



NATIONAL
HOUSING
FEDERATION

ASSET Management Maintenance CONFERENCE + EXHIBITION

17-18 OCTOBER | BIRMINGHAM CONFERENCE AND EVENTS CENTRE

2018



In partnership with

HouseMark 

Book today at housing.org.uk/asset

T: 020 7067 1066 E: events@housing.org.uk



#NHFAsset @natfedevents

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?

Mina Soi-Westby, Head of Property and Maintenance, **York Housing Association**

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?

The top 10 procurement mistakes housing providers are still making, and how to avoid them.

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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 **Exploring the major trends in asset management**

Taking the opportunity to discuss where our sector is currently, the trends in stock rationalisation, and how housing providers are and should be planning for the impact changing demographics will have on the population.

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



PLENARY

16:10 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

Innovation in stock reinvestment

Illustrating the benefits of collaboration and partnerships to help engender a culture of co-operation and fairness, leading to high customer satisfaction, added value and increased quality.

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.

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 Industrial strategy: your role in getting housing on the agenda

One of the cornerstones identified in the Industrial Strategy is place – how should housing associations be collaborating with local industries to ensure they play a key role in enhancing local economies, productivity and prosperity?

15:15 Close of conference

housing.org.uk/asset

[@ events@housing.org.uk](mailto:events@housing.org.uk)

020 7067 1066

Event Support Team, National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY

Book by
17 August
Save £150

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

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

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

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) _____

PAYMENT

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

- I enclose a cheque payable to the National Housing Federation
 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.

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.
 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.

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.

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

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.