asset MANAGEMENT & MAINTENANCE
CONFERENCE + EXHIBITION

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| **DAY ONE** | |
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| 09.00 | Registration and supplier showcase |
| 10:00 | Chair's opening remarks<br>Setting the scene for the discussions to follow during the conference<br>**Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |
| 10:10 | Debate ***(Live streaming)***<br>**How to transform asset management into a value adding function**<br><br>Refocussing asset management on value adding activities is high on the social housing agenda. What does 'value adding' asset management really mean? How is it measured and recognised? And what are the steps to switch from continuous improvement to proactive value creation?<br><br>• **Emma Speight, Executive Director of Assets and Growth, North Star**<br>• **Paul Jenkins, Director of Asset Management and Sustainability, Thirteen Group** |
| 11:00 | Networking break and supplier showcase |
| 11:30 | **BREAKOUT SESSIONS** |

| | **Strategic asset management** | **Contract management and procurement** | **Safety and standards** | **Deep-dive roundtables** |
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| | Spotlight on active asset management ***(Live streaming)***<br><br>A1 **Improving operational efficiency and residential services through stock rationalisation**<br><br>• How do you define your asset strategy?<br>• What are your drivers? Shifting the focus to development and investment<br>• Stock disposals, acquisitions and swaps: risks and rewards<br><br>**Wayne Gethings, Group Chief Executive of the Wrekin Housing Trust**<br><br>**Melissa Madjitey, Associate Director, Affordable Housing Consultancy, Savills**<br><br>**Chair: Jo Barrett, Operation Director, Thrive Homes**<br><br>savills | Expert panel<br><br>A2 **Moving from a transactional relationship to a collaborative partnership with suppliers**<br><br>• How can we leverage additional value from your contracts?<br>• Capitalising on your supply base and the procurement ecosystem<br>• How to make supplier relationship management paramount to the contract's overall success<br><br>**John Wallace, Procurement Director, Metropolitan Thames Valley**<br><br>**Emma O'Shea, Director of Asset and Housing Strategy, Peabody**<br><br>**Cara Wiggins, Commercial Specialist, Strategic Partnering Management, UK Ministry of Defence**<br><br>**Chair: Steve Malone, Managing Director, Procurement for Housing** | Policy update<br><br>A3 **Improving UK building standards: examining the necessary changes and regulatory oversight**<br><br>• Building regulations: current landscape and priorities going forward<br>• Assessing where ownership and responsibility lie: ensure a commitment to quality<br>• The role of a building safety manager<br><br>**Offer Stern-Weiner, Deputy Director, Regulator and Accountability Team, Building Safety Programme, MHCLG**<br><br>**Chair: Victoria Moffett, Grenfell Programme Lead, National Housing Federation** | A4 **Rethinking maintenance: sustaining the asset while meeting tenant demand**<br><br>• Is it the customer or the asset that we should be focusing on and prioritising?<br>• From maintenance/repair to performance<br>• Making your assets work for you and obtaining accurate data to measure how they are performing<br><br>**Jimmy Rogers, Sales and Marketing Director, Castleton.**<br><br>**Emma Richman, Director of Asset, Great Places**<br><br>CASTLETON |
| 12:15 | Networking lunch and exhibitor demos:<br><br>A wasp beats its wings 57,000 times in four minutes. Our four minute Pitch Under the Posts sessions from exhibitors won't be that frenetic but they will give you a short sharp intro to their products and services, which could very well save you time and money. Drop by the rugby posts in the exhibition at 12:30. | | | |

