

# NHMF Maintenance Conference 2019

.....

The centre of excellence for  
improving property performance

22-23 January 2019 | Hilton Birmingham Metropole





**Ben Virgo**  
Secretary, National Housing Maintenance Forum

Welcome and nice to see you at the NHMF Maintenance Conference 2019. The conference is devoted to housing maintenance and the wider field of asset management. It covers strategic issues and provides a forum for networking and promoting best practice.

This annual conference is also an opportunity for us to get together every January and exchange ideas with colleagues who face similar challenges or may have already found a solution to a common problem. Please help us to make everyone feel welcome, nurtured and included, particularly some of the new faces that you will see around the conference over the next two days.

This year, we are looking forward to an interesting programme, brimming with new ideas alongside reports on how suggestions from previous years have been developed and put into practice with positive results. The exhibition area showcases the latest products, ideas and technology from companies selected for their relevance to the housing maintenance industry, alongside workshops and plenary sessions designed to promote much more open and meaningful discussions between clients and contractors which will ultimately deliver a better outcome for tenants.

The NHMF remains committed to delivering 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 working 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 of asset management within organisations, including workshops and plenaries featuring expert speakers working in the social housing sector, from the UK and beyond. With a general theme of nurturing new people, skills and technology, the sessions are grouped in the following themes:

- contract management and procurement
- compliance
- asset management
- new technology and innovation
- skills shortage and worker health

Each and every one of us has a role to play in developing these themes and we look forward to hearing your feedback at the end of the conference.

The NHMF Committee would like to thank all the delegates for supporting the event. In particular, we would like to thank our speakers for giving up their time to prepare for their sessions and share their expertise. 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 2019.





For full conference timetable, plenary and workshop descriptions visit [nhmf.co.uk/conference/timetable](http://nhmf.co.uk/conference/timetable) or download our app sponsored by 

### Get the app

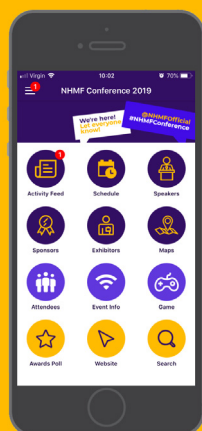
- 1 **Go to the right store.** Access the App Store on iOS devices and the Play Store on Android.

If you're using a Blackberry or Windows phone, skip these steps. You'll need to use the web version of the app found here:

[event.crowdcompass.com/nhmf19](http://event.crowdcompass.com/nhmf19)

- 2 **Install the app.** Search for CrowdCompass AttendeeHub. Once you've found the app, tap either **Download** or **Install**.

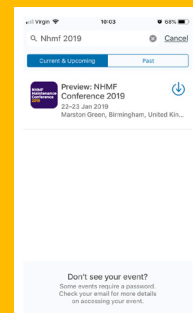
After installing, a new icon will appear on the homescreen.



### Find your event

- 1 **Search the AttendeeHub.** Once downloaded, open the AttendeeHub app and enter **NHMF Conference 2019**

- 2 **Open your event.** Tap the name of your event to open it.



## 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.

### Awards dinner dress code

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.

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.

# NHMF Maintenance Conference 2019

Arriving the night before | Monday 21 January

**17.00 onwards** **Conference registration with hotel check in**  
Where: Hotel lobby

**19.30** **Buffet and networking**  
Where: Pavilion

**21.30** **Close**

## Timetable | Tuesday 22 January

**09.00** **Registration**  
Where: Hotel lobby

**10.00** **Welcome**

**10.15** **Plenary 1: Summerland to Grenfell: 44 years of un-learning**  
**Professor Christopher Hall**, Professor Emeritus, Edinburgh University

**11.00** **Refreshments**

**11.30** **Workshop 1: sessions**

### **1A: The role of the contractor: getting the right fit**

**Richard Stone**, Operations Manager, MCP Property Services  
**David Miller**, Director, Rand Associates  
**Sonya Russell**, Head of New Business, AD Construction Group  
**Tav Sahota**, Operations Support Manager, DW Support Services  
**Melissa Woodall**, Head of New Business, PiLON  
**Caroline Lester**, Client Relationship Manager, MCP Property Services

### **1B: Post Grenfell tragedy improvements**

**Tom Gilbert**, Associate Director, Frankham Risk Management

### **1C: Wobbling walls: a civil and criminal case against Basildon Council**

**Peter Long**, Property Services Delivery Manager, Basildon District Council

### **1D: Improving decisions on stock using new technology and data**

**Russell Thompson**, Executive Director of Property Services, Thirteen Group  
**Paul Jenkins**, Director of Asset Management and Sustainability, Thirteen Group  
**Mark Arnold**, Senior Sustainability Manager, Thirteen Group

### **1E: Investing in health for a sustainable future**

**Clare Forshaw**, Occupational Health & Hygiene Partner, Park Health & Safety Partnership

**12.45** **Lunch**

... continued

# NHMF Maintenance Conference 2019

## Timetable | Tuesday 22 January continued

### 13.30 **Plenary 2: Reducing the skills shortage by employing ex-servicemen**

**Bob Lisle**, Business Development Manager, Sappers Network

### 14.30 **Workshop 2: sessions**

#### **2A: M3NHF Schedule of Rates: maximising the benefits and avoiding the pitfalls**

**Dominic Higgins**, Director, Rand Associates

**David Miller**, Director, Rand Associates

#### **2B: IET regulations (18th edition)**

**Steve Martin**, Director of Technical, Electrical Contractors' Association (ECA)

#### **2C: How gas maintenance, safety and compliance is changing in the connected world**

**Rich Wiseman**, Property Investment Manager, Taunton Deane BC

**Malkit Sagoo**, Director of Asset Management, Waterloo HG

**Stewart Davison**, Business Development Director, Gas Tag

#### **2D: Electrical renewable heating: finding the balance**

**Stuart Bell**, National Residential Specification Manager, Mitsubishi Electric

**Max Halliwell**, Communications Manager, Mitsubishi Electric

#### **2E: Women in social housing maintenance**

**Phil Royales**, Head of Quality and Performance, Guinness Property

**Liane Sheppard**, Operations Director East & West, Sovereign

**Dawn Anderson-Foster**, Senior HR Manager

**Paul Roberts**, Executive Director, Guinness Property

### 15.30 **Refreshments**

### 15.45 **Plenary 3: Homelessness? What's that got to do with me?**

**Julie Marsh**, Director of Neighbourhood Management, South Liverpool Homes

### 17.00 **NHMF AGM**

Where: Arden room

### 18.00 **Group photos**

Where: York room

### 19.00 **Pre-dinner drinks**

Where: Exhibition area

Sponsored by



### 20.00 **NHMF Conference and Awards dinner**

Sponsored by



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.

**09.00 Registration**

**10.00 Plenary 4: Lessons from Canada**

**Cliff Youdale**, Chief Development Officer, Ottawa Community Housing Corporation

**11.00 Refreshments**

**11.30 Workshop 3: sessions**

**3A: What makes a great contractor/client relationship: it's business critical to get this right!**

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

**Jenny Neville**, Divisional Director of Consulting, Pennington Choices

**3B: Lifts: the duty holders' responsibilities and consequences**

**Greg Harris**, Regional Director, Movvéo

**Stephen Torrington**, Regional Director, Movvéo

**3C: TUPE in procurement**

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

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

**3D: Will IoT integration deliver in the social housing sector?**

**Chris Jones**, COO & Co-founder, Homelync

**3E: What happens when there are no skills left? Should 'Skillexit' be top of the agenda in the housing maintenance sector?**

