



National Housing  
Maintenance Forum

# Introduction

---

*Liz Circuit, Managing Director, M3*

*Secretary, NHMF*

NHMF is serviced by





National Housing  
Maintenance Forum

# Introduction to NHMF

---

## History

- Began 1994 as a steering group for subscribers to M3NHF Schedule of Rates
- Ten years ago reconstituted as NHMF
- To promote best practice in maintenance

## How it is run

- Managed by a committee
- Committee are elected at an annual general meeting
- Committee controls funds raised from product licence fees
- Serviced by M3



National Housing  
Maintenance Forum

# Introduction to NHMF

---

## What the NHMF is all about

- Sharing best practice
- Setting the standards for maintaining assets
- Working together on common problems
- Creating opportunities for networking and exchanging ideas
- Not for profit, self sustaining



National Housing  
Maintenance Forum

## Current projects

---

Website resource for :

- Areas of Compliance
- Energy efficiency improvements

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



## 6. M3NHF Schedule of Rates, David Miller



National Housing  
Maintenance Forum

- Version 7.0 M3NHF Schedule of Rates and 22 specialist modules now ready for release for organisations going out to tender.
- General release at end of May 2016
- Updates are covered by the licence fee.
- It is a complete revision

## Challenges

---

- Digital customer journey
- How will residents reporting repairs?
- Does the landlord need to be in the process?
- How will the contractor handle the request, report and record the work carried out?



---

## Current categories:

Best client

Best small client

Best contract

Best customer impact

Most improved asset management service

Project of the year





National Housing  
Maintenance Forum

## NHMF Awards

---

- Proposed new categories:

Best garden project

Best cost saving IT project



National Housing  
Maintenance Forum

# Diary dates

---

## What the NHMF does...

- Annual NHMF maintenance conference – 24-25 January 2017
- NHMF Awards – deadline 20 November
- Best practice - yearly NHMF bulletin, due out soon
- Study tour – Ireland 12-14 October 2017
- Contractor Forum- next meeting 28 September
- Training days – 27 September, 23 November

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