



NHMF  
Maintenance  
Conference  
2024

**#NHMF2024**  
**@NHMFOfficial**

# Welcome to the AGM Meeting

Group Board Chair 2023: **Karl Linder**

Group Board Chair 2024: **Stephanie Lloyd-Foxe**

Treasurer: **Tony Clark**

Secretary: **Ben Virgo**

Room: **B**



National Housing  
Maintenance Forum

**NHMF**  
**Maintenance**  
**Conference**  
**2024**

# Agenda

**01. Welcome** – Karl Linder

**02. Treasurer's report** – Tony Clark

**03. Group Board update** – Karl Linder / Stephanie Lloyd-Foxe

**04. Voting** – Ben Virgo

**05. Dates for 2024 & AOB** – Stephanie Lloyd-Foxe



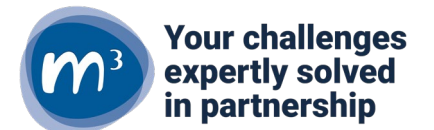
# 01. Welcome

## The meeting is open to all:

- NHMF conference delegates
- NHMF Members
- NHMF Committee
- NHMF Service Provider Forum
- NHMF Framework Suppliers & Clients
- NHMF Regional Groups
  - a. Eastern Asset Management Group
  - b. Midlands Asset Management Group
  - c. Ireland Asset Management Group
  - d. North East Property Directors Group & HAMMAR South West

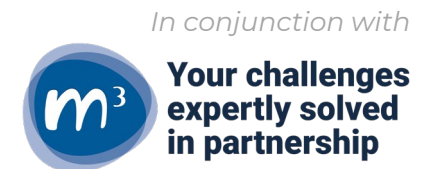


*In conjunction with*



# 02. Treasurer's report

Tony Clark (Treasurer)



# NHMF Ltd Treasurer's Report Year-End 2023

Annual General Meeting  
23 January 2024



# Income

## Actual v Prior Year and Budget

- Total income of **£230,490**
- Of which £180,201 is income from M3 product
- And £6,852 is interest from instant savings and fixed deposit
- 18% above prior year of £189,115
- 4% above budget of £215,46

NHMF Ltd 2023					
	Prior Year	Budget	Actual	Prior Year Variance	Budget Variance
<b>Income</b>					
HAMMAR SW Schedule Sales	-	4,950	2,543	2,543	- 2,407
ROS Sale Income	-	167	454	454	287
HAMMAR SW Schedule Uplift Income	-	3,325	2,313	2,313	- 1,012
SOR Licence Income	103,957	112,372	108,019	4,062	- 4,353
ROS Annual Fee Income	15,304	15,909	16,121	817	212
SOR Annual Fee New Sale	-	7,613	2,918	2,918	- 4,695
HAMMAR Deferred Income	-	-	267	267	267
ROS Annual Fees New Sale Income	-	368	1,111	1,111	743
SOR Planned Maint. Annual Fee New Sale Income	-	4,500	3,088	3,088	- 1,412
SOR Planned Maint. Sale Income	-	1,950	1,410	1,410	- 540
SOR Planned Maint. Annual Fee Income	39,446	37,057	41,591	2,145	4,534
SOR Standard Notices Sale Income	-	-	-	-	-
Housecall Income	976	750	366	- 610	- 384
HAMMAR SW Event Income	-	-	11,500	11,500	11,500
Study Tour Income	5,970	-	1,517	- 4,453	1,517
NHMF Provider Forum Existing Membership	23,445	22,905	25,605	2,160	2,700
NHMF Provider Forum New Membership		3,600	4,815	4,815	1,215
	<b>189,098</b>	<b>215,466</b>	<b>223,638</b>	<b>34,540</b>	<b>8,172</b>
<b>Other Income</b>					
Bank Interest	17	30	867	- 850	837
Interest on Investments	-	-	5,985	- 5,985	5,985
	<b>17</b>	<b>30</b>	<b>6,852</b>	<b>- 6,835</b>	<b>6,822</b>
<b>Total Income</b>	<b>189,115</b>	<b>215,496</b>	<b>230,490</b>	<b>27,705</b>	<b>14,994</b>

# Service Provider Forum

## Income and Expenditure

- Total revenue of **£30,420**
- Up 29% on prior year of £23,445
- Up 15% on budget of £26,505
- Due to 11 new members and price increase