| 13:15 | **BREAKOUT SESSIONS** | | | |
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| | **Strategic asset management** | **Contract management and procurement** | **Safety and standards** | **Deep-dive roundtables** |
| | Spotlight talk<br><br>B1 **Build to rent and asset management implications**<br><br>• How does it change the quality of asset management?<br>• Assessing the commercial drivers: pros and cons<br>• Attracting and retaining residents, creating great living spaces and providing functional efficiency: what's the BTR success formula?<br><br>**James Pargeter, Senior Director, Projects, Greystar Europe**<br><br>**Chair: Jo Barrett, Operation Director, Thrive Homes** | Achiever case study ***(Live streaming)***<br><br>B2 **Procurement little and large**<br><br>• Maximising value for money and driving innovation through contract type, target cost mode<br>• A blended approach of small and large contractors<br>• Managing the supply chain and our unique approach to maximising social value<br><br>**Kirsty Bower, Group Head of Procurement and Commercial Management, Clarion Housing Group**<br><br>**Nick Joslyn, Managing Director, 4i Solutions**<br><br>**James Cousins, Regeneration Director at ENGIE**<br><br>**Sam Hazelton, Operations Director, DW Support Services**<br><br>**Chair: Steve Malone, Managing Director, Procurement for Housing** | In conversation with<br><br>**B3 Building a safety case: hear from an early adopter**<br><br>• Current best practices: what have we learnt so far?<br>• Knowing what good competency looks like<br>• The implementation plan<br>• Improving classification of risk<br><br>**David Watson, Technical Director, Maintenance and Operational Services Division, L&Q**<br><br>**Sue Sutton, Executive Director of Operations, Salix Homes**<br><br>**Chair: Victoria Moffett, Grenfell Programme Lead, National Housing Federation** | B4 **Can 'smart data' lead to more effective asset management?**<br><br>This session will explore the importance of smart data and question whether it can lead to improved asset management. Discussions will include:<br><br>• What internal data sets are held and how they are analysed;<br>• How to store and verify title information;<br>• What external data sets can inform decision making<br><br>**Charles Cleal, Director, Affordable Housing, JLL**<br><br>**Joe Darkins, Head of Product - Residential, JLL**<br><br>**Jeremy Hunt , Partner, Trowers & Hamlins LLP** |

| 14:10 | **BREAKOUT SESSIONS** | | | |
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| | **Strategic asset management** | **Contract management and procurement** | **Safety and standards** | **Deep-dive roundtables** |
| | Achiever case study<br><br>C1 **Shaping customer centric asset management: Targets vs. outcomes**<br><br>In most cases complying with performance targets will deliver the outcomes we want (i.e. safe, decent and affordable homes and neighbourhoods), but where there is conflict between them we can fall short.<br><br>• How targets and outcomes can be in conflict<br>• What can happen when targets win the battle<br>• What we can do to level the playing field<br><br>**Amanda O'Donnell, Senior Asset Manager, Torus**<br><br>**Chair: Jo Barrett, Operation Director, Thrive Homes** | Sector update<br><br>C2 **Investment in existing homes over the next decade**<br><br>Savills present interim findings of the research they're undertaking with the Federation on the future costs of investment in building safety, energy efficiency and a potential Decent Homes 2.<br><br>**Cathy Osborn, Director Affordable Housing Consultancy, Savills**<br><br>**Nick Carlisle, Associate Affordable Housing Consultancy, Savills**<br><br>**John Kiely, Director Delivery & Compliance, Savills**<br><br>**Chair: Victoria Moffett, Grenfell Programme Lead, National Housing Federation**<br><br>In partnership with<br><br>savills | Sector debate ***(Live streaming)***<br><br>C3 **Assessing the needs for a new decent homes standard**<br><br>• One size does not fit all: what will a new decent homes standard look like?<br>• Moving from an asset investment approach around life-cycle replacement<br>• Wake up call for safety improvements<br><br>**Anne McLoughlin, Former Chair, Innisfree HA**<br><br>**Sumitra Gomer Divisional Director of Assets, Waltham Forest**<br><br>**Thomas Fountain, Head of Asset Management, Clarion Housing Group**<br><br>**Malkit Sagoo, Asset Management Director, Platform Housing Group**<br><br>**Chair: Emma Richman, Director of Asset, Great Places** | C4 **Strategic considerations and the challenge of stock rationalisation**<br><br>This session will explore and highlight a number of current challenges and best practice when undertaking large-scale swaps and sales:<br><br>• Tenant engagement and consultation<br>• Dealing with mixed tenure and shared ownership properties<br>• Negotiating perspectives<br>• Keeping control of budgets<br><br>**Jonathan Cox, Partner & Head of Housing, Anthony Collins Solicitors**<br><br>**Ted Pearce, Director Strategic Asset Management, Orbit**<br><br>**Matt Willcox, Head of Strategic Portfolio Management, Orbit** |