**Jo Down**, Academy Officer, Ian Williams

**Mike Turner**, Executive Director, Ian Williams

**Sian Pearce**, Training & Development Manager, Ian Williams

**12.45 Lunch**

**13.30 Plenary 5: A new JV model for repairs and maintenance**

**Professor Paddy Gray**, Professor Emeritus of Housing, University of Ulster

**14.30 Workshop 4: sessions**

**4A: There may be trouble ahead! How to manage legal challenges effectively**

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

**Emma Riley**, Associate, Anthony Collins Solicitors

**4B: How do we keep residents safe**

**Brent O'Halloran**, Director of Asset Management, Hyde Housing

**Chris Graham**, Director, PML Group

**Jenny Osbourne**, Chief Executive, Tpas

**Ross Green**, Head of Business Development, South, Kier Services

**4C: Asset performance evaluation: understanding data, demonstrating results and taking action**

**Samantha Evans**, Group Asset Manager, WM Housing

**Cathy Osborn**, Director, Housing Consultancy, Savills

**Nick Carlisle**, Associate, Housing Consultancy, Savills

**4D: Standardising modular construction: benefits of switching to off-site manufacturing**

**John Gray**, Partner, Head of Production Information, HTA Design

**Richard Harral**, Technical Director, Chartered Association of Building Engineers

**4E: It begins and ends with competency: a new approach to address the skills shortage in the sector**

**Stephen Makowski**, Chief Executive, National Housing Academy

**Ian Gregg**, Executive Director of Asset Services, The Riverside Group

**Keith Simpson**, Consultant, Modular Innovation, National Housing Academy

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

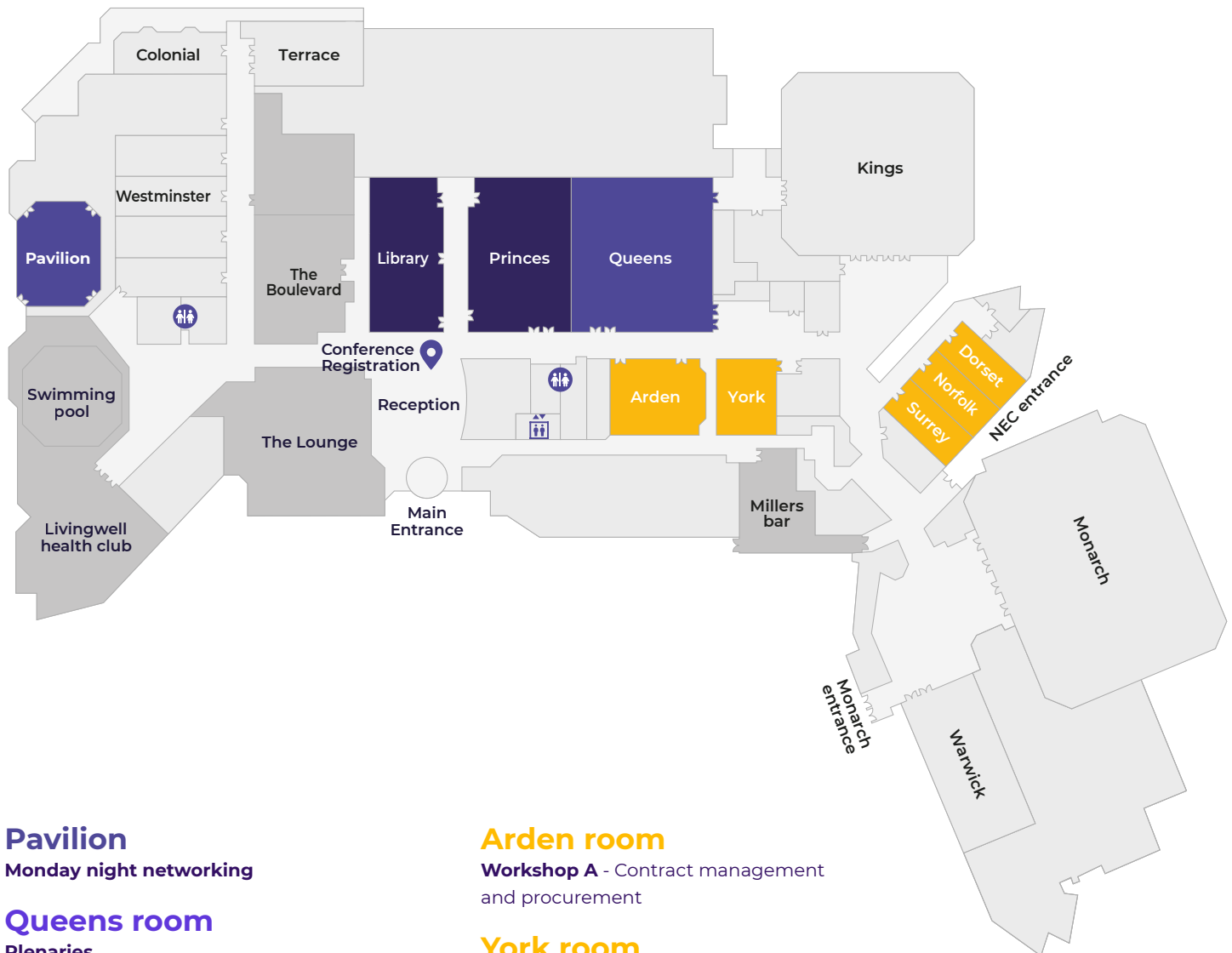
**15.30 Plenary 6: Refreshments and panel debate: Brexit - what will it mean for me?**

**Corné Koppelaar**, International Housing Consultant, Global Habitat Housing . **Professor Jonathan Linton**, Chair in Operations and Technology Management, University of Sheffield. **Paul Reader**, Partnership Director, Morgan Sindall Property Services.

**Neil Watts**, Director of Service Delivery, Peabody Trust

**16.30 Close**

### Hilton Birmingham Metropole



#### **Pavilion**

Monday night networking

#### **Queens room**

Plenaries

#### **Library and Princes room**

Exhibition zone

#### **Arden room**

**Workshop A** - Contract management and procurement

#### **York room**

**Workshop B** - Compliance

#### **Surrey room**

**Workshop C** - Asset management

#### **Norfolk room**

**Workshop D** - New technology and innovation

#### **Dorset room**

**Workshop E** - Skills shortage and worker health



## Plenaries

Tuesday 22 January

### P1 Summerland to Grenfell: 44 years of un-learning

Chaired by **Karl Linder**, Head of Asset Management and Compliance, Anchor Hanover  
Speaker: **Professor Christopher Hall**, Professor Emeritus, Edinburgh University

More lives were lost at Grenfell Tower than in almost any peacetime building fire in Western Europe in the last century. How could this fire have happened? Early in my career, I was close to the enquiry into another tragic fire, that at Summerland in the Isle of Man. The two fires have similarities. I discuss materials in fires, and the problem of confronting low-probability, severe-consequence risks. I ask: in the light of Summerland, why was Grenfell not prevented? I also ask: Is it true that we can un-learn technology?

Time: **Tuesday 22 January 10.15**  
Room: **Queens Room**

### P2 Reducing the skills shortage by employing ex-servicemen

Chaired by **Jon Cross**, Managing Director, Essenjay Associates  
Speaker: **Bob Lisle**, Business Development Manager, Sappers Network

This plenary will demonstrate the benefit ex service personnel and reservists can bring to the industry and help fill the skills shortage presently being experienced. The presentation will highlight the Royal Engineers who provide trade support to the Army and highlight the present work done by Sappers Network to form a link between service leavers and industry.

Time: **Tuesday 22 January 13.30**  
Room: **Queens Room**

### P3 Homelessness? What's that got to do with me?

Chaired by **Peter Long**, Property Services Delivery Manager, Basildon CC  
Speaker: **Julie Marsh**, Director of Neighbourhood Management, South Liverpool Homes

There are currently 300,000 people homeless in the UK, more than 120,000 of them are children. This is a national disgrace in 2018 in the 6th richest economy on the planet. In every city in the UK you will find homeless people if you look hard enough. What can we do individually and collectively to make a difference and help end homelessness for good?

There are people dying on our streets because they have nowhere to go, they are not there by choice – they have just not had the opportunities we have had.

If you care and want to help solve this problem, come and find out how you can.

Time: **Tuesday 22 January 15.45**  
Room: **Queens Room**

Wednesday 23 January

### P4 Lessons from Canada

Chaired by **Paul Wenham**, Group Property Services Director, Southern HG  
Speaker: **Cliff Youdale**, Chief Development Officer, Ottawa Community Housing Corporation

Canada, similar to many countries, is facing challenges in ensuring the long-term viability of its social housing stock. With the vast majority of stock having been built between the late 1960s to early 80s, the industry is facing a wave of capital repairs and a back log of capital repairs. Innovative approaches are being pursued to create the required volume of new stock to address both ageing infrastructure and increasing affordability gaps. The presentation will highlight some of the approaches being pursued to re cast the timelines and expectations related to the development of affordable housing.

Time: **Wednesday 23 January 10.00**  
Room: **Queens Room**

### P5 A new JV model for repairs and maintenance

Chaired by **Andrew Burke**, Development Director, Adviser to NHMF  
Speaker: **Professor Paddy Gray**, Professor Emeritus of Housing, University of Ulster

In April 2017, Wheatley Group – Scotland's largest housing and care organisations, and Glasgow CC agreed a ground-breaking repairs and maintenance joint venture: City Building (Glasgow) LLP. This joint venture sits between traditional client contractor models and in-house provision, offering benefits for those involved including the ability to shape service models to deliver excellent customer service, the service culture and organisational priorities against a longer-term planning horizon.

This session will explore the drivers for creating the joint venture, how it is structured, real world operational benefits and learning from its first year.

Time: **Wednesday 23 January 13.30**  
Room: **Queens Room**

### P6 Refreshments and panel debate: Brexit - what will it mean for me?

Chaired by **Neil Watts**, Director of Service Delivery, Peabody  
Speaker: **Corné Koppelaar**, International Housing Consultant, Global Habitat Housing  
**Professor Jonathan Linton**, Chair in Operations and Technology Management, University of Sheffield  
**Paul Reader**, Partnership Director, Morgan Sindall Property Services  
**Neil Watts**, Director of Service Delivery, Peabody Trust

This panel session will debate the implications of Brexit through the perspectives of an academic expert, a European thinktank, a housing association, and a contractor.

Time: **Wednesday 23 January 15.30**  
Room: **Queens Room**



## Workshop 1 sessions

W1A

### The role of the contractor: getting the right fit

Chaired by **David Miller**, Director, Rand Associates

Speaker: **Sonya Russell**, Head of New Business, AD Construction Group

**David Miller**, Director, Rand Associates

**Tav Sahota**, Operations Support Manager, DW Support Services

**Melissa Woodall**, Head of New Business, PILON

**Richard Stone**, Operations Manager, MCP Property Services

**Caroline Lester**, Relationship Manager, MCP Property Services

#### SQUARE PEG - SQUARE HOLE

As members of the NHMF Contractors Forum we have formed a working group focusing on the challenges and successes in procurement of housing maintenance contracts. In this session we will present our work to date, gathering cross-sector opinion on matters that mean the most to contractors, clients and consultants in their experiences of recent procurement processes. We invite you to join us to open this ongoing dialogue and get into the nitty-gritty of how, collectively we can influence change for the better.

Time: **Tuesday 22 January 11.30**

Room: **Arden room**

W1B

### Post Grenfell tragedy improvements

Chaired by **Karl Linder**, Head of Asset Management and Compliance, Anchor Hanover

Speaker: **Tom Gilbert**, Associate Director, Frankham Risk Management

In the 18 months since the Grenfell Tower disaster, housing organisations have spent considerable time, effort and resources in improving their portfolios in direct response to the tragedy. Large numbers of occupants have been decanted and temporarily housed whilst improvement works have been undertaken to make premises safe to occupy and in some cases premises remain with significant fire hazards.

This workshop will seek to explore:

1. The framework the Hackitt Review has recommended to ensure competence
2. Whether the Hackitt Review goes far enough
3. How organisations should respond to the latest building regulation review
4. How organisations should procure appropriately qualified and tested services/products in new and existing premises.
5. How organisations should be interrogating their exiting portfolios for potential fire hazards?
6. How resident engagement will be critical in ensuring fire safety in the future?

Time: **Tuesday 22 January 11.30**

Room: **York room**

W1C

### Wobbling walls: a civil and criminal case against Basildon Council

Chaired by **Shaun Mulloy**, Maintenance Manager, Wolverhampton Homes

Speaker: **Peter Long**, Property Services Delivery Manager, Basildon District Council

Following the collapse of a brick wall and the resulting injuries to a 6 year old child, Basildon Borough Council face prosecution by the Health and Safety Executive and a substantial fine. This incident has changed the way the Basildon team think about any potentially dangerous structure. Not just walls!

What is your organisation doing to prevent this happening in your area? And can you afford the financial and reputational risk?

Time: **Tuesday 22 January 11.30**

Room: **Surrey room**

W1D

### Improving decisions on stock using new technology and data

Chaired by **David Jervis**, Housing Consultant, Suffolk Housing

Speaker: **Russell Thompson**, Executive Director of Property Services, Thirteen Group

**Paul Jenkins**, Director of Asset Management and Sustainability, Thirteen Group

**Mark Arnold**, Senior Sustainability Manager, Thirteen Group

The session will provide an insight as to how Thirteen have developed a sustainability model incorporating live data to analyse and assess the vitality of its housing portfolio in real time.

We will demonstrate how this has enhanced our understanding and it's strategic importance. What is next in terms of new technology and how it is going to change the way we manage, invest and maintain our housing portfolio.

