Annual Conference
and Social Housing Exhibition 2013

18 – 20 September 2013
ICC, Birmingham

Hear from:

Frances Cairncross
Economist and Head of Exeter College

Mark Prisk
Housing Minister

Justin Welby
Archbishop of Canterbury

Mark Easton
Homes Editor BBC

Lord Adonis
Writer and reformer

Campbell Robb
Chief Executive of Shelter

Book today to secure your place

Book now at www.housing.org.uk/events
What will the operating landscape look like over the next five years? How will the social housing sector continue to deliver on its ambitions in the face of continued austerity? Is housing really at the centre of the UK’s political agenda? How do we get Britain building the homes our communities urgently need?

These are just some of the questions we will be asking politicians, expert panels and delegates to analyse and debate at this year’s Annual Conference. So far 2013 has presented some of the most wide-reaching challenges faced by the social housing sector in generations. Welfare reform alone has engendered significant changes to the way associations operate. The localism agenda now tangibly affects the way new housing will be delivered and the sector faces a new way of engaging around delivery and service provision. Add to this a shrinking state and the sector’s continued ambition to invest in communities, and it is clear that housing associations will need to be agile, focused and innovative in response.

This year’s programme has been designed to offer a range of expert and interactive sessions, covering both strategic and practical approaches to the issues facing the sector and individual associations.

As well as providing opportunities to hear from key politicians and sector leaders, the conference enables social housing professionals to share learning, discuss the core issues and plan for the future.

We hope that you find the programme both informative and thought-provoking, and look forward to welcoming you in September.

Yours sincerely,

David Orr
Chief Executive
National Housing Federation

Network and debate with more than 2,000 social housing professionals and hear from an impressive line-up of speakers carefully chosen to inspire you.

- Explore the role of housing in boosting regeneration and growth
- Debate the role of government in tackling the housing crisis
- Gain insight from experts on where the economy stands in 2013 and beyond
- Discuss the living wage, welfare reform, planning and much more
- Find out how others are responding to a changing world
- Meet with your peers from the sector and beyond.

The National Housing Federation would like to thank:

[The Guardian] [24 Publishing]

for supporting the conference and exhibition
Conference highlights

Ministerial address
Housing Minister Mark Prisk on housing and associations’ central role in government plans for economic recovery.

The bigger picture
David Orr on the key issues facing the sector, rising to the challenge and the Federation’s plans to support the sector.

Taking that risk
Professional poker player Caspar Berry on making your own luck in poker, business and life.

Welfare reform
Shadow Secretary of State for Work and Pensions Liam Byrne and Lord German discuss government plans to see through the welfare reform agenda.

Regulation and investment
Incoming HCA chief executive Andy Rose on alternative sources of finance, the Spending Review and supporting the building of market housing.

Society and community
BBC News home editor Mark Easton interviews Archbishop of Canterbury Justin Welby on community resilience, social justice and the respective roles of the church and housing associations.

Planning debate
A discussion with Centre for Cities’ Andrew Carter, CPRE’s Neil Sinden, Policy Exchange’s Alex Morton and HBF’s James Stevens on the role of the planning system and gaining public consent for building.

Capital issues
Channel 4 News social affairs editor Jackie Long hosts a discussion with Lord Adonis and the Mayor of Bristol George Ferguson on the role of cities as engines of growth.

The economy
Newsnight’s Paul Mason and Economist Frances Cairncross on the outlook for UK austerity following the 2015 General Election.

Healthcare debate
Former health minister Paul Burstow and 2gether NHS Foundation Trust chief executive Shaun Clee on supporting healthy lifestyles and the prognosis for the health service.

Networking

All registered participants, speakers and sponsors can get the conversation started on Twitter using #NHF13.

Opening drinks reception
Wednesday 18 September – 17:30 to 18:30
The opening night drinks reception offers conference attendees the opportunity to meet with one another over a glass of champagne and welcome the fresh faces of the sector.

Conference dinner
Wednesday 18 September – 19:30 till late
Join your peers over dinner and drinks to share your thoughts on the first day of the conference, and listen in on writer and broadcaster Simon Fanshawe who will entertain and provoke in equal measure. Places are limited so don’t forget to book early.

Regional drinks reception
Thursday 19 September – 17:15 to 19:30
Attend the regional drinks receptions to wind down and continue conversations from the conference.

Book now at www.housing.org.uk/events
At-a-glance programme

**Wednesday 18 September 2013**

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<td>14:30</td>
<td><strong>Annual General Meeting</strong></td>
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Book today to secure your place
Conference programme

Wednesday 18 September 2013

13:00  Registration and exhibition viewing

14:30  Annual General Meeting

15:15 - 16:00  Taking control of insurance procurement

16:00  Welcome coffee and exhibition viewing

16:30  Sub-plenary sessions

SP1  Divergence – diversification or divestment?

