best client

- Wolverhampton Homes
- Peabody
- Hanover HA & Kensa Heat Pumps

Best contract

- Northern Ireland Housing Executive & Combined Facilities Management
- Nottingham City Homes & J Tomlinson
- Leeds Federated Housing Association & Keepmoat Regeneration

Most improved asset management service

- Watford Community Housing
- Basildon Borough Council & Morgan Sindall Property Services
- Cartrefi Cymunedol Gwynedd

Best customer impact

- Hanover HA
- Curo
- Bromford Housing & Kensa Heat Pumps

Best apprentice scheme

- Ian Williams
- Housing Plus Group
- Magenta Living



The National Housing Maintenance Forum (NHMF) is managed by a committee representing each region of the UK and different types of users. It is elected at an annual general meeting held at the NHMF Maintenance Conference.

The committee controls funds raised from the annual licence fees on the M3NHF Schedule and related products. Any funds not required to keep the products up to date with changing demands are used to promote best practice in maintenance.



Chair: Shaun Aldis
(Wolverhampton Homes)



Deputy chair: Karl Linder
(Hanover HG)



Treasurer: Jon Cross
(Essenjay Associates)



Secretary: Liz Circuit
(M3)

2017 NHMF Committee

Shaun Aldis (Chair)
Paul Allen
Andrew Burke
Karen Cannon
Stephen Chalmers
Liz Circuit (Secretary)
Jon Cross (Treasurer)
Steve Downing
Pauline Graham
Declan Hickey
Paul Isherwood
David Jervis
Karl Linder (Deputy Chair)
Stephanie Lloyd-Foxe
Peter Long
Simon Lowe
David Miller
Julian Ransom
Paul Reader
Ben Virgo (Deputy Secretary)
Paul Wenham
Winston Williams
Nick Yandle

Wolverhampton Homes
NHF (Retired)
Walsall Housing Group
Kingsdale Group
M3
Essenjay Associates
Rand Associates
Rosebery HA
NHMF
Northern Ireland Housing Executive
Suffolk Housing
Hanover HG
Magna HA
Basildon BC
Methodist Homes
Rand Associates
Savills (UK)
Morgan Sindall Property Services
M3
Southern HG
Hanover HA
National Housing Federation



nhmf.co.uk



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