Time: **Tuesday 22 January 11.30**

Room: **Norfolk room**

W1E

### Investing in health for a sustainable future

Chaired by **Julian Ransom**, Director, Savills (UK)

Speaker: **Clare Forshaw**, Occupational Health & Hygiene Partner, Park Health & Safety Partnership

The health of our population and particularly the influence of work and the workplace on health is firmly on the agenda for the government and all its departments. With the rising scale and impact of mental health and an ageing population likely to have chronic ill health conditions; this workshop will address: what does a workplace need to do to protect workers and provide a supportive environment. How can business leaders best approach the topic in a strategic and targeted manner?

Time: **Tuesday 22 January 11.30**

Room: **Dorset room**

## Workshop 2 sessions

W2A

### M3NHF Schedule of Rates: maximising the benefits and avoiding the pitfalls

Chaired by **Steve Downing**, Director, Rand Associates

Speaker: **Dominic Higgins**, Director, Rand Associates

**David Miller**, Director, Rand Associates

Promoting the benefits of the M3NHF Schedule of Rates as a payment mechanism, this workshop incorporates case studies investigating usage of Schedules of Rates and how the results can assist social housing providers in avoiding the pitfalls.

Case study 1a, Version 7 contract between a major provider and its national contractor.

Case study 2a, Version 6.2 contract between a small provider and its regional contractor.

Time: **Tuesday 22 January 14.30**

Room: **Arden room**

W2B

### IET regulations (18th edition)

Chaired by **Andrew Burke**, Development Director, Adviser to NHMF

Speaker: **Steve Martin**, Director of Technical, Electrical Contractors' Association (ECA)

With the 18th Edition of the IET Wiring Regulations (BS 7671) now officially released, it's a crucial time for all those involved in maintenance and asset management to get up to speed with the changes.

The 18th Edition has updated standards in line with the latest advances in technology, including Arc Fault Detection Devices (AFDDs), RCDs and Electric Vehicle Charging Points. These updates may impact on how you manage future repairs and maintenance. ECA during this session will be your reliable source of practical information, dispel any myths and lead you to a clearer, better understanding.

Time: **Tuesday 22 January 14.30**

Room: **York room**

W2C

### How gas maintenance, safety and compliance is changing in the connected world

Chaired by **Phil Pemberton**, Director of Asset Strategy and Delivery, The Riverside Group

Speaker: **Stewart Davison**, Business Development Director, Gas Tag

**Rich Wiseman**, Property Investment Manager, Taunton Deane BC

**Malkit Sagoo**, Director of Asset Management, Waterloo HG

We know technology can revolutionise an industry, look at Uber and taxis! But how can the world of apps, AI, IoT and big data change the gas maintenance activities that we have been doing for years? Gas Tag has already begun to deliver change for UK social housing providers, providing visibility and accountability across gas maintenance services. But what is it, what can it do for me? Hear from your peers in the sector on how they are utilising Gas Tag's technology solution, to deliver real benefits in efficiency, safety and accountability and what future technologies we in the sector should be keeping an eye out for.

Time: **Tuesday 22 January 14.30**

Room: **Surrey room**

W2D

### Electrical renewable heating: finding the balance

Chaired by **Stephen Chalmers**, Technical Director, Kingsdale Group

Speaker: **Stuart Bell**, National Residential Specification Manager, Mitsubishi Electric

**Max Halliwell**, Communications Manager, Mitsubishi Electric

The successful delivery of renewable heat is a matter of finding the perfect balance between product and application. Mitsubishi Electric look forward to presenting our experience over the past decade in delivering renewable heat from our market leading air source heat pump range into new and existing properties; and how we have improved.

This will include:

- Changes in SAP
- Funding streams available
- Delivery of successful schemes from pilot projects through to larger tenders, focusing on design, install, handover and support.

Time: **Tuesday 22 January 14.30**

Room: **Norfolk room**

W2E

### Women in social housing maintenance

Chaired by **Paul Isherwood**, Director of Asset Management, Northern Ireland Housing Executive

Speaker: **Phil Royales**, Head of Quality and Performance, Guinness Property

**Liane Sheppard**, Operations Director East & West, Sovereign

**Dawn Anderson-Foster**, Senior HR Manager, Guinness Property

**Paul Roberts**, Executive Director, Guinness Property

The current skills shortage is a key risk to recruiting new talent into the social housing maintenance sector. Paul Roberts, Phil Royales & Dawn Anderson-Foster of Guinness and Liane Sheppard of Sovereign will share insights into how to attract women into maintenance and how they have overcome barriers by working together as part of a wider steering group to share and develop initiatives that have delivered tangible results. They will share examples of recent success stories and suggest ways you can get involved.

Time: **Tuesday 22 January 14.30**

Room: **Dorset room**



## Workshop 3 sessions

W3A

### What makes a great contractor/client relationship: it's business critical to get this right!

Chaired by **Ross Green**, Head of Business Development, Kier Group

Speaker: **Lee Woods**, Operations Director, Pennington Choices

**Jenny Neville**, Divisional Director of Consulting, Pennington Choices

"It's the contractor's fault", "the client doesn't know what they want", "it's not working". We've all likely been in this situation – yet with robust contract management – we don't need to be. Effective client and contractor relationships are built, not bought. Learn from client and contractor duo Lee Woods and Jenny Neville (now colleagues!) about how to build a great client/contractor relationship.

Time: **Wednesday 23 January 11.30**  
Room: **Arden room**

W3B

### Lifts: the duty holders' responsibilities and consequences

Chaired by **Simon Lowe**, Head of Property Investment, Methodist Homes

Speaker: **Greg Harris**, Regional Director, Movvéo

**Stephen Torrington**, Regional Director, Movvéo

The general duties imposed by The Health and Safety at Work Act 1974 means that lift owners are obliged to keep their lift(s) in safe working order.

This means that you must comply with a number of regulations and codes of practice in order to meet this expectation.

The lack of adherence to the regulations and codes of practice may lead to serious consequences.

This presentation will provide the information for the basis to meet the minimum requirements.

Time: **Wednesday 23 January 11.30**  
Room: **York room**

W3C

### TUPE in procurement

Chaired by **Neil Watts**, Director of Service Delivery, Peabody

Speaker: **Doug Mullen**, Senior Associate, Anthony Collins Solicitors LLP

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

Will TUPE apply and what are the implications? How should we deal with TUPE costs in the tender process? Can we get hold of TUPE information from our current contractor and what should we do if we don't believe it? What does case law require us to do to "level the playing field" between the incumbent and other bidders? What should we be putting in our contracts about TUPE?

Come and hear the answers to these and other related questions from two lawyers with more than 10 years experience of working together helping clients deal with TUPE in their procurement processes.

Time: **Wednesday 23 January 11.30**  
Room: **Surrey room**

W3D

### Will IoT integration deliver in the social housing sector?

Chaired by **David Jervis**, Housing Consultant, Suffolk Housing

Speaker: **Chris Jones**, COO & Co-founder, Homelync

Internet of Things (IoT) technologies are starting to spread throughout the social housing sector. Led by connected boilers and smoke alarms, IoT can deliver numerous benefits from savings on maintenance bills to improving the lives of tenants. By integrating and simplifying a number of IoT technologies, social housing landlords are now able to make savings whilst meeting environmental targets and improving tenant services. This session explores some of homelync's recent IoT pilots results that have been conducted across local council housing stock in England and Scotland.

Time: **Wednesday 23 January 11.30**  
Room: **Norfolk room**

W3E

### What happens when there are no skills left?

Chaired by **Jon Cross**, Managing Director, Essenjay Associates

Speaker: **Jo Down**, Academy Officer, Ian Williams

**Mike Turner**, Executive Director, Ian Williams

**Sian Pearce**, Training & Development Manager, Ian Williams

The maintenance and repair of the UK's housing stock is completely dependent upon the employment of an efficient and sufficiently skilled workforce. The drain on this resource is escalating due to an aging workforce, reduction in apprenticeships and the threat of Brexit on our migrant workforce. Without intervention costs will rise and quality will decline to levels not experienced before. The impact of Skillxit may see organisations withdraw from the sector as they are unable to fulfil the obligations placed upon them by their clients. This workshop will seek to uncover the reality and identify how employers can address the skills challenge.

Time: **Wednesday 23 January 11.30**  
Room: **Dorset room**

W4A

### There may be trouble ahead! How to manage legal challenges effectively

Chaired by **Stephanie Lloyd-Foxe**, Project Manager, Magna HA

Speaker: **Andrew Lancaster**, Partner, Anthony Collins Solicitors

**Emma Riley**, Associate, Anthony Collins Solicitors

There are many risks to manage in the social housing maintenance world and these have only increased post Grenfell. When risks turn into legal challenges they can often catch organisations by surprise and end up being very time consuming and costly. So, being able to spot trouble ahead and to manage it effectively to avoid legal challenges from contractors and other suppliers is all important. If challenges cannot be avoided how to manage and resolve these effectively is also critical. This session will draw on over 20 years' experience within the social housing sector on how best to spot and manage trouble ahead.

Time: **Wednesday 23 January 14.30**

Room: **Arden room**

W4B

### How do we keep residents safe

Chaired by **Ross Green**, Head of Business Development, Kier Group

Speaker: **Brent O'Halloran**, Director of Asset Management, Hyde Housing

**Chris Graham**, Director, PML Group

**Jenny Osbourne**, Chief Executive, Tpas

**Ross Green**, Head of Business Development, South, Kier Services

Since the publishing of Hackitt Review there has been a requirement for a more thorough and transparent approach to fire safety that fully involves our residents. Looking into the challenges, culture, processes and approaches to fire compliance activities will require social housing providers and their partners to work even closer together. Since the Grenfell tragedy there has been an ever increasing requirement for management of risk in maintenance and the impact on the residents. The session will look to discuss these requirements as well as draw on the ongoing work at organisations such as Hyde Housing, TPAS and PML Group to mitigate the risks to residents now and for the future.

Time: **Wednesday 23 January 14.30**

Room: **York room**

W4C

### Asset performance evaluation: understanding data, demonstrating results and taking action

Chaired by **Karen Cannon**, Senior Asset Manager, North West Leicester District Council

Speaker: **Samantha Evans**, Group Asset Manager, WM Housing

**Cathy Osborn**, Director, Housing Consultancy, Savills

**Nick Carlisle**, Associate, Housing Consultancy, Savills

The session will discuss best practice approaches to asset performance evaluation looking at both financial and non-financial aspects. It will outline some of the pitfalls that landlords experience to gather robust data. Savills will demonstrate benchmark results from work they have done with 20% of the social housing sector over the last four years and illustrate how results can be presented in a way that drives action. Sam Evans from WM Housing Group will outline the active asset management actions they have taken based on the evidence from asset performance evaluation modelling and how this has contributed to performance improvement.