The shrinking state and localism – will housing associations fill the gaps?
- Discuss the implications of a much smaller state for housing associations, tenants and citizens.
- Explore the sector’s potential for playing a bigger role in service delivery.
- Learn from associations already delivering services from education to public health.
- What are the risks associated with trying to fill the gaps?
- What opportunities and challenges exist in the Social Value Act provisions?

Speaker: 
**Chris White MP**, Social Value Ambassador
**Kevin Williamson**, Head of Policy, National Housing Federation

Chair: 
**Sinéad Butters**, Group Chief Executive, Aspire Housing

SP2  Employment and skills

Are parts of the population being failed?
- Is the Government’s work programme and skills agenda on the right track?
- Debate what else can be done to boost employment and ensure people progress to skilled jobs.
- What are the prospects for private sector job growth outside of southern regions?
- What could government and Local Enterprise Partnerships do to stimulate the growth of skilled jobs?

Speakers: 
**Nicola Smith**, Head, Economic and Social Affairs Department, TUC
**Kirsty McHugh**, Chief Executive, The Employment Related Services Association

Chair: 
**Danielle Oum**, Head of Federations Support, Groundwork

SP3  Regeneration and growth

Are Local Enterprise Partnerships the answer?
- Hear how the Government is placing increasing faith in private sector led Local Enterprise Partnerships (LEP) to drive local economic growth.
- Are LEPs confident that investment in housing can help them deliver their objectives?
- The role LEPs might play in the strategic planning and funding of new homes.

Speakers: 
**Ron Dougan**, Chair, Stoke-on-Trent and Staffordshire LEP and Chief Executive, Trent & Dove Housing
**David Frost**, Chair, LEP network

Chair: 
**Nick Horne**, Chief Executive, Arcadia Housing Group

Book today to secure your place
Conference programme

SP4 Regulation and investment
A view from the Homes and Communities Agency (HCA)

- Hear Andy’s thoughts on the Spending Review settlement for housing, where the Sector is heading and what this means for the changing relationships between the HCA and housing providers across the market.
- How the HCA is responding to more for-profit providers of social housing, and more housing associations diversifying their business to grow their commercial activities.
- How the HCA is getting to grips with the need for providers to seek alternative sources of finance to deliver the Affordable Homes Programme and support the building of market housing.
- A look at how the HCA sees their investment, land and regulatory functions evolving.

Speaker: Andy Rose, Chief Executive, HCA

Chair: Keith Exford, Group Chief Executive, Affinity Sutton

18:00 Welcome address
Federation chair’s opening address

With the Comprehensive Spending Review, the first affordable homes programme coming to an end and the introduction of the first tranches of welfare reform, housing associations are facing possibly the most challenging period of their history. They are having to make hard business decisions about where, how and when they invest their resources, while retaining their core values and purpose. As ever, the sector is continuing to deliver high quality services, to innovate, and to provide solutions to help overcome the housing crisis. Hear from Matthew about how housing associations are developing new models to prepare themselves for the future.

Lord Matthew Taylor, Chair, National Housing Federation

18:30 Drinks reception and exhibition viewing

17:30 Ministerial address
Keeping housing at the centre of the political agenda – a view from the Housing Minister

Last year Mark Prisk spoke at our conference literally days into his new post. One year on from taking over as minister responsible for housing, hear about how things are shaping up, the progress of the affordable homes programme, and the current challenges and ideas for future development. With the coalition well into the second half of its term of office, hear how development is still critical to economic recovery at a regional and national level and plans to keep housing and associations central to that recovery.

Mark Prisk MP, Housing Minister

19:30 Conference dinner

This is a great opportunity to wind down and continue conversations from the conference over a meal and inspiring dinner speech. We have lined up writer, broadcaster and award winning comic Simon Fanshawe to give you food for thought on some of the challenges facing the sector. This promises to be a witty and stimulating dinner. Spaces are limited so be sure to book your place.

Simon Fanshawe, Writer and broadcaster.
Thursday 19 September 2013

08:30  Registration, breakfast refreshments and exhibition viewing

09:15  City drivers
Can cities be the engines of growth?

While a third of people in England live in or around our seven largest cities, since the 1950s the share of population in our metropolitan areas has fallen from around 40% to 31%.

- Should the apparent decline of our great cities be reversed and how can it be achieved?
- The global lessons and what an effective industrial policy entails.
- What is the fit between thriving cities and strong Local Enterprise Partnerships?
- What does this all mean for housing policy – what sort of homes and where should they be?