NHMF Service Provider Forum 2023					
	Prior Year	Budget	Actual	Prior Year Variance	Budget Variance
<b>Income</b>					
NHMF Provider Forum Existing Members	23,445	22,905	25,605	2,160	2,700
NHMF Provider Forum New Membership		3,600	4,815	4,815	1,215
	<b>23,445</b>	<b>26,505</b>	<b>30,420</b>	<b>6,975</b>	<b>3,915</b>
<b>Expenditure</b>					
Service Provider Forum Promotions	9,020	9,000	9,324	- 304	- 324
Service Provider Meeting Costs	1,469	5,000	5,569	- 4,100	- 569
HS Servicing Service Provider Forum	12,122	13,500	13,500	- 1,378	-
	<b>22,611</b>	<b>27,500</b>	<b>28,393</b>	<b>- 5,782</b>	<b>- 893</b>
<b>Net Profit/(Loss):</b>	<b>834</b>	<b>- 995</b>	<b>2,027</b>	<b>12,757</b>	<b>4,808</b>



# Service Provider Forum

## Membership by Region



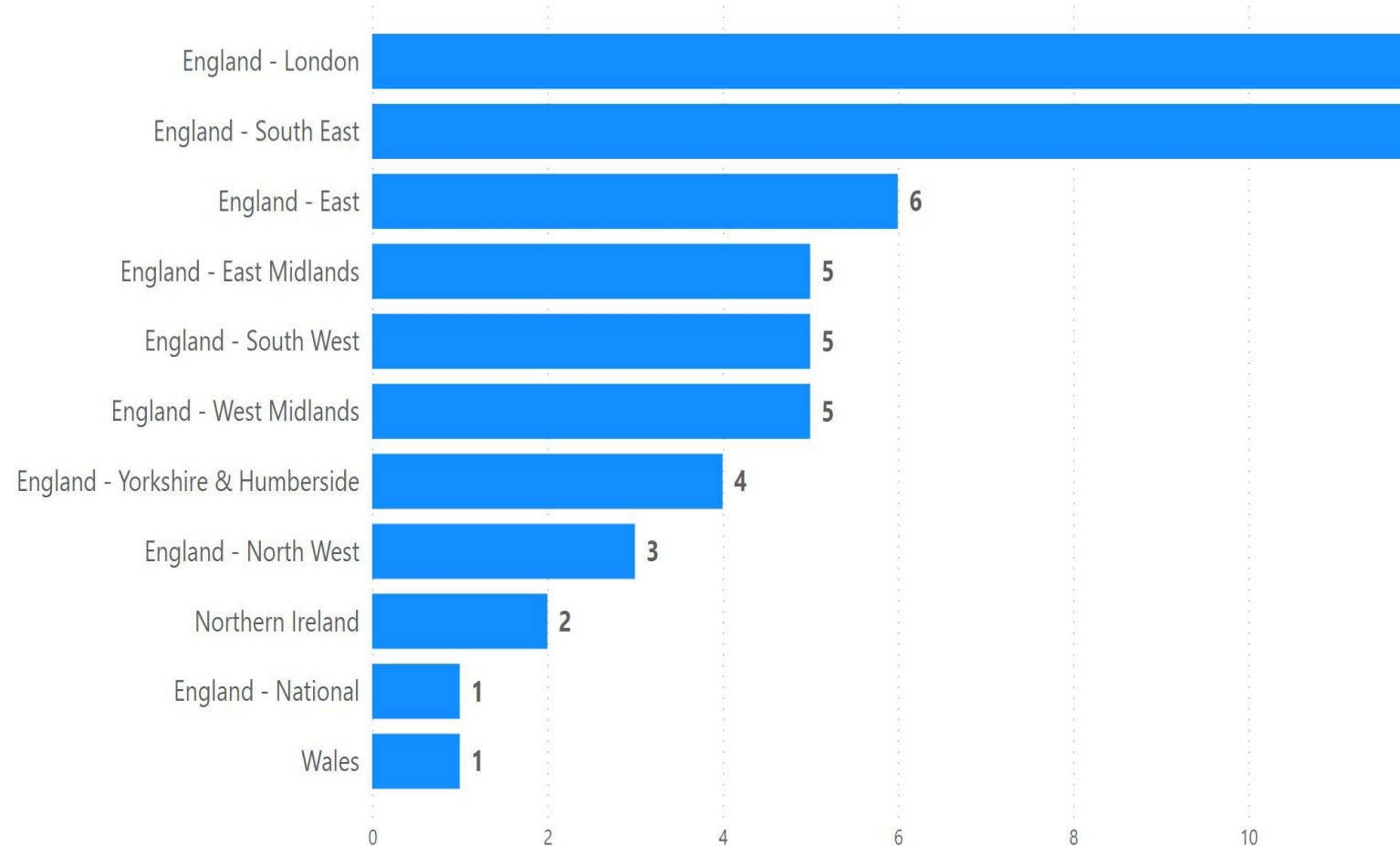
## NHMF Service Provider Forum members

Overview of members by region.

