



NATIONAL  
HOUSING  
FEDERATION

# ASSET Management Maintenance CONFERENCE + EXHIBITION

17-18 OCTOBER | BIRMINGHAM CONFERENCE AND EVENTS CENTRE

2018



In partnership with

HouseMark 

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T: 020 7067 1066 E: [events@housing.org.uk](mailto:events@housing.org.uk)



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# Become an asset management **hero**

Book by  
17 August  
Save £150

The Asset Management and Maintenance Conference and Exhibition will equip you with the knowledge and tools needed to achieve the best possible standards right now, from the latest safety regulations to how you can embed a positive company-wide approach to compliance. Looking beyond the present, you'll also learn about the latest innovations being adopted by housing providers, what you and your organisations can do to help tackle growing skills shortages, and how you can make better use of data to deliver better outcomes for your organisation and tenants.

Designed specifically to inspire and support asset managers to drive their organisation's strategy, the Asset Management and Maintenance Conference and Exhibition provides a unique mix of guidance on policy, insight into the latest innovation, and discussions on the role of asset management delivering on the sector's goals.

## Event themes:

-  **Safety and compliance**  
Ensure your compliance processes are fit for purpose by attending sessions on the implications of the Hackitt Review findings for fire safety measures as well as latest best practice.
-  **Strategic asset management**  
Maximise the value you bring to your organisation via sessions on making the best use of available technology and understanding the latest trends in asset management.
-  **Improving quality**  
Improve both current opportunities and plans for the future with sessions on meeting the highest possible standards for stock, the latest in renovation and repair methods and safeguarding the green credentials of your properties.

### Exhibiting

**THE HIGHLY REGARDED EXHIBITION** has been running for 26 years and forms the hub of this event. It offers exhibitors a focused and cost-effective opportunity to get face-to-face with key asset management and maintenance decision-makers from housing associations.

#### Julian Hurst

Foremarke Exhibitions  
julian.hurst@foremarke.uk.com  
020 8877 8899

### Sponsorship

**GAIN EXTENSIVE EXPOSURE** as a sponsor giving your organisation strong visibility before, during and beyond the conference. Make your brand stand out by aligning yourself with the strongest, most respected voice in the sector and create new business opportunities.

#### James Moscicki

National Housing Federation  
james.moscicki@housing.org.uk  
078 243 83213

# WEDNESDAY 17 OCTOBER

Sponsors



09:00 Registration and networking in the exhibition area

## 10:00 Ensuring excellence in housing stock

Setting the scene for the discussions to follow during the conference, members of the Quality of Existing Homes group will explore the key issues currently facing the sector in terms of existing stock, encompassing safety and compliance, quality of homes, and portfolio management.

### Quality of Existing Homes Group

PANEL DISCUSSION

11:00 Refreshments and networking in the exhibition area

## 11:30 BREAKOUT SESSIONS (SELECT ONE OPTION)

### B1

#### Evaluating the effectiveness of housing assets

Hear an innovative approach to strategic asset management, enabling more effective scheduling of repairs and major works programmes to add real value to the portfolio.

**Martyn Jones**, Executive Director for Asset Strategy and Development, **Citywest Homes**

**Fergus Coleman**, Head of Affordable and Private Sector Housing, **Westminster City Council**

### B2

#### Environmental sustainability and energy efficiency

Learn why incorporating a 'green approach' as a core part of your asset management strategy can be crucial to unlocking savings and efficiencies.

**Anne McLoughlin**, Operations Director, **Hastoe Housing Association**

**Darren Cruice**, Head of Strategic Asset Management **Hastoe Housing Association**

### B3

#### Compliance: have you got it covered and do you sleep at night?

The risks from non-compliance can be huge, if not fatal - what are the areas to consider, what records need to be kept and how can you manage and minimise the risk?

**Mike Williams**, Relationship Manager - Asset Management, **Procurement for Housing**

12:15 Lunch and networking in the exhibition area

## 13:15 BREAKOUT SESSIONS (SELECT ONE OPTION)

### B4

#### Putting strategic asset management into practice

Learn about the real-world challenges faced, and lessons learned, when embedding a strategic asset management culture, from an organisation which has gone through the process.

**Jo Barrett**, Operations Director, **Thrive Homes**

**Colin Farrell**, Senior Partner, **Faithorn Farrell Timms**

### B5

#### Benefiting from BIM

Building Information Modelling has the potential to revolutionise the way we build - why has housing been slow on the uptake, and is that likely to change?

**Mac Muzvimwe**, BIM & Digital Transformation Lead (Property Sector), **Arcadis**

**Richard Whittaker**, Director of Development, **WM Housing**

### B6

#### Procurement: are you getting the best value?

This session will explore the key leakage points across a contract's life cycle, and identify five practical changes you can implement immediately to save cash and improve delivery.