Time: **Wednesday 23 January 14.30**

Room: **Surrey room**

W4D

### Standardising modular construction: benefits of switching to off-site manufacturing

Chaired by **Jon Cross**, Managing Director, Essenjay Associates

Speaker: **John Gray**, Partner, Head of Production Information, HTA Design

**Richard Harral**, Technical Director, Chartered Association of Building Engineers

Large scale offsite manufactured systems, including modular volumetric construction, offer significant benefits in terms of speed and quality of construction and are increasingly seen as key to boosting housing supply. In this presentation HTA Partner John Gray and Technical Author Richard Harral will discuss the benefits of modular construction for building owners and maintainers and how the development of a Publicly Available Specification (PAS) will assist in standardising offsite systems and support increased use of manufacturing in residential construction.

Time: **Wednesday 23 January 14.30**

Room: **Norfolk room**

W4E

### It begins and ends with competency: a new approach to address the skills shortage in the sector

Chaired by **Phil Pemberton**, Director of Asset Strategy and Delivery, The Riverside Group

Speaker: **Stephen Makowski**, Chief Executive, National Housing Academy

**Ian Gregg**, Executive Director of Asset Services, The Riverside Group

**Keith Simpson**, Consultant, Modular Innovation, National Housing Academy

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

The housing sector faces a skills deficit which will continue to have a significant impact on its ability to respond to the UK's growing housing needs. This workshop looks at the work of the newly formed National Housing Academy, focusing on the partnerships, tools and resources that have been developed to help organisations deliver a collective response to this growing skills crisis.

Time: **Wednesday 23 January 14.30**

Room: **Dorset room**



## Speaker profiles

W2E

**Dawn Anderson-Foster**

Senior HR Manager, Guinness Property



Dawn is a strategic HR Leader who works as a member of the senior management team at Guinness Property. Dawn is a Chartered Fellow of CIPD and also has the CIPD Advanced Employment Law qualification to her accolade. Having worked in housing for 30 years Dawn is aware of the challenges that come with attracting minority groups to traditional construction trades, and has regularly championed the industry through taster days and full programmes for women and hard to reach groups.

W1D

**Mark Arnold**, Senior Sustainability Manager, Thirteen Group



Mark is responsible for ensuring the long-term sustainability of its 34,000 stock from both an economic and social stand point. Mark also leads on the innovation and system developments for the groups property services section.

Mark began his career as a neighbourhood officer in 2005 and has worked through the non-profit organisation management industry holding roles in customer service, operations, development, GIS and property services.

W2D

**Stuart Bell**, National Residential Specification Manager, Mitsubishi Electric



Stuart has been delivering long term sustainable heating and hot water solutions to the residential market since 2008. Air source heat pumps (ASHPs) offer an affordable low carbon mass market solution to other fossil fuel alternatives. Stuart's key focus is to assist those looking for reassurance that this technology will meet their expectations, using his experience and also that of others who have successfully applied ASHPs in their properties: from one-off unique to larger high rise residential schemes, new build or retrofit.

W4E

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



Rob heads up the Client Delivery teams, and has extensive experience leading transformation projects across both the public & private sector including value for money and efficiency programmes.

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

W4C

**Nick Carlisle**

Associate, Housing Consultancy, Savills



Nick joined Savills in 2013 and has a bachelor degree in engineering and a masters in real estate. He focuses his work around asset performance evaluation working with both housing associations and local authorities. Nick leads the development of our asset performance model and continues to find ways to improve the model to ensure it delivers results clients require and meets changes in government policy.

W2C

**Stewart Davison**

Business Development Director, Gas Tag



Having worked in UK public sector software across a wide range of industries since the early 2000s, Stewart is responsible for exploring new products and services for Gas Tag and working on introducing them to the marketplace. His background is in process re-engineering, business analysis, software product design and sales and marketing. Stewart has led teams in creating solutions across the web, mobile and back office. He is also a board member of a number of housing and support related organisations.

W3E

**Jo Down**

Academy Officer, Ian Williams



Jo Down jointly runs the Ian Williams Academy's award-winning apprentice and trainee surveyor schemes, in which 111 people are currently enrolled. She is responsible for the recruitment, appointment and development of trainees across all parts of the business. Jo was an instrumental part of the team awarded the NHMF's Best Apprentice Scheme in 2018. She joined Ian Williams in 2016, bringing with her a wealth of experience in the training and development of apprentices in the construction sector.

W4C

**Samantha Evans**

Group Asset Manager, WM Housing



Samantha has worked in WM Housing's asset team since 2004 and leads on delivering the Group's asset management strategy, specialising in asset performance evaluation and active asset management across the Group. Working in social housing for over 30 years, Samantha spent her early career in housing management and latterly in property services. Committed to social housing, her housing management experience places the customer central to asset management decisions.

## Speaker profiles

W1E

**Clare Forshaw**, Occupational Health & Hygiene Partner, Park Health & Safety Partnership



Clare has over 20 years' experience in workplace health management, most of this time spent with the regulator, HSE. Her role involves assisting organisations to achieve their goals in health risk management. She collaborates with them to develop a strategic and sustainable approach to health management, and also works closely with senior management teams to embed appropriate leadership and culture needed for organisational health maturity.

W1B

**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.

W4B

**Chris Graham**, Director, PML Group



Chris has developed extensive experience working with public and private sector organisations and has expertise in delivering behavioural training, coaching and business mentoring to improve leadership, the creation of high performing teams and the building of value-focused learning cultures. Chris has developed strategic and operational expertise working on large scale estate regeneration, joint venture partnerships, strategic alliances and collaborative projects.

W4D

**John Gray**, Partner, Head of Production Information, HTA Design



John Gray is the Partner at HTA Design responsible for project delivery. He co-authored the recent Building in Quality Initiative launched jointly by RIBA, RICS & CIOB. John has a specialist interest in modular construction and is a keen advocate of its potential to improve quality, efficiency and safety.

P5

**Professor Paddy Gray**, Professor Emeritus of Housing, University of Ulster



Paddy was named the top "Power Player" in the UK housing sector by 24 Housing magazine and is regarded an authority on housing strategy and social policy. He has served on advisory groups for the Northern Ireland Executive, UK Government and Northern Ireland Assembly and is currently Chair of Connswater Homes, board member of the Wheatley Group in Scotland and the Residential Tenancies Board in the Republic of Ireland.

W4B

**Ross Green**, Head of Business Development, South, Kier Services



Ross is the head of Business Development within the south region of the UK. He has over 18 years' experience of working in the maintenance arena within the public sector. His involvement of working as a main contractor alongside social housing provider has provided him with the skills to understand the client and sector requirements in delivering maintenance services in the UK.

W4B

**Ian Gregg**, Executive Director of Asset Services, The Riverside Group



Ian joined Riverside in 2014 and is responsible for their 55,000 homes, their wholly owned subsidiary contractor Evolve as well as managing approximately 800 staff and an annual budget in excess of £90 million. He also has responsibility for the group's procurement function. Ian has previously worked for Midland Heart, Parkway Green, The Regenda Group, Guinness Northern Counties and Harvest Housing Group, after initially beginning his career as a student with Manchester City Council.

P1

**Professor Christopher Hall**, Professor Emeritus, Edinburgh University



Christopher Hall is a Fellow of the Royal Academy of Engineering, and Professor Emeritus at Edinburgh University, where he was previously Professor of Materials. He has long experience in using materials in civil, construction and oilfield engineering. He is the author of many scientific papers on materials engineering, and several books, including one on polymer materials, and the recent title 'Materials: A Very Short Introduction'.



## Speaker profiles

W2D

**Max Halliwell**, Communications Manager, Mitsubishi Electric



Max Halliwell is Communications Manager for Mitsubishi Electric's Heating and Residential Ventilation product range.

Prior to joining Mitsubishi Electric, Max spent many years at the Building Research Establishment working on a variety of sustainability initiatives and projects.

Mitsubishi Electric has campaigned hard to gain recognition for air source heat pumps and Max has been instrumental in pushing forward many legislative changes.

W4D

**Richard Harral**, Technical Director, Chartered Association of Building Engineers



Richard Harral is an architect with experience of drafting government regulatory policy and standards and is currently Technical Director of the Chartered Association of Building Engineers. He is working as Technical Author for the Modular Housing PAS.

W3B

**Greg Harris**, Regional Director, Movvéo Ltd



Greg has over 48 years' experience in the field of vertical transportation in a variety of mainly technical roles.

He has developed a detailed and broad level of experience whilst working on a wide variety of vertical transportation equipment around the world.

In his current role as Regional Director, Greg heads up the Birmingham office as well as taking responsibility for accident investigations.

W2A

**Dominic Higgins**, Director, Rand Associates



Dominic joined Rand Associates in 2007 as a Building Surveyor and now operates as a Director from the Merseyside office. Along with managing stock condition survey assignments and general asset management activities, Dominic provides training to all stakeholders on the optimum use of the M3NHF Schedule of Rates. Rand Associates works in conjunction with M3 and is responsible for managing and updating the Schedule.

W1D

**Paul Jenkins**, Director of Asset Management and Sustainability, Thirteen Group



Paul is a Chartered Civil Engineer with almost 20 years' experience in Asset Planning and Strategic Asset Management. At Thirteen Paul is responsible for strategic asset management, estate and property sustainability together with the effective delivery of associated investment projects. These include strategic asset management and portfolio appraisal, sustainability modelling and analysis, creation and delivery of asset and investment plans.

W3D

**Chris Jones**, COO & Co-founder, Homelync



Chris is one of homelync's co-founders and is responsible for operations and marketing. He has a background in technology strategy, advisory and commercialisation. Chris was previously a management consultant in the energy sector but more recently was a director at a high growth AI company where responsibilities included business development, marketing and fundraising. He was also a Captain in the British Army, responsible for industrial maintenance operations of over £35m.

P6

**Corné Koppelaar**, International Housing Consultant, Global Habitat Housing



Corné Koppelaar was educated at the University of Amsterdam as an economist. After a long and successful career as financial manager for housing associations in Amsterdam he started an international consultancy company in the housing sector (2005). Over the last few years there have been a number of topics related to housing that had the broad interest of all stakeholders in housing. Global Habitat collected data, shared best practice and gave advice on the following topics: comparative studies, benchmarking, sustainability, funding, ageing society, quality control, diversification and communication.