Total	New in '23
59	11
Members	Members

- 11 new members in 2023
- Total number of members is 59

Count of PurchasedProductID by Region



# HAMMAR SW:

- Income of **£16,623** covers total costs of **£16,374**
- Remaining HAMMAR SW income on 31.12.23 is £86,566.46, of which £50,000 has been invested in Lloyds short term fixed account

HAMMAR SW 2023					
	<u>Prior Year</u>	<u>Budget</u>	<u>Actual</u>	<u>Prior Year Variance</u>	<u>Budget Variance</u>
<b>Sales</b>					
HAMMAR SW Schedule Sales	-	4,950	2,543	2,543	- 2,407
HAMMAR SW Schedule Uplift Income	-	3,325	2,313	2,313	- 1,012
HAMMAR SW Event Income	-		11,500	11,500	11,500
HAMMAR Deferred Income	-	-	267	267	267
	-	<b>8,275</b>	<b>16,623</b>	<b>16,623</b>	<b>8,348</b>
	<u>Prior Year</u>	<u>Budget</u>	<u>Actual</u>	<u>Prior Year Variance</u>	<u>Budget Variance</u>
<b>Purchases</b>					
HAMMAR SW	4,055	5,000	16,374	12,319	11,374
	<b>4,055</b>	<b>5,000</b>	<b>16,374</b>	<b>12,319</b>	<b>11,374</b>
<b>Net Profit/(Loss):</b>	-	<b>4,055</b>	<b>249</b>		

# Expenditure

## Actual v Budget and Prior Year

- Total costs are **£148,143**
- 16% higher than prior year of £128,130
- 6% above budget of £139,307
- Due to unallocated budget to Development Grant to NPC of £5,000, not accounted for in prior year, and HAMMAR budget of £5,000 with actual expenditure of £16,374

NHMF Ltd 2023						
	<u>Prior Year</u>	<u>Budget</u>	<u>Actual</u>	<u>Prior Year</u>	<u>Budget</u>	
				<u>Variance</u>	<u>Variance</u>	
<b>Purchases</b>						
Provider Forum Meetings	1,469	5,000	5,569	-	4,100	569
Provider Forum Promotions	9,020	9,000	9,324	-	304	324
Work Carried Out for Best Practice	15,000	16,700	16,700	-	1,700	-
NHMF Procurement Consortium	-		5,000	-	5,000	5,000
<b>Total Purchases</b>	<b>25,489</b>	<b>30,700</b>	<b>36,593</b>	-	<b>11,104</b>	<b>5,893</b>
<b>Direct Expenses</b>						
NHMF Meetings & Expenses	5,000	5,852	3,035		1,965	- 2,818
HS Servicing NHMF & Provider Forum	46,100	50,500	50,500	-	4,400	-
Website Development & Maintenance	6,740	7,500	7,547	-	807	47
NHMF Conference attendance & sponsorship	14,425	16,625	15,283	-	858	- 1,342
Awards	992	1,500	1,188	-	196	- 312
Study Tour Costs	20,547	13,000	11,000		9,547	- 2,000
HAMMAR SW	4,057	5,000	16,374	-	12,317	11,374
<b>Total Direct Expenses</b>	<b>97,861</b>	<b>99,977</b>	<b>104,928</b>	-	<b>7,067</b>	<b>4,951</b>
<b>Overheads</b>						
Accountancy & Legal fees	2,060	4,600	2,518	-	458	- 2,082
Bank Charges	19	30	239	-	220	209
Hosting Website Costs	2,700	4,000	3,865	-	1,165	- 135
<b>Total Overheads</b>	<b>4,779</b>	<b>8,630</b>	<b>6,622</b>	-	<b>1,843</b>	- <b>2,008</b>
<b>Total Costs</b>	<b>128,130</b>	<b>139,307</b>	<b>148,143</b>	-	<b>20,013</b>	<b>8,836</b>

# 2023 Profit

- NHMF Ltd Operating profit for 2023 is **£82,347**
- Up 35% on prior year of £60,985
- Up 8% on budget of £76,189
- Corporation Tax @ 19% of £15,645 payable in September 2024