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| 14:55 | Networking break in the exhibition |
| 15:30 | Panel debate ***(Live streaming)***<br>**Bridging the gaps between asset and development**<br><br>• Understanding the benefits for a closer collaboration between development and assets<br>• How to break the silos to gain VfM?<br>• Aligning with the organisation ecosystem: connecting stakeholders' needs to third party's capabilities<br><br>**Stephen Lodge, Executive Director of Growth & Development, Yarlington Housing Group**<br>**Paula Heatley, Assistant Director Quality and New Homes, Peabody**<br>**Jack Burnham, Development Director, Thrive Homes**<br><br>**Chair: Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |
| 16:10 | Visionary keynote<br>**Human error, leadership styles and developing a 'just (rather than blame) culture'**<br><br>• We are all designed to fail, so how can we mitigate the risk of making a mistake?<br>• Why can hierarchy be necessary to understanding the weaknesses?<br>• How does your leadership style change under pressure?<br><br>**Matt Lindley, Airline and ex RAF Royal Squadron Pilot, Error Management Expert**<br><br>**Chair: Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |
| 17:10 | Chair's closing remarks<br>**Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |
| 17:15 | Networking drinks and exhibition |
| 18:00 | Casino night<br>Head over to the Ricoh Casino for a little light hearted fun after a long day of learning and sharing. Unwind, yes, but also meet the great and good of the conference in a casino themed evening of food, drinks and music. |

| DAY TWO | |
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| 08:30 | Registration and supplier showcase |
| 08:30 | Breakfast briefing<br>**How dynamic procurement can give your operations team superpowers.**<br><br>In this 45 minute session, we'll discuss how new advances in dynamic procurement can help your organisation.<br><br>Learn how smaller contracts can be used to create a step-change in service; empower tenants, increase satisfaction and drive more efficient operations. We'll look at how technology is the key to unlocking these benefits too, creating simple, powerful ways to fulfil repairs and maintenance work without logistics.<br><br>**Daniel Owens, Head of Business Development, Plentific**<br><br>Plentific |
| 09:30 | Chair's opening remarks<br>**Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |
| 09:35 | Building safety debate ***(Live streaming)***<br>**Managing high quality buildings in the long term: from cultural shift to new expertise**<br><br>Discuss the effects of the Hackitt report, the implementation plan and proposal within the Green Paper on the wider sector. What can you do to ensure the process of designing and building homes improves and how do you embed this in your programmes?<br><br>• **Emma Richman, Director of Asset, Great Places**<br>• **Brent O'Halloran Director of Asset Management, The Hyde Group**<br>• **Sarah Davies, Head of Consultancy, Pennington** |
| 10:20 | Networking break and supplier showcase |

| 11:00 | **BREAKOUT SESSIONS** | | | |
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| | **Strategic asset management** | **Contract management and procurement** | **Safety and standards** | **Deep-dive roundtables** |
| | Spotlight on<br><br>D1 **Using your data to improve VfM**<br><br>• Identifying trends and setting targets<br>• Recognising repair hotspots and developing strategies to address individual and collective issues<br>• Reducing the overall volume of responsive repairs through planned programmes, batched repairs and predictive analysis<br>• Effective procurement<br><br>**Dave Potts, Associate, Housemark**<br><br>**Mike Williams, Relationship Manager - Asset Management, Procurement for Housing**<br><br>**Chair: James Prestwich, Head of Policy, National Housing Federation** | Achiever case study ***(Live streaming)***<br><br>D2 **How long does it take to change a light-bulb? BIM in asset management**<br><br>• Enabling dynamic asset management through BIM<br>• Forecasting life cycle costs and achieving a greater cost certainty for the entire project<br>• Building a case for BIM: does the cost outweigh its benefits?<br><br>**Jayne Lombardi, Head of Health, Safety and Insurance, Orbit**<br><br>**Aleksander Gil, Technician / BIM Manager, BM3**<br><br>**James Banner, Head of Contracts, Orbit**<br><br>**Chair: Emma Richman, Director of Asset, Great Places** | Head to head debate<br><br>D3 **Is insourcing the right answer?**<br><br>For many, the choice to insource maintenance and repair services is becoming an attractive option. It provides the chance to take control of budgets and align strategic goals of a business to its on the ground operations. But is this really the best choice and how do you get the model right?<br><br>**Carl Brazier, Director of Housing and Customer Services Housing, City of Stoke-on-Trent**<br><br>**Steve Wilson, Interim Operations Director, Unitas Stoke-on-Trent**<br><br>**Chair: Steve Ellard, Strategic Asset Manager, Beyond Housing** | D4 **Developing long-term relationships and negotiating better deals with suppliers**<br><br>• From average to successful negotiators: looking at the behaviours<br>• How strategy, tactics, power, preparation, planning, internal mandates and – above all – face-to-face interactions influence outcomes<br><br>**David Freedman, Director of Sales, Huthwaite** |
| 11:45 | Networking break and supplier showcase | | | |