W4A

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



Andrew is a Partner at Anthony Collins Solicitors and he leads a team that specialises in managing construction and procurement related disputes within the social housing sector. He has been involved in recent years in leading construction and procurement cases in the Technology and Construction Court and has many stories to tell about the best way to avoid protracted disputes.

## Speaker profiles

W1A

**Caroline Lester**, Relationship Manager, MCP Property Services



Caroline is Relationship Manager at MCP, with over twenty years' experience, working in both public and private sector housing. She brings expertise in partnering, collaborative working, service improvement and change management techniques. As Relationship Manager, she combines her experience and knowledge of contracting and social purpose to bring best value to Clients and their Residents. Caroline is a 'CIH Member Champion' promoting service excellence and professionalism.

W1C

**Professor Jonathan Linton**, Chair in Operations and Technology Management, University of Sheffield



Jonathan D. Linton is the Chair in Operations and Technology Management and Director of the Emerging Technology Supply Chain (ETSC) Management Research Centre at the University of Sheffield, Foreign Co-Head of the Science Technology Studies Laboratory of the Higher School of Economics in Moscow, and Editor-in-Chief of Technovation. He holds a Ph.D. in Management Science, Schulich School of Business, York University and is a registered professional engineer.

P2

**Bob Lisle**, Business Development Manager, Sappers Network



Bob Lisle joined the Royal Engineers from Consett Grammar School at the age of 15 as a boy soldier and left in 2009 as a Lt Colonel. During this time he has seen service in NI, Cyprus, Germany, Falklands, Bosnia, Kuwait, Czech Republic and Iraq. On completion of his service he moved into the oil and gas industry, spending six years in the Middle East. Bob now works with Sappers Network, a charitable organisation within the Royal Engineers which assists service leavers and veterans find work.

W1C

**Peter Long**, Property Services Delivery Manager, Basildon District Council



Peter has over 35 years' experience working in the building and construction industry and started out as an apprentice. For the last 12 years he has managed the responsive housing repairs department at Basildon. Having worked on both the contractor and the client side of the fence, Peter has forged and maintained good relationships with contractors over the years and is constantly looking for a better and more efficient way of carrying out housing maintenance.

W4E

**Stephen Makowski**, Chief Executive, National Housing Academy



Steve Makowski is currently CEO of the National Housing Academy. He has been at the forefront of UK skills development for 25 years. His specialism is the development of skills infrastructure where he has both advised and developed solutions for UK and international agencies.

P3

**Julie Marsh**, Director of Neighbourhood Management, South Liverpool Homes



Julie has over 36 years' experience of working within the housing sector. Her career started at Liverpool City Council before joining South Liverpool Homes in 1999. In her current position, Julie oversees neighbourhood management, community safety, income management and allocation of homes; and represents the organisation on the homelessness agenda.

Julie is a chartered member of the Chartered Institute of Housing (CIH) having completed her term of office as Chair of the North West CIH Board.

W2B

**Steve Martin**, Director of Technical, Electrical Contractors' Association (ECA)



With an established industry background, Steve is responsible for the ECA's technical team. He ensures relevant and practical advice and support is given regarding all electrotechnical areas of work spanning residential, commercial and industrial locations.

W1A

W2A

**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.

**W3C**

**Andrew Millross**

Partner, Anthony Collins Solicitors



Andrew co-leads one of the largest procurement teams in the country. Before joining Anthony Collins Solicitors in 1997, Andrew had 7 years in local government. He advises housing providers on all aspects of their maintenance arrangements including procuring and managing major contracts for responsive, servicing and planned works using a variety of payment arrangements, materials supply and IT and associated legal structures including joint ventures, WOS and DLO structures.

**W3C**

**Doug Mullen**

Senior Associate, Anthony Collins Solicitors



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

**W3A**

**Jenny Neville**, Divisional Director of Consulting, Pennington Choices



Prior to joining Pennington Choices as Director of Consultancy in June 2016, Jenny Neville spent 10 years in senior positions at large national contractors. Testament to her capability, she was made Director at PH Jones Group in 2008 at just 27. Passionate about helping people to solve their problems, Jenny is keen to share her experiences to improve client and contractor relationships across the sector.

**W4B**

**Brent O'Halloran**, Director of Asset Management, Hyde Housing



Brent has worked in the building services sector before joining the social housing sector in 1995. Focusing primarily on property services, He is an experienced practitioner working at an executive level in strategic asset management, stock improvement, compliance and fire safety, decent homes delivery, and planned and responsive housing maintenance.

**W4C**

**Cathy Osborn**

Director, Housing Consultancy, Savills



Cathy has worked in Savills housing consultancy team since 2010, having previously worked for housing associations and local authorities. She leads the team's work on asset performance evaluation and active asset management and works with a range of social housing landlords helping them to understand the performance of their assets and develop strategies to improve outcomes for their business, and for their residents.

**W4B**

**Jenny Osbourne**

Chief Executive, Tpas



Jenny Osbourne is Chief Executive at Tpas – the tenant engagement experts and has been with Tpas since 2002. Her previous role was Head of Corporate Services with specific responsibility for membership and governance matters. Jenny is committed to the tenant empowerment agenda and is a strong advocate for effective partnership working between tenants, providers, contractors and government.

**W3E**

**Sian Pearce**, Training & Development Manager, Ian Williams



Sian Pearce has led the training and development team at Ian Williams for 11 years and was instrumental in the creation of the Ian Williams Academy. She has 25 years' experience in training and development and a master's degree in management, bachelors' degree in biochemistry and PGCE from Cambridge University. Sian works closely with senior members of the CITB seeking to develop pragmatic solutions that work for both Ian Williams and the construction industry.

**P6**

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



Paul has been a Director of both regional and national maintenance contractors and is former Chair of the National Housing Maintenance Contractor Forum. With over 30 years' experience in housing maintenance, he has worked for many years driving best practice in the sector and has contributed to best practice publications by the NHF on maintenance and asset management. He also works as an advisor to Inside Housing magazine on repairs and maintenance and sits on the board of PROCAT helping to drive social value within the industry.



W4A

**Emma Riley**

Associate, Anthony Collins Solicitors



Emma is an Associate in the construction and procurement dispute resolution team at Anthony Collins. She specialises in construction and procurement, and has a wide range of experience in handling general commercial disputes and complex debt recovery. Emma's approach is to agree strategies to address her client's objectives and resolve disputes as quickly and cost efficiently as possible.

W2E

**Paul Roberts**

Executive Director, Guinness Property



Paul joined Guinness in 2009 and was previously Managing Director of Guinness Northern Counties. Prior to this, Paul was a finance director in the charitable sector and also held senior finance roles across the food, aerospace and oil and gas sectors. He is also a Board Member of the Regenda Group and Re:Vision North.

W2E

**Phil Royales**, Head of Quality and Performance, Guinness Property



Phil has been employed as a manager within the housing sector for over 20 years. For the last nine years he has been working in the capacity of Head of Service. His current role with Guinness Property is Head of Quality & Performance. Phil leads the responsive repairs team delivering over 120,000 repairs a year nationally, along with heading up the training academy and delivering the people plan.

W1A

**Sonya Russell**, Head of New Business, AD Construction Group



Sonya Russell, Head of New Business at AD Construction Group, has over 18 years' experience working in the social housing sector. Experienced in business development and client liaison for both contractors and consultants, Sonya has built up a broad knowledge of building maintenance contracts, partnering and delivery.

Sonya is now a committee member for the NHMF Contractor Forum representing AD as a voice for the SME.

W1A

**Tav Sahota**, Operations Support Manager, DW Support Services



Tav Sahota is DW Support Services' Operations Support Manager. He ensures DW is delivering in line with contractual KPIs, making the right proactive interventions to keep performance on track whilst reviewing and delivering opportunities to improve and out-perform. Working closely with DW's IT team, Tav has driven expansion of data capture facilities to enhance visibility of social issues.

W2C

**Malkit Sagoo**, Director of Asset Management, Waterloo HG



Mal is the Asset Management Director for Platform Housing Group, now one of the largest registered providers in the Midlands following the recent merger of Waterloo Housing Group and Fortis Living in October 2018. Mal has nearly 30 years' experience in both new build project management and maintenance management, gained from working with private sector businesses, registered providers and a leading charity.

W2E

**Liane Sheppard**, Operations Director East & West, Sovereign



Liane has extensive operational and strategic development experience in the private, public and social housing sectors. A chartered civil engineer, Liane is currently responsible for 400 people and 32,000 homes at Sovereign. She is accountable for the day to day delivery of property services repair and maintenance activities, from West of England to Basingstoke. This includes delivering empty homes and planned works to agreed performance standards ensuring customer trust, compliance, and value for money.

W4E

**Keith Simpson**, Consultant, Modular Innovation, National Housing Academy



Keith Simpson has spent 50 plus years working in the social housing sector with his final post as Director of Technical Services at LB Islington in 1996. Following that he created the JHGroup providing advice to SPs about internalising services and creating DLOs. Keith founded the Direct Works Forum in 1998 which now has 115 LA and HA members, managing 2.2million houses in every constituent part of the UK.

## Speaker profiles

W1A

**Richard Stone**, Operations Manager,  
MCP Property Services



Richard's career spans 20 plus years during which he has led operational & commercial teams to successfully mobilise and provide award winning R&M term maintenance as well as project-based services, all of which have been completed to the highest standards of safety and client satisfaction. Clients always appreciate Richard's open and honest approach to collaboratively providing contracting services with a customer centric outcome-based style.

W1D

**Russell Thompson**, Executive Director of  
Property Services, Thirteen Group



Russell is responsible for all investment, maintenance, asset management and facilities management for the group, which includes Thirteen's in-house repairs function, major investment programmes as well as grounds maintenance, cleaning, caretaking and concierge services.

Russell has a wide range of experience having worked within social housing for most of his career with a variety of companies and public sector organisations.

W3B

**Stephen Torrington**  
Regional Director, Movvéo Ltd



Stephen has over 25 years' experience in the lift industry. He qualified as a lift engineer with Pickerings Lifts, spending 13 years with them. He then moved into management with Express Lifts in 1986 latterly running the southern region as Regional Manager.

With his wealth of commercial acumen, Stephen is well placed to provide both technical assistance and advice on the commercial aspects of projects.

W3E

**Mike Turner**  
Executive Director, Ian Williams



Mike joined Ian Williams in 2003 as an Executive Director. He has significant experience of collaborative working within the public sector and developing framework solutions within the private sector. He has had responsibility for the delivery of major building and infrastructure projects and undertaken strategic roles within construction organisations including Hochtief AG. He is a graduate from Cardiff University and a Chartered Engineer. He also has an MBA from University of Bath School of Management.