NHMF Ltd 2023					
	<u>Prior Year</u>	<u>Budget</u>	<u>Actual</u>	<u>Prior Year</u> <u>Variance</u>	<u>Budget</u> <u>Variance</u>
<b>Income</b>					
<b>Total Income</b>	189,115	215,496	230,490	27,705	14,994
<b>Purchases</b>					
<b>Total Costs</b>	128,130	139,307	148,143	- 20,013	8,836
<b>Profit /Loss</b>	60,985	76,189	82,347	21,362	6,158

# NHMF Ltd Balance Sheet

## Assets

Current assets **£490,570**  
consist of:

- Cash at bank £380,413  
(Current, Instant Saver  
and Deposit Accounts)
- Debtors £16,313
- Prepayments £17,844
- NPC loan £75,000

<b>NHMF Balance Sheet</b>	
Current Assets	490,570
Current Liabilities	109,286
	<b>381,284</b>
<b>Capital &amp; Reserves</b>	
Profit & Loss Brought Forward	298,937
Net Profit 2023	82,347
<b>Capital Account</b>	<b>381,284</b>

# NHMF Ltd Balance Sheet

## Liabilities

Current liabilities consist of:

- Creditors £18,906 – including Corporation Tax
- VAT payable £1,864
- Accruals £1,950
- HAMMAR SW funds £86,566.46

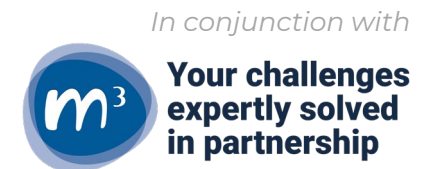
<b>NHMF Balance Sheet</b>	
Current Assets	490,570
Current Liabilities	109,286
	<b>381,284</b>
<b>Capital &amp; Reserves</b>	
Profit & Loss Brought Forward	298,937
Net Profit 2023	82,347
<b>Capital Account</b>	<b>381,284</b>

# Cashflow:

- NHMF cash from operating activities at 31 December 2023 stood at £89,430
- £8,562 held in Lloyds Current Account
- £80,867 held in Lloyds Deposit Account.
- NHMF Ltd has reinvested £86,229 at 3.40% interest for 6 month maturing on 24<sup>th</sup> February 2024
- HAMMAR SW has reinvested £50,723 at 3.40% interest for 6 month maturing on 24<sup>th</sup> February 2024
- NHMF £152,482 which matured in November 2023, £150,000 reinvested in January 2024 as below:
  - £50,000 @ 3.50% 6 months fixed interest – Maturity 4 July 2024
  - £50,000 @ 3.55% 9 months fixed interest – Maturity 4 October 2024
  - £50,000 @ 3.60% 15 months fixed interest – Maturity 3 April 2025

# 03. Group Board update

Karl Linder (Chair 2023) + Stephanie Lloyd-Foxe (Chair 2024)





# Group Board update (report on 2023) [Karl]

2023 reflections



# Group Board update (plans for 2024) [Stephanie]

In 2024 we:

- We plan to build on the successes of 2023 and revisit our strategy in light of our continued growth and wider reach. Strategy away day to be booked in with the board. Longer term succession planning and increasing diversity to ensure a balanced board and management team that have the skills required to take the NHMF forward and ensure our longevity.
- As we continue to foster new relationships with partners outside of the sector but sharing our aims, we are uniquely placed to foster collaboration and innovation.
- The management team will continue to grow and evolve in light of the new structure which focuses on specific work streams with subject matter experts to be brought in.



# 04. Voting

Ben Virgo (Secretary)



# Group Board – 1 stepping down in 2024

	Name	Title	Organisation
1	Karl Linder (Group Board Chair 2023)	Assistant Director	Ark Housing Consultancy

**We thank him for his many years of service**

# Group Board – election - 3-year block

	Name	Title	Organisation
1	Stephanie Lloyd-Foxe (Group Board Chair)	Head of Building Safety and Compliance	Magna HA
2	Mike Turner (Group Board Deputy Chair NPC Rep)	Non-Executive Director	Ian Williams
3	Tony Clark (Treasurer)	Director of Property Operations	Orbit
4	Ben Virgo (Secretary)	Director	M3
5	Dominic Higgins (SoRs Advisor)	Director	Rand Associates
6	Stephen Chalmers (Hammar SW)	Technical Director	Kingsdale Group
7	Neil Watts (Management Team Rep)	Group Director Property Maintenance	Peabody
8	Melissa Woodall (Service Provider Forum Rep)	Client Relationship Director	Wates Group

A review of Independent Board Members appointments will be held at the Group Board Strategy Day in July 2024.  
election – 6-months

9	Simon Lowe <b>(Independent)</b>	Consultant	Johnie Johnson Housing
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**Proposer:** Phil Pemberton, The Riverside Group  
**Secunder:** Ian Gardner, Wolverhampton Homes