Speakers:
Lord Adonis, Labour Industrial Policy Review Advisor
George Ferguson, Mayor of Bristol

Chair:
Jackie Long, Social Affairs Editor, Channel 4 News

10:15  Coffee break and exhibition viewing

10:45  Healthcare debate
If prevention is better than cure, how can we help the National Health Service heal itself?

- Discover why only 5% of the NHS budget is spent on prevention, even though the costs benefit case is well understood.
- Hear the panel’s prescription for leading the health service down a pathway to prevention rather than cure.
- What is stopping a more fundamental re-engineering of our health services to incentivise and support healthy lifestyles?
- The prognosis for the likely success of setting the health service on this trajectory.

Speakers:
Shaun Clee, Chief Executive, 2gether NHS Foundation Trust
Paul Burstow MP, Former Health Minister

Chair:
Jane Dudman, Editor, The Guardian Public Leaders Network

11:45  Comfort break

12:00  Sub-plenary sessions

SP5  Poverty debate
Can UK poverty ever be history and who has the best ideas?

- Explore the definition and count of poverty – how people are seeing their incomes drop whilst the cost of living rises.
- How education, job and health prospects are shaped by where and to whom we are born.
- What are the most plausible ideas for boosting the prospects of those on low incomes?
- Economic theory and government intervention – debate which are outmoded and should be stopped.

Speakers:
Sam Bowman, Policy Director, Adam Smith Institute
Christian Guy, Managing Director, The Centre for Social Justice
Neil Jameson, Chief Executive, Citizens UK and Founder, Living Wage Foundation

Chair:
Jackie Long, Social Affairs Editor, Channel 4 News

SP6  Welfare reform
Managing the consequences

- A look at how associations have changed their management practices in response to welfare reform.
- Find out how rent collection and arrears management practices are changing.
- What will happen when people cannot cover their rent?
- What guidance and practical support can the advice sector offer landlords and tenants?
- What will happen to people who are evicted?

Speakers:
Campbell Robb, Chief Executive, Shelter
Mark Rogers, Group Chief Executive, Circle Housing Group

Chair:
Mervyn Jones, Chief Executive, Yorkshire Housing
**SP7  The future of housing**

**Radical departures – responding to a changing world**

- Examine how the economic, policy and environmental pressures are affecting housing associations.
- Discuss how housing associations can continue to play a key role in building new homes and investing in communities.
- How can housing associations respond to economic pressures and what do they mean for the future of the sector?
- Are associations' tenants changing and does this mean new governance, regulation and ways of financing?

**Speakers:**
- **Mark Henderson**, Chief Executive, Home Group
- **Paul Tennant**, Chief Executive, Orbit Group

**Chair:**
- **Ruth Davison**, Director of Campaigns and Neighbourhoods, National Housing Federation

**WA  Workshop: Creative thinking and innovation**

Join a team of professional actors in this drama-based workshop that uses scenarios and interactive exercises to provide an engaging and insightful look at the subject area and will get your creative juices flowing.

- Inspiring creative thinking – what is it all about and why is it crucial right now?
- Techniques and behaviours to promote creativity in our organisations.
- Putting creative thinking into practice.
- Exploding the myths and key technique pointers for discussion.

**Russell Watters**, Account Director, Theatre & Development

**13:00  Networking lunch and exhibition viewing**

**14:15  Sub-plenary sessions**

**SP8  New technologies debate**

**Are new technologies providing the right solutions for support services?**

- Is technology substituting the warmth of human contact and compounding isolation?
- Can new technologies help people maintain their independence?
- Using technologies to reduce budgets and abdicate responsibility.
- Are we at risk of overlooking people-based solutions with the advances in technology?
- Can people and technologies complement each other in a way that truly suits older people?

**Speakers:**
- **Raj Shroff**, Head of Supported Housing, Midland Heart
- **Anne-Marie Powell**, Head of Housing Strategy and Commissioning, Birmingham City Council
- **Alicia Wood**, Chief Executive, Housing and Support Alliance

**Chair:**
- **Baroness Jolly**, Co-Chair, Liberal Democrat Parliamentary Committee on Health and Social Care

**SP9  Investment and finance**

**Managing the risk to the sector’s strong financial reputation**

- Find out how many organisations are looking to provide more housing at market prices to meet growing housing needs.
- As welfare reform beds in and direct government investment in housing diminishes, what is the real risk to housing associations’ income?
- Discuss how investors will view the housing association sector in future.
- How will growing housing associations continue to access debt markets at competitive rates?
- Could there be a role for government debt guarantees in the long-term?