P6

**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.

W1A

**Melissa Woodall**  
Head of New Business, PiLON



Melissa is PiLON's Head of New Business, a member of the Leadership Team and accountable to the board of directors.

Melissa has over eight years' experience in housing. An active participant in the sector through her involvement in WISH and the NHMF, she is dedicated to understanding and working consultatively with clients, drawing on her in depth knowledge of the sector, and using her experience and passion to shape innovative solutions, securing the best possible outcomes.

W3A

**Lee Woods**  
Operations Director, Pennington Choices



Lee Woods, Operations Director at Pennington Choices is a leading property expert, working across the social housing sector. With 27 years' experience working client side at large social housing providers, including 10 years as Director of Property, Lee (now operating contractor side) understands the challenges clients face. Lee has used his experiences to raise standards around contract management, operational delivery and compliance across the sector.

P4

**Cliff Youdale**, Chief Development Officer,  
Ottawa Community Housing Corporation



Cliff Youdale is responsible for Ottawa Community Housing's building assets worth \$2.7billion. A professional engineer with over 30 years' experience, Cliff has developed long-term strategies for the maintenance, repair and replacement of OCHC's ageing stock.

With specific focuses on new construction, capital repair, preventative maintenance and green initiatives, his team delivers comprehensive and proactive programmes that will ensure OCHC's building assets serve tenants well into the future.





## NHMF Training days 2019

### NHMF training days 2019

- Procurement masterclass
- Employment issues in procurement
- Fuel saving improvement training



## Introduction to the NHMF Contractor Forum

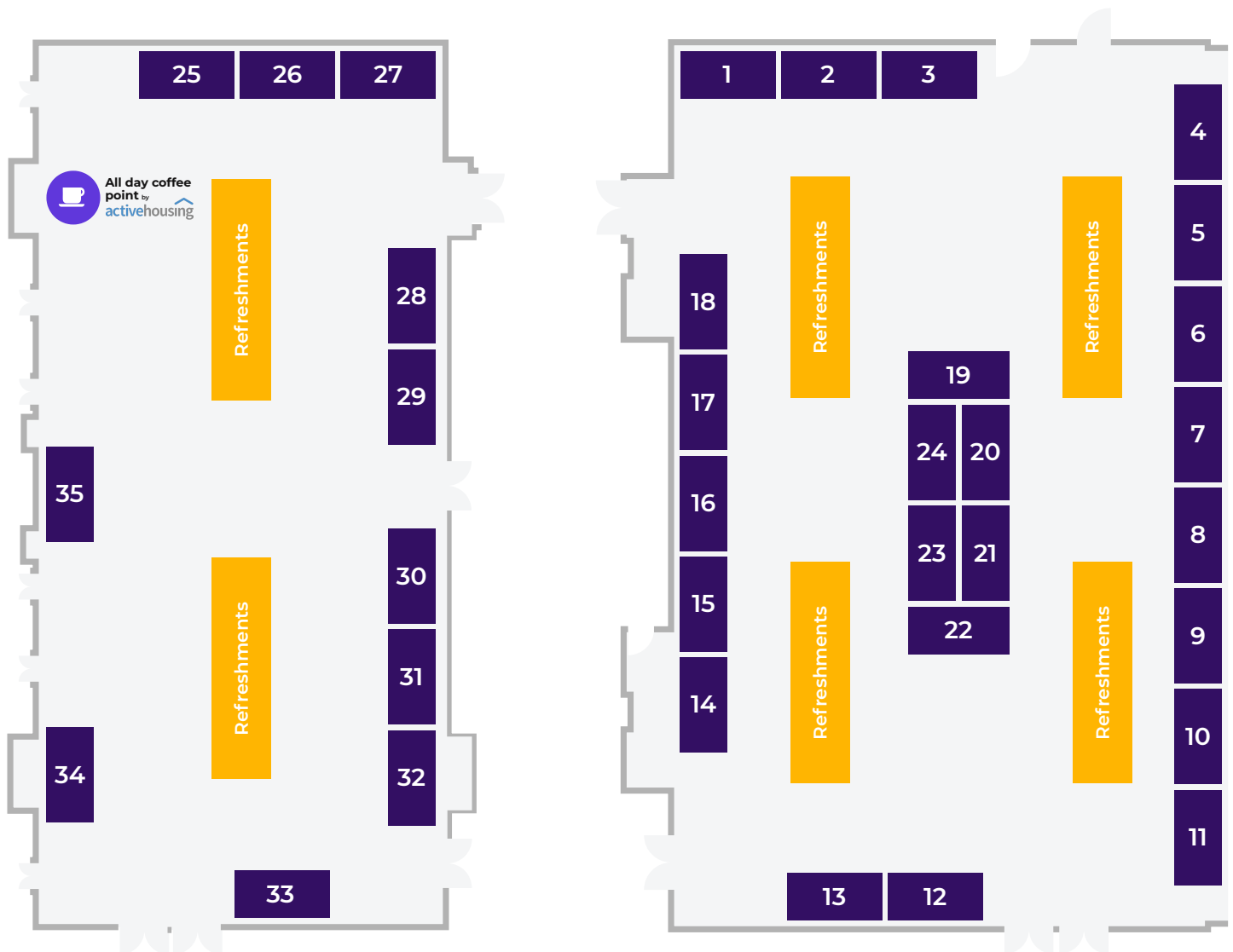
The National Housing Maintenance Forum's (NHMF) Contractor Forum was established in 2012 for contractors working in the field of social housing, with the aim of creating closer working relationships between contractors, clients and sub-contractors. The forum works closely with the NHMF in promoting good 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 M3NH 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 dates and details,  
visit [nhmf.co.uk/training](https://nhmf.co.uk/training)

For current membership and to join,  
visit [nhmf.co.uk](https://nhmf.co.uk)





- |                                      |   |  |
|--------------------------------------|---|--|
| <b>1:</b> Nuaire                     | <b>13:</b> Robert Bosch                     | <b>25:</b> EnviroVent  |
| <b>2:</b> Orchard                    | <b>14:</b> Ridge and Partners               | <b>26:</b> AD Construction Group<br>(Architectural Decorators) |
| <b>3:</b> Aico                       | <b>15:</b> Morgan Sindall Property Services | <b>27:</b> Gas Tag   |
| <b>4:</b> Akzonobel                  | <b>16:</b> Gunitite Group                   | <b>28:</b> Impey Showers                                       |
| <b>5:</b> Pennington Choices         | <b>17:</b> Low Carbon Exchange              | <b>29:</b> Vaillant  |
| <b>6:</b> Fire Door Inspect          | <b>18:</b> CLC Group                        | <b>30:</b> Kirona  |
| <b>7:</b> ARK Consultancy            | <b>19:</b> Ventro Group                     | <b>31:</b> Easi-Dec Access Systems                             |
| <b>8:</b> Fortem                     | <b>20:</b> Bosch Thermotechnology           | <b>32:</b> Lukey Boilers                                       |
| <b>9:</b> Mi-space                   | <b>21:</b> Novus Property Solutions         | <b>33:</b> Kier Housing Maintenance East                       |
| <b>10:</b> Faithorn Farrell Timms    | <b>22:</b> Axis                             | <b>34:</b> M3  |
| <b>11:</b> Wates Living Space        | <b>23:</b> Echelon Consultancy              | <b>35:</b> ROCC Housing Technology                             |
| <b>12:</b> Anglian Building Products | <b>24:</b> Mears Group                      |  |

### Nuaire, stand 01

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.



Abigail Davies | T: 02920858304

W: [nuaire.co.uk](http://nuaire.co.uk) | E: [abigail.davies@nuaire.co.uk](mailto:abigail.davies@nuaire.co.uk)

### Aico, stand 03

Aico Ltd, an Ei Company, are a market leader in domestic fire and CO protection, pioneering new technologies and offering high quality smoke and Carbon Monoxide alarms.

All alarms have been designed, developed and manufactured in Shannon, Ireland, ensuring that Aico alarms meet UK standards and are all tested multiple time before leaving the factory.

Aico offers expert technical support and provides advice on alarm selection, siting, specification building, installation and a dedicated installer training scheme, Expert Installer.



Ruth Martin | T: 01691664100

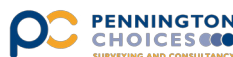
W: [aico.co.uk](http://aico.co.uk) | E: [marketing@aico.co.uk](mailto:marketing@aico.co.uk)

### Pennington Choices, stand 05

Pennington Choices provide property surveying and consultancy services to organisations nationwide.

We have worked with over 150 public and private sector organisations across social housing, NHS, education and rail over the past 18 years.

Our services include building and quantity surveying, fire safety, asbestos services, energy and sustainability, gas and electrical compliance, consultancy, training and recruitment. The breadth of our services make us unique, and provides a cost and time-effective solution for our clients.



Gary Bampton | T: 08008830334

W: [pennington.org.uk](http://pennington.org.uk) | E: [gbampton@pennington.org.uk](mailto:gbampton@pennington.org.uk)

### Orchard, stand 02

Orchard are the largest independent provider of complete end to end business solutions to the housing sector, helping organisations to manage all aspects of their business.

Our solutions portfolio delivers value in supporting core business functions such as Housing Management, Finance and Asset Management, as well as hosting and Managed Services.



Seema Nagi | T: 01912032500

W: [orchard-systems.co.uk](http://orchard-systems.co.uk) | E: [marketing@orchard-systems.co.uk](mailto:marketing@orchard-systems.co.uk)

### Akzonobel, stand 04

Akzonobel provide painting solutions to meet all the needs of the social housing sector with market leading brands such as Dulux Trade and Cuprinol.

Visit our stand to discuss our new innovative Dulux Trade Plus range including Thermacoat+ a revolutionary new internal coating system proven to cut heat loss and increase energy efficiency.

Please ask about our fire upgrade systems including flake analysis bespoke specification and certification.



John Benjamin | T: 07834434836

W: [axiseurope.com](http://axiseurope.com) | E: [john.benjamin@akzonobel.com](mailto:john.benjamin@akzonobel.com)

### Fire Door Inspect, stand 06

Fire Door Inspect Limited is a professional and friendly organisation with a fully qualified team of Fire Safety Inspectors who aim to give you the help, advice and guidance you require to ensure you conform to fire-safety regulations.

We offer an expert fire inspection service that's independent and tailored to your individual requirements. Our Inspectors are certificated to carry out the inspection of your building's fire-doors, preparing a detailed report on how safe the fire-doors on your premises are.