**Walter Akers**, Consulting Partner, **RSM**



14:00 Move to next sessions

14:05 **BREAKOUT SESSIONS (SELECT ONE OPTION)**

**B7**

**Achieving compliance post-merger**

Karbon Homes guide you through their process to achieve compliance at all levels of governance and the systems they put in place to ensure this.

**Ian Johnson**, Director of Property Services, **Karbon Homes**

**David Pye**, Assistant Director, Asset and Regeneration, **Karbon Homes**

**B8**

**Technology showcase: improving energy efficiency**

New approaches to an old problem - how can technology improve tenant experience and the efficiency of your housing stock?

**Jason Wylie**, Assistant Director - Commercial, **Your Homes Newcastle**

**Mathew Holloway**, CEO, **Q-Bot**

**Ian Napier**, Chief Commercial Officer, **Switchee**

**B9**

**Breaking down the 'big five'**

Gas, electric, asbestos, water hygiene and fire safety - what are your obligations and how can you ensure they are met?

14:50 Refreshments and networking in the exhibition area

15:20 **Strategic Asset Management to Support Growth & Regeneration**

The panel will share thoughts and experience of remodelling and redeveloping existing assets to create value, provide new homes and deliver regeneration.

Chair: **Helen Collins**, Head of Housing Consultancy, **Savills**

Panel: **Jacqui Campbell**, Group Director - Assets, **Knowsley Housing Trust**  
**Jonathan Walters**, Deputy Director Strategy and Performance, **Regulator of Social Housing**  
**Shaun Holdcroft**, Executive Director of Customer Experience and Homes, **Settle**  
**Kevin Williams**, Director of Asset & Growth Strategy, **The Guinness Partnership**  
**Richard Osborne**, Director of Property Services, **WM Housing Group**



PLENARY

16:20 Drinks reception and networking in the exhibition area

17:15 Break

18:00 Pub grub and networking



## THURSDAY 18 OCTOBER

09:00 Registration and networking in the exhibition area

09:30 **Understanding the Hackitt Review**

Understand the outcomes of the review, and the next steps housing associations need to take to ensure they meet the new expectations and requirements.

PLENARY

10:10 **How to get the best people into asset management**

In the face of a well-publicised skills shortage and the challenge for recruitment posed by impending Brexit, what should we as a sector be doing to increase both the number, diversity and quality of individuals embarking on a career in asset management, and the housing association sector as a whole?

**Martyn Price MBE**, Chair, **Cross Industry Construction Apprenticeship Task Force**

PANEL DISCUSSION

10:50 Refreshments and networking in the exhibition area

11:20 **BREAKOUT SESSIONS (SELECT ONE OPTION)**

### B10

#### **Modern methods of construction: key considerations for asset managers**

Interest in modern construction methods is growing - what are the future asset management and maintenance issues that you need to be aware of before choosing to use these methods?

### B11

#### **Culture change: from compliance to customer safety**

Has the focus on compliance rather than customer safety led to stagnation in the way our industry keeps customers safe? This session looks at how you can ensure the customer is at the heart of your compliance process.

**Neil Yeomans**, Head of Property Compliance, [Orbit](#)

### B12

#### **Battle of the contract forms: the return to JCT, rise of NEC and fall of TPC**

A look at current trends in the contract forms being used by housing providers for responsive and planned maintenance and servicing, the differences between them, and their advantages and disadvantages.

**Andrew Millross**, Partner, [Anthony Collins Solicitors](#)

12:05 Refreshments and networking in the exhibition area

12:30 **BREAKOUT SESSIONS (SELECT ONE OPTION)**

### B13

#### **Customer satisfaction: how to be the best**

Hear how one organisation turned around tenant feedback by revamping their repairs and maintenance policies and procedures.

### B14

#### **Capitalising on the Internet of Things**

Discover how housing providers can embrace connectivity, and how it can help introduce efficiencies from minimising unnecessary spend to reducing residents' bills.

**Arturo Dell**, Director of Technology and Innovation, [HouseMark](#)

### B15

#### **The business case for a housing association response to domestic abuse**

Domestic abuse has been estimated to create housing costs of £160 million per year – this session will demonstrate why having a robust policy to deal with this is important financially as well as in terms of our responsibility to tenants.

**Sonal Shenai**, Head of Consultancy, [SafeLives](#)

**Kelly Henderson**, Business Manager (Domestic Abuse), [Gentoo](#)

13:15 Lunch and networking in the exhibition area

#### **14:15 Future gazing: what will top quality look like in ten years?**

The provision of quality and affordable housing is at the heart of our mission and purpose, and our long term ownership of assets presents the opportunity to innovate and consider quality and value differently. With methods and technology constantly evolving, what do you need to be planning for to ensure the improvements you make now don't become obsolete in the future?

