

Date: 13 September 2023

Venue: **Oxford Suite (FLOOR 3)**, Hallam Conference Centre, 44 Hallam Street, London, W1W 6JJ

Time: 8:30am – 12:00pm

Chair: Mike Turner

NHMF Service Provider Forum Meeting Agenda

Agenda:

Time	Description	Host
08:30-08:40	Refreshments	
08:40-08:50	Welcome	Mike Turner
08:50-09:20	Challenging times for Service Providers	Tyron Stalberg
09:20-10:50	<p>CIH Action Plan 3</p> <p>'Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.' Report (see Action 3)</p>	Dr Matthew Scott Mike Turner
10:50-11:05	Refreshments	
11:05-11:15	Framework update	David Miller
11:15-12:00	Consumer standards and tenant satisfaction	Sarah Patrice
Close	<p>AOB & diary dates</p> <p>NHMF Conf Jan 2024</p> <ul style="list-style-type: none"> • Thurs 2 May 2024 - 8:30-12 [London] • Thurs 18 July 2024 - 8:30-12 [online] • Thurs 12 Sep 2024 - 8:30-12 [London] 	Mike Turner
12:30-14:30	<p>Please join us for drinks at</p> <p>- Willows on the Roof -</p> <p>(5th floor) John Lewis Rooftop, 300 Oxford St. 10 minutes' walk from Hallam St.</p>	