Andrew Wharrier | T: 07710752346

W: [firedoorinspect.co.uk](http://firedoorinspect.co.uk) | E: [andrewwharrier@laver.co.uk](mailto:andrewwharrier@laver.co.uk)

### ARK Consultancy, stand 07

ARK Consultancy is an established and strong multidisciplinary management and technical consultancy, operating throughout the UK principally in the housing association, government, local authority and charitable sectors.

The ARK team includes over 60 highly experienced professionals who advise on all business functions with particular expertise in housing, asset management, development, governance, organisational change and community and housing regeneration. In addition, our strength extends into developing social enterprises, calculating and developing social value and corporate social responsibility assignments.



**Sarah Williams | T: 01215153831**

**W: [arkconsultancy.co.uk](http://arkconsultancy.co.uk) | E: [swilliams@arkconsultancy.co.uk](mailto:swilliams@arkconsultancy.co.uk)**

### Fortem, stand 08

We are a family owned, national contractor employing around 1,000 people. In conjunction with carefully selected partner suppliers and subcontractors we deliver planned maintenance, reactive maintenance, capital investment, refurbishment, reconfiguration and high quality new build programmes across the housing, blue-light, education and care sectors.

We have industry-leading Energy Services expertise, specialising in making homes more energy-efficient, cheaper and easier to heat, with an established track record of improving communities and creating better places for people to work and live.



**Claire Holland | T: 01462446220**

**W: [fortem.co.uk](http://fortem.co.uk) | E: [claire.holland@fortem.co.uk](mailto:claire.holland@fortem.co.uk)**

### Mi-Space, stand 09

Mi-Space are the award winning housing arm of the Midas Group, the leading privately owned contractor. Mi-Space operates in some of the most deprived communities providing new build housing, asset management, repairs, maintenance and compliance services. Their sister organisation Midas Energy compliments these services with consultancy and funding to tackle fuel poverty.

In addition to the services delivered, Mi-Space have developed award winning programmes to engage with long term unemployed, homeless and young people looking for an opportunity to join the construction industry.



**Helen Manning | T: 07876507303**

**W: [midasgroup.co.uk/mispace](http://midasgroup.co.uk/mispace) | E: [hmanning@mi-spaceuk.com](mailto:hmanning@mi-spaceuk.com)**

### Faithorn Farrell Timms, stand 10

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](http://effefftee.co.uk) | E: [doreengothard@effefftee.co.uk](mailto:doreengothard@effefftee.co.uk)**

### Wates Living Space, stand 11

Wates Living Space, part of the Wates Group, is one of the UK's leading social housing maintenance and compliance services providers.

Operating across the UK we are focused on working with local authority and housing association partners to improve existing housing stock through planned and responsive maintenance programmes.

We are committed to investing in the local communities where our employees and supply chain partners live and work, and to leaving a lasting legacy for future generations.



**Katherine Doha | T: 07718323965**

**W: [wates.co.uk/livingspace](http://wates.co.uk/livingspace) | E: [becky.martin@wates.co.uk](mailto:becky.martin@wates.co.uk)**

### Anglian Building Products, stand 12

Anglian Building Products, the large projects division of Anglian Windows, specialise in the installation of PVC-U windows, doors, fire rated doors, and external wall insulation.

We operate predominantly in the social housing refurbishment market sector and have a substantial operational infrastructure throughout the UK. We deliver projects directly for clients and in partnership with the main procurement consortiums.

Anglian holds an extensive range of third-party certifications, including the Tpas Quality Mark, FIRAS and Secured By Design.



**Jessica Perks | T: 08009889395**

**W: [anglian-building.co.uk](http://anglian-building.co.uk) | E: [abp@angliangroup.com](mailto:abp@angliangroup.com)**



### Robert Bosch, stand 13

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017.

Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology.



**Dip Powell | T: 07818017309**

**W: [bosch.co.uk](http://bosch.co.uk) | E: [Pete.Needell@uk.bosch.com](mailto:Pete.Needell@uk.bosch.com)**

### Ridge and Partners, stand 14

Ridge is an award winning, multi-discipline property and construction consultancy providing a range of disciplines, including housing asset management consultancy from 11 offices across the UK.

Specialist 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.



**Mark Nieuwenhuys | T: 07967059007**

**W: [ridge.co.uk](http://ridge.co.uk) | E: [markn@ridge.co.uk](mailto:markn@ridge.co.uk)**

### Morgan Sindall Property Services, stand 15, sponsor

Morgan Sindall Property Services provides integrated property maintenance services to the public and private sector, with expertise within the affordable housing arena.

We provide planned and reactive maintenance to over 200,000 domestic properties nationwide and have a significant portfolio of large-scale framework refurbishment programmes.

We employ over 700 people with over 25 sites across the UK. Our workforce closely reflects the communities we serve, and we work collaboratively with social landlords to ensure our partnerships create a lasting legacy.



**Laura Woodward | T: 02070907350**

**W: [morgansindallpropertyservices.com](http://morgansindallpropertyservices.com)**

**E: [Laura.Woodward@morgansindall.com](mailto:Laura.Woodward@morgansindall.com)**

### Gunite Group, stand 16

The Gunite Group is a family-owned construction company, consisting of Gunite (Eastern) Ltd and Gunfire Ltd. We provide a wide range of external refurbishment and passive fire protection services throughout the UK.

Gunfire Ltd is an LPCB UKAS accredited 3rd party certified passive fire protection contractor specialising in the competent fire compartmentation of all types of buildings.

Gunite (Eastern) Ltd delivers a wide range of external refurbishment services including cleaning, repair and protection of concrete, brick and stone structures.



**Caroline Walters | T: 07733262017**

**W: [gunite.co.uk](http://gunite.co.uk) | E: [caroline.walters@gunite.co.uk](mailto:caroline.walters@gunite.co.uk)**

### Low Carbon Exchange, stand 17

LCX monitor, manage & maintain over 35,000 assets for public sector, social housing & private homeowner clients across England.

Services include:

- Solar PV & Thermal Panels
- Heat Pumps
- Rainwater Harvesting
- MVHR Systems
- External, loft and cavity wall insulation
- Solar-powered mobility scooter charging and storage - SkootStor



**Jon Hope | T: 01173591410**

**W: [lowcarbonexchange.com](http://lowcarbonexchange.com) | E: [info@lowcarbonexchange.com](mailto:info@lowcarbonexchange.com)**

### CLC Group, stand 18

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 & Maintenance, Roof Upgrades & Repairs.



**Yvette Crook | T: 02380701111**

**W: [clcgroup.com](http://clcgroup.com) | E: [ycrook@clcgroup.com](mailto:ycrook@clcgroup.com)**

### Ventro Group, stand 19

We are providers of Fire Doors, Fire Dampers, Fire Stopping, Fire Sprinklers and Fire Rated Cladding. We are the perfect partner for any organisation in need of fire protection services.

Our mission is to proactively promote Passive Fire Safety to raise awareness and reduce risk to ultimately preserve life and protect business.

**Lauren Porter | T: 01752977551**

**W: [ventrogroup.com](http://ventrogroup.com) | E: [alexandra.pegg@ventrogroup.com](mailto:alexandra.pegg@ventrogroup.com)**



### Bosch Thermotechnology, stand 20

Worcester Bosch is a market leader in domestic boilers with a reputation for reliability, quality and industry leading pre and post-sales support.

In the latest survey, Worcester Bosch have made it nine years at the top of the Which? Best Buy league table for gas boilers, and have also secured Best Buy status for their oil boilers this year too.

With dedicated Technical Specification Managers, field support team and technical support department, Worcester Bosch can offer tailor made solutions to meet your requirements.

**Madison Gainsford | T: 01905751442**

**W: [worcester-bosch.co.uk](http://worcester-bosch.co.uk) | E: [exhibitions.worcester@uk.bosch.com](mailto:exhibitions.worcester@uk.bosch.com)**



### Novus Property Solutions, stand 21

Novus Property Solutions is a leading specialist in property maintenance, refurbishment and construction services. We place a strong emphasis on being a responsible business, something which has earned our company national recognition at numerous industry awards.

We offer a comprehensive whole house service to support your social housing asset management and investment strategy – improving and maintaining standards of living and quality of life for customers. Our teams are accustomed to working within occupied properties across diverse communities

**Jessica Hand | T: 01782598000**

**W: [novussolutions.co.uk](http://novussolutions.co.uk) | E: [headofficereception@novussolutions.co.uk](mailto:headofficereception@novussolutions.co.uk)**



### Axis, stand 22

Axis are a property services company, specialising in the improvement, maintenance and development of Housing, Public Sector, Education, Heritage and Commercial properties.

We've experienced continual growth since 1986 and have grown turnover to more than £150m with operations throughout the Midlands, East Anglia, London, South of England and Wales.

We believe our success is a direct result of developing mutually beneficial relationships. We grow and develop alongside our partners adapting to efficiently serve the ever-changing property landscape.

**Paul Smart | T: 07956895683**

**W: [axiseurope.com](http://axiseurope.com) | E: [sarah.denver@axiseurope.com](mailto:sarah.denver@axiseurope.com)**



### Echelon Consultancy, stand 23

Echelon is a leading procurement consultancy firm, specialising in providing advice, support and training to public sector housing organisations, primarily in the field of asset management.

**Lisa Stevenson | T: 01707339800**

**W: [echelonconsultancy.co.uk](http://echelonconsultancy.co.uk)  
E: [lisa@echelonconsultancy.co.uk](mailto:lisa@echelonconsultancy.co.uk)**



### Mears Group, stand 24

Mears is one of the UK's leading services providers to both the public and private sector.

Our business is founded in local communities where we deliver the highest standards of care to people, their homes and their environment. We strongly believe in the benefits of combining housing and care approaches, to give the best possible service and to help tackle the deep rooted challenges to the NHS and social care.

Our housing teams provide rapid response and planned maintenance services nationwide.

**Paddy Grace | T: 07980796992**

**W: [mearsgroup.co.uk](http://mearsgroup.co.uk) | E: [paddy.grace@mearsgroup.co.uk](mailto:paddy.grace@mearsgroup.co.uk)**



### EnviroVent, stand 25

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](http://envirovent.com) | E: [eisherwood@envirovent.com](mailto:eisherwood@envirovent.com)

### Gas Tag, stand 27

Our simple to use system is designed to ensure gas works are carried out by a qualified engineer to the correct standard. Working with a range of clients big and small, we provide complete protection and visibility. Whether it's a visual inspection or a full boiler service, our system will provide you with concrete proof of all work carried out.