15:15 Close of conference



## Asset Management and Maintenance Conference and Exhibition 2018

17-18 October 2018 | Birmingham Conference and Events Centre

**DELEGATE 1**

Name: \_\_\_\_\_

Job title: \_\_\_\_\_

Delegate email: \_\_\_\_\_

Delegate Tel: \_\_\_\_\_

Twitter handle @: \_\_\_\_\_

Dietary/other requirements: [e.g. wheelchair access] \_\_\_\_\_

**Breakout sessions:**

Please indicate session number

Wednesday	11:30	<input type="checkbox"/>	13:15	<input type="checkbox"/>	14:05	<input type="checkbox"/>
Thursday	11:20	<input type="checkbox"/>	12:30	<input type="checkbox"/>		

**DELEGATE 2**

Name: \_\_\_\_\_

Job title: \_\_\_\_\_

Delegate email: \_\_\_\_\_

Delegate Tel: \_\_\_\_\_

Twitter handle @: \_\_\_\_\_

Dietary/other requirements: [e.g. wheelchair access] \_\_\_\_\_

**Breakout sessions:**

Please indicate session number

Wednesday	11:30	<input type="checkbox"/>	13:15	<input type="checkbox"/>	14:05	<input type="checkbox"/>
Thursday	11:20	<input type="checkbox"/>	12:30	<input type="checkbox"/>		

**DELEGATE 3**

Name: \_\_\_\_\_

Job title: \_\_\_\_\_

Delegate email: \_\_\_\_\_

Delegate Tel: \_\_\_\_\_

Twitter handle @: \_\_\_\_\_

Dietary/other requirements: [e.g. wheelchair access] \_\_\_\_\_

**Breakout sessions:**

Please indicate session number

Wednesday	11:30	<input type="checkbox"/>	13:15	<input type="checkbox"/>	14:05	<input type="checkbox"/>
Thursday	11:20	<input type="checkbox"/>	12:30	<input type="checkbox"/>		

**Where did you hear about the conference?**

- Letter/leaflet from the Federation  Email  Search engine
- Employer/colleague  Twitter  Phone call from Federation
- Federation external affairs manager  Other (please specify) \_\_\_\_\_

**SESSION CHOICES**

Sessions are subject to availability at the time of booking.  
Delegates can only attend **ONE** session at any time.

**DELEGATE FEES**

The conference fee includes attendance at all sessions, refreshments and lunch on both days. Accommodation is NOT included and should be booked separately.

<b>Member</b>	Early bird	<b>£485</b>	WED	<input type="checkbox"/>
	Standard	<b>£635</b>		
	Day only	<b>£380</b>	THURS	<input type="checkbox"/>
<b>Not for profit/ Public sector</b>	Early bird	<b>£585</b>	WED	<input type="checkbox"/>
	Standard	<b>£735</b>		
	Day only	<b>£440</b>	THURS	<input type="checkbox"/>
<b>Private sector</b>	Early bird	<b>£765</b>	WED	<input type="checkbox"/>
	Standard	<b>£915</b>		
	Day only	<b>£550</b>	THURS	<input type="checkbox"/>

**PAYMENT**

I understand that payment must be made at the time of booking.  
Total payment £ \_\_\_\_\_

- I would like to pay by invoice. You must include a purchase order number or reference here: \_\_\_\_\_
- I have paid by BACS and attach the remittance advice (Please quote **AMM1018** on all BACS transmissions)  
National Housing Federation bank account details are:  
Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX  
Sort Code: 30-94-73 Account No. 00113238
- If you would like to pay by debit/credit card please tick this box and we will contact you to take payment.
- I enclose a cheque payable to the National Housing Federation

**NO VAT PAYABLE**

**ALL CANCELLATIONS MUST BE MADE IN WRITING.**

Cancellations will be charged a £100 cancellation fee per person.  
The full fee is payable for any cancellations received after **16 September 2018**.

**GDPR PRIVACY NOTICE.**

The National Housing Federation is committed to protecting your personal data and will process the personal data you provide to us subject to the provisions of the Data Protection Act 1998 and the EU General Data Protection Regulation (GDPR) and any subsequent national legislation (i.e. Data Protection Bill 2018) our full privacy notice can be found online [www.housing.org.uk/eventprivacy](http://www.housing.org.uk/eventprivacy).

Please tick the box if you do not wish to receive information about existing and future products and services provided by the National Housing Federation.

**ACCOMMODATION**

We're delighted to confirm MICE Concierge as our official accommodation and concierge service for Asset Management and Maintenance Conference and Exhibition 2018 who have negotiated exclusive accommodation rates at surrounding hotels. Book through the accommodation pages on our website or call Tony Brinsden on 01438 908770.

**DISCLAIMER:** This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.