# NHMF Management Team – election - 3-year block

	Name	Title	Organisation
1	Neil Watts (Management Team Chair)	Group Director Property Maintenance	Peabody
2	Felicity Newman (Management Team Deputy Chair)	Operational Strategy Director	Aster Group
3	Peter Long	Property Services Delivery Manager	Basildon CC
4	Shaun Mulloy	Head of Property Services	Abbeyfield
5	Phil Pemberton	Director of Asset Strategy and Delivery	The Riverside Group
6	Julian Ransom	Director	iON Consultants
7	Ian Gardner	Assistant Director – Property Services	Wolverhampton Homes
8	Michael Durrant	Director of Asset Management Services	Lumensol
9	Tessa Barraclough	Director of Asset Strategy and Delivery (interim)	Riverside
10	Maxine Gordon	Director of Resident and Business Services	Lewisham Council
11	Chris Patient	Consultant	Rand Associates
12	Ben Virgo * Secretary	Director	M3
13	Andrew Burke * Deputy Secretary	Deputy Secretary	NHMF

\* = **Ex-Officio**

**Proposer:** Stephen Chalmers, Kingsdale Group

**Secunder:** Tony Clark, Orbit

# SPF Committee – 2 stepping down in 2024

	Name	Title	Organisation
1	Mike Turner	Non-Executive Director	Ian Williams
2	Paul Maghie	National New Business Director	United Living

**We thank them for their service and contribution**



# SPF Committee – election - 3-year block

	Name	Title	Organisation
1	Melissa Woodall (Chair)	Client Relationship Director	Wates
2	Amy Boothman (Deputy Chair)	Sales and Marketing Director	Ian Williams
3	Ben Virgo * (Secretary)	Director	M3
4	David Miller * (SOR)	Senior Consultant	Rand Associates
5	Dean Winncott	Managing Director	Langley
6	Jane Nelson	Strategy Director	Cardo Group
7	Imogen Bowen * (Deputy Secretary)	Marketing and PR Executive	M3

\* = Ex-Officio

**Proposer:** Stephen Chalmers, Kingsdale Group

**Secunder:** Tony Clark, Orbit





# NPC Board - No vote required

Ben Virgo (Secretary)



# NPC Board – year 2 of 3

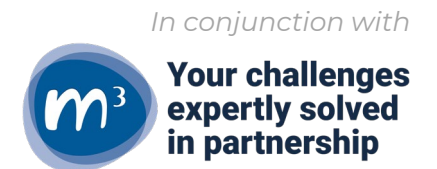
	Name	Title	Organisation
1	David Miller Director (M3)	Director	Rand Associates
2	Mike Turner Director (Contractor)	Executive Director	Ian Williams
3	Neil Watts Director (Client)	Group Director Property Maintenance	Peabody
	*Ben Virgo (Secretary)	Director	M3

\* = Ex-Officio

No changes = no election needed this year

# 05. Dates for 2024

Stephanie Lloyd-Foxe (Chair)



# Dates of next meetings & thanks

Date 2024	Type
<b>30 April 2024</b> (Online) <b>19 July 2024</b> (London) Strategy day <b>1 October 2024</b> (Online)	<b>NHMF Group Board</b> <a href="http://www.nhmf.co.uk/committee/">www.nhmf.co.uk/committee/</a>
<b>22 April 2024</b> (London) <b>16 July 2024</b> (London) <b>17 Sept 2024</b> (London)	<b>NHMF Management Team</b> <a href="http://www.nhmf.co.uk/committee/">www.nhmf.co.uk/committee/</a>
<b>2 May 2024</b> (London) <b>18 July 2024</b> (Online) <b>5 Sept 2024</b> (London)	<b>NHMF Service Provider Forum</b> <a href="http://www.nhmf.co.uk/service-provider-forum">www.nhmf.co.uk/service-provider-forum</a>
<b>15-17 May 2024</b> (Stockholm)	<b>NHMF Study / Charity activity</b> (Stephanie will update on stage) <a href="https://www.nhmf.co.uk/studytour/">https://www.nhmf.co.uk/studytour/</a>
<b>21-22 Jan 2025</b> (Stratford-upon-Avon)	<b>NHMF Conference, AGM &amp; Awards</b> <a href="https://www.nhmf.co.uk/conference/">https://www.nhmf.co.uk/conference/</a>

More info: [m3h.co.uk/company/events](http://m3h.co.uk/company/events)



# Thank you.

For attending the AGM

See you in the  
**main plenary  
room**