Got Proof?  
Get Gas Tag

Michael Campbell | T: 03302290277  
W: [gastag.co.uk](http://gastag.co.uk) | E: [michael.campbell@gastag.co.uk](mailto:michael.campbell@gastag.co.uk)

### Vaillant, stand 29

For Vaillant, it's not simply about putting a boiler on the wall. As a long established, family owned heating manufacturer, with a heritage that dates back to 1874.

Vaillant's dedication to continually innovate has resulted in the development of products which meet the exacting requirements for specification in the new build and social housing sectors.



Jeremy Parker | T: 07812738547  
W: [vaillant.co.uk/specifiers](http://vaillant.co.uk/specifiers) | E: [Kathryn.Langley@vaillant-group.com](mailto:Kathryn.Langley@vaillant-group.com)

### AD Construction Group, stand 26

AD Construction Group (Est. 1944) is a privately-owned business that has built up an impressive reputation within a wide client base across **London and the South East**. AD provides **planned maintenance, refurbishment, improvement and cyclical decorating** services to homes and buildings for Local Authority, Local Government and Public Sector Clients. With over 90% repeat business and long-lasting client relationships with some of the biggest Housing Providers, we are trusted to deliver.



Sonya Russell | T: 07710916336  
W: [theadgroup.co.uk](http://theadgroup.co.uk) | E: [sonya.russell@theadgroup.co.uk](mailto:sonya.russell@theadgroup.co.uk)

### Impey Showers, stand 28

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 suitable showering environments which cater for every type of location and scenario.

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



James Walker | T: 01460256080  
W: [impeyshowers.com](http://impeyshowers.com) | E: [info@impeyshowers.com](mailto:info@impeyshowers.com)

### Kirona Fire Door Inspect, stand 30

Kirona has grown to be recognised as the leader in enabling housing organisations with field based workers to increase productivity, reduce costs and improve customer service through their DRS Scheduler and Job Manager mobile worker applications.

Kirona's market-leading position has been earned through expert knowledge, service excellence and innovation.



Laraine Geddes | T: 071625585511  
W: [kirona.com](http://kirona.com) | E: [laraine.geddes@kirona.com](mailto:laraine.geddes@kirona.com)



### Easi-Dec Access Systems, stand 31

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  
W: [easi-dec.co.uk](http://easi-dec.co.uk) | E: [rtaylor@keesafety.com](mailto:rtaylor@keesafety.com)

### Kier Housing Maintenance East, stand 33

Throughout the UK, our teams work in close partnership with local authorities, housing associations and private landlords, delivering responsive repairs, planned maintenance, fire safety and compliance works which maximise the value and performance of their portfolio.

Our collaborative approach ensures we work closely with clients to understand their needs, then deliver high quality services and meaningful outcomes for them, their residents and local communities. Our regional delivery strategy is supported by our national shared service teams, ensuring best practice and continuous improvement across all contracts.



Emma Shepherd – Head of Business Development North  
T: 07773593827 | E: [Emma.shepherd@kier.co.uk](mailto:Emma.shepherd@kier.co.uk)

Ross Green – Head of Business Development South  
T: 07715243560 | E: [Ross.green@kier.co.uk](mailto:Ross.green@kier.co.uk)

### ROCC Housing Technology, stand 35

ROCC provide Housing Repairs Software, specialising in configurable solutions enabling simplicity and efficiency.

ROCC's reputation is built on trust and reliability, our support team provide outstanding customer service and we have over 30 years' experience in the housing sector.

With over 200 projects delivered, from small providers up to multi-contract, multi-site organisations, we have experienced it all. If you are looking for a software partner to deliver innovative solutions for repairs, digital inclusion and mobile working come and talk to us.



Meeta Patel | T: 01273274716  
W: [rocc.com](http://rocc.com) | E: [meeta.patel@rocc.co.uk](mailto:meeta.patel@rocc.co.uk)

### Lukey Boilers, stand 32

The Lukey Cassette boiler is a brand new concept designed around the very best components to deliver outstanding reliability. It challenges the "norm" delivering a product for life, free of unknown breakdown and servicing costs enhancing cost management and negating Asset cost.

The boiler requires no servicing, just a simple flue gas reading annually to satisfy Gas safety legislation.

Should a fault occur the unit is simply exchanged within 15 minutes guaranteeing a first call fix.



Jack Buckley | T: 07808648861  
W: [info@cassetteboiler.co.uk](mailto:info@cassetteboiler.co.uk) | E: [jack.buckley@lukeyboilers.com](mailto:jack.buckley@lukeyboilers.com)

### M3, stand 34, sponsor

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

Over 500 organisations efficiently procure and manage maintenance using the M3NHFSchedule 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  
W: [m3h.co.uk](http://m3h.co.uk) | E: [ben.virgo@m3h.co.uk](mailto:ben.virgo@m3h.co.uk)

### Active Housing (by Hallnet), sponsor

Active Housing (by Hallnet Ltd) is a web technology provider specialising in products and bespoke services for the Housing Sector, with a client base across England, Scotland and Wales.

From Channel Shift Consultancy, Websites and Bespoke Software to Self Service Portals and our flagship Repair Diagnostics product, our Agile planning, delivery & integration team are well versed in addressing the challenges faced by Social Landlords and their customers.



Simon Wilkes | T: 01942418919  
W: [activehousing.co.uk](http://activehousing.co.uk) | E: [simon@activehousing.co.uk](mailto:simon@activehousing.co.uk)

### Build Recruitment, **sponsor**

At Build Recruitment, we supply quality candidates on a temporary or permanent basis to leading organisations throughout the built environment - from executive, to operative level.

Founded in 2010 by recruitment experts and with offices in London and the South West, we specialise in Social Housing, Facilities Management, Construction, Property & Surveying, Health & Safety and Sales & Business Development.

Whether individual roles or large-scale mobilisation projects, we place the right people in the right jobs. People who will make an impact from day one.

**Mitch O'Brien | T: 07904769943**

**W: [buildrec.com](http://buildrec.com) | E: [mitch.obrien@buildrec.com](mailto:mitch.obrien@buildrec.com)**



### Domestic Sprinklers, **sponsor**

Working alongside Property Developers, Architects, Homeowners, Care Facilitators and many more, Domestic Sprinklers is today considered one of the UK's leading specialist fire sprinkler companies working in the industry.

Founded in 2000 by Colin Taylor, Domestic Sprinklers now employs a dedicated work force of over 60 trained sprinkler engineers along with an enthusiastic specialist in-house design and technical team.

**Colin Taylor | T: 01305765763**

**W: [domesticsprinklers.co.uk](http://domesticsprinklers.co.uk) | E: [colin@domesticsprinklers.co.uk](mailto:colin@domesticsprinklers.co.uk)**



### Rand Associates, **sponsor**

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

**Surveys.** We 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.** We 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.

**T: 01737249475 | W: [rand-associates.co.uk](http://rand-associates.co.uk)**

**E: [info@rand-associates.co.uk](mailto:info@rand-associates.co.uk)**



### 24housing, **media partner**

The leading monthly magazine for the social housing sector, 24housing was set up in 2008 to provide engaging features, interviews and comment pieces on a range of issues that impact the sector on a day-to-day basis. 24housing has fast become the publication that portrays the sector's personality, giving it a voice to help share best practice, find solutions that benefit everybody and make the sector a better place. By doing this, 24housing has become the number one magazine that housing professionals take home.

**W: [24housing.co.uk](http://24housing.co.uk)**



### Inside Housing, **media partner**

Serving the sector for more than 30 years *Inside Housing* is a must-read for everyone involved in affordable housing, from registered provider frontline officers to their executive boards, to the product and service suppliers working alongside them. With a readership of more than 80,000 housing professionals, the sector relies on Inside Housing's coverage of the political, economic and social forces shaping the industry to better understand the issues affecting the sector today and how they will impact tomorrow; improving decision-making

**W: [insidehousing.co.uk](http://insidehousing.co.uk)**





## Congratulations to the 2019 NHMF Awards shortlist

The awards will be presented at the NHMF Conference & Awards dinner on Tuesday 22 January 2019 at the Hilton Birmingham Metropole.

### There are four awards:

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

### Shortlisted for 2019:

#### Best contract

- Southern Housing Group & DW Support Services Facilities Management
- Ashford Borough Council & Morgan Sindall Property Services
- Nottingham City Homes & J Tomlinson

#### Most improved asset management service

- Orbit
- Housing Plus Group

#### Best customer impact

- Southampton City Council & CLC Contractors
- Gentoo Group
- Nottingham City Homes & J Tomlinson

#### Best apprentice scheme

- Swindon Borough Council
- Northern Ireland Housing Executive
- Basildon Borough Council & Morgan Sindall Property Services

The 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: Karl Linder,**  
Head of Asset Management and Compliance, Anchor Hanover



**Deputy Chair: Paul Wenham,**  
Group Property Services Director, Southern HG



**Treasurer: Jon Cross,**  
Managing Director, Essenjay Associates



**Secretary: Ben Virgo,**  
Director, M3

**Shaun Aldis**, Chief executive, Wolverhampton Homes

**Andrew Burke**, Development Director, Adviser to NHMF

**Karen Cannon**, Senior Asset Manager, North West Leicester District Council

**Stephen Chalmers**, Technical Director, Kingsdale Group

**Steve Downing**, Director, Rand Associates

**Graham Gowland**, Executive Director of Property, Gentoo Group

**Ross Green**, Head of Business Development, Kier Group

**Paul Isherwood**, Director of Asset Management, Northern Ireland Housing Executive

**David Jervis**, Housing Consultant, Suffolk Housing

**Stephanie Lloyd-Foxe**, Project Manager, Magna HA

**Peter Long**, Property Services Delivery Manager, Basildon CC

**Simon Lowe**, Head of Property Investment, Methodist Homes

**David Miller**, Director, Rand Associates

**Shaun Mulloy**, Maintenance Manager, Wolverhampton Homes

**Phil Pemberton**, Director of Asset Strategy and Delivery, The Riverside Group

**Julian Ransom**, Director, Savills (UK)

**Neil Watts**, Director of Service Delivery, Peabody

**Nick Yandle**, Policy Lead, National Housing Federation



# Thank you for attending

with thanks to our sponsors

**Sprinklers**  
DOMESTIC SPRINKLERS

**MORGAN  
SINDALL**  
PROPERTY SERVICES

activehousing



buildrecruitment  
Building Careers

**RAND**  
ASSOCIATES

and our media partners

**24 housing**  
More than bricks and mortar

**INSIDEHOUSING**

NHMF is serviced by M3



M3, Three Kings, 23 Commonside East  
Mitcham, Surrey CR4 2QA  
020 8274 4000 | [info@m3h.co.uk](mailto:info@m3h.co.uk) | [m3h.co.uk](http://m3h.co.uk)