| 12:15 | **BREAKOUT SESSIONS** | | | |
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| | **Strategic asset management** | **Contract management and procurement** | **Safety and standards** | **Deep-dive roundtables** |
| | Horizon scanning debate ***(Live streaming)***<br><br>E1 **Offsite construction and standard design: is this the answer to the housing crises?**<br><br>• Realising the benefits of offsite and the use of standardised components for the asset management industry<br>• The impact on long term management and maintenance<br>• Benefits and pitfalls<br><br>**Dr Gemma Burgess, Acting Director of the Cambridge Centre for Housing and Planning Research (CCHPR), University of Cambridge**<br><br>**Tina Barnard, Chief Executive, Watford Community Housing**<br><br>**Chair: James Prestwich, Head of Policy, National Housing Federation** | Tech case study<br><br>E2 **The future of smart property management: how is technology transforming housing services?**<br><br>• Leveraging digital technology to deliver more inclusive, efficient and cost effective housing services<br>• Pre-emptive maintenance and IoT<br>• How can cloud technology influence business decision making and shape asset management activities?<br><br>**Michael Newey, Group Chief Executive, Broadland Housing**<br><br>**Chair: Tommy Collins, Policy Officer, National Housing Federation** | Expert talk<br><br>E3 **The challenge facing our asset managers: how do we make sure homes and places are fit and sustainable in 2050?**<br><br>• Creating a strategy that prepares assets for a 2050 future<br>• Raising the standard 'a longer term view that starts now'<br>• The importance of collective buy in<br>• Shaping the approach<br><br>**Jesse Meek, Head of Property Asset Management, Sovereign**<br><br>**Mike Victory-Rowe, Director, Box Rocket**<br><br>**Chair: Steve Ellard, Strategic Asset Manager, Beyond Housing** | E4 **Carbon literacy workshop**<br><br>• Understand how the climate crisis affects your organisation<br>• Understand carbon literacy and how it can impact your organisation<br>• Learn how to engage all employees in carbon management<br>• Participate in an interactive session to draw out the challenges and opportunities around carbon literacy in your organisation<br><br>**Sarah McClelland, Environmental Manager, Great Places Housing Group**<br><br>**Rasheed Turabi, Consultant, Inenco**<br><br> |
| 13:00 | Networking lunch and exhibitor demos:<br>A wasp beats its wings 57,000 times in four minutes. Our four minute Pitch Under the Posts sessions from exhibitors won't be that frenetic but they will give you a short sharp intro to their products and services, which could very well save you time and money. Drop by the rugby posts in the exhibition at 13:1530. | | | |

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| 14.00 | Visionary keynote ***(Live streaming)***<br>**Developing a pragmatic, costed energy efficiency strategy for your assets**<br><br>• Future targets: what should we be aiming for?<br>• Tactical approaches: planned programmes, retrofits, specification improvement and targeting fuel poverty<br>• Building an investment case and current barriers: funding, planning and regulatory problems affecting refurbishments<br>• Energy efficiency benefits of MMC/offsite and the ease of asset management from BIM models<br><br>**Sarah Daly, Chief Executive, SD21**<br>**Lynne Sullivan OBE, Chair, Good Homes Alliance** |
| 14:45 | Crystal ball debate ***(Live streaming)***<br>**Innovate. Collaborate. Succeed. Putting the resident at the centre of your strategy**<br><br>• Ensuring that your business objectives are met 5 years after occupation<br>• Co-designing services with residents from the outset<br>• Provide opportunities for tenants to develop new ideas for, or alternative ways of, managing and maintaining homes<br>• Future-proofing your assets and achieving continuous improvement<br><br>**Helen Collins, Director and Head of Housing, Savills**<br>**Samia Badani, Co-Chair Residents Advisory Board, Notting Dale**<br>**Jim Bruckel, Head of Operations and Customer Experience, Yarlington**<br>**Rob Gilham, Corporate Director of Business Strategy and Assets, Walsall Housing Group** |
| 15:30 | Closing remarks<br>**Kevin Williams, Director of Asset and Growth Strategy, Guinness Partnership** |