**Speakers:**
- **Adrian Bell**, Head of Debt Markets UK, Canaccord Genuity
- **Roshana Arasaratnam**, Vice President, Sub Sovereign Debt, Moody’s

**Chair:**
- **Mark Washer**, Group Finance Director, Affinity Sutton
Conference programme

**SP10  Governance and leadership**

**Defining challenges to build stronger businesses**

- Hear about the implications of facing challenges which could threaten the survival of an association.
- Debate the role of associations’ boards in navigating uncertain times.
- How can executives and boards overcome crises to forge more resilient associations and foster stronger and more creative leadership?
- Gain insight from the lessons learned in turning round an association at the edge of collapse.

**Speakers:**
- **Ian Simpson**, Chair, Sadeh Lok Housing Group
- **Sheron Carter**, Chief Executive, Gateway Housing

**Chair:**
- **Carol Matthews**, Chief Executive, Riverside Group

**WB  Workshop: From instinct to intuition – leading through uncertainty and complexity**

- Moving away from an expert mind-set where every problem can be fixed.
- Developing an exploration mind-set, where challenges are iterative journeys of discovery.
- Developing broader systemic awareness which recognises that no decision or challenge exists in a vacuum and that lasting change requires a broader systemic impact.
- Recognising the new leadership skills required – inquiry, active listening, collaboration and a calm mind.
- Learning how to remain calm in the midst of all the turbulence.

**Richard Izard**, Chief Executive, Organic Leadership

**15:45  Welfare reform**

In the midst of the Government welfare reform agenda, six months into the bedroom tax and on the brink of the roll out of Universal Credit, we will ask our speakers to reflect on what has been achieved thus far. We will also hear their thoughts on the Government plans to see through its welfare reform agenda and whether further tweaks or changes should be considered in light of the unfolding experience of the DWP, claimants and landlords.

**Speaker:**
- **Liam Byrne MP**, Shadow Secretary of State for Work and Pensions
- **Lord German**, Co Chair, Liberal Democrat Parliamentary Committee on Work and Pension

**17:00  The bigger picture**

**Chief executive’s address**

David Orr reflects on key issues raised throughout the conference, giving food for thought on what lies ahead and how the sector can continue to rise to the challenge.

**David Orr**, Chief Executive, National Housing Federation

**17:45  Regional drinks receptions**

**19.30  Close of day two**

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Book now at www.housing.org.uk/events
Conference programme

Friday 20 September 2013

8:30 - 9:20 Fringe events: Managing the impact of welfare reform
The Regulatory Framework

09:00 Registration, breakfast refreshments and exhibition viewing

9:30 Society and community
The Archbishop of Canterbury, Justin Welby, reflects on the present challenges to the economy, social justice and reform, and community resilience. He will also share his views on the roles of the church and housing associations.

Speaker: Justin Welby, Archbishop of Canterbury
Chair: Mark Easton, Home Editor, BBC News

10:15 Planning debate
Let’s get building – breaking down barriers
It is widely agreed that we need to build more homes, but less on how to reach agreement on the role that planning should play.
Is it time for a more frank debate on the need to build on greenbelt, and build the momentum around encouraging the public to say ‘Yes to Homes’.

• Debate the vision of a planning system that can support housing for people across the income spectrum.
• Discuss the challenge identified by a number of politicians on the need to gain public consent for building.
• Can we contemplate new garden cities where green fields and greenbelts now stand?

Speakers: Andrew Carter, Deputy Chief Executive, Centre for Cities
Neil Sinden, Director of Policy and Campaigns, Campaign to Protect Rural England
James Stevens, Strategic Planner, Homes Building Federation (HBF)
Alex Morton, Head of Housing, Planning and Urban Policy, Policy Exchange
Chair: Mark Easton, Home Editor, BBC News

11:15 Coffee break and exhibition viewing

11:45 The economy
Never ending austerity – what lies ahead for the UK economy?
The Chancellor of the Exchequer, George Osborne, claims that austerity may need to last until 2018 and that “the road is longer than anyone hoped”. Welfare reform, the impact on claimants, and deep cuts in capital investment have presented wide-ranging implications for housing associations' businesses. Is more austerity inevitable for the UK after the 2015 general election? How can we chart a course from economic crisis to a sustainable future?

Speaker: Frances Cairncross, Economist and Head of Exeter College, University of Oxford
Chair: Paul Mason, Economics Broadcaster and Author

12:30 Risk taking and decision-making
Making your own luck in poker, business and life
For three years Caspar was a professional poker player in Las Vegas. He has been managing director of a highly successful business and uses game playing to provide practical insights into risk, uncertainty and the science of decision-making. Join Caspar to learn the difference between a calculated risk and a gamble, how to balance short and long-term goals and how to make the most of opportunities. Find out just how much how risk-embracing behaviour can pay substantial dividends.

Caspar Berry, Former Poker Player

13:15 Close of conference

Follow us on twitter to get the latest speaker announcements #NHF13
Fringe sessions

Wed 18 September, 15:15 to 16:00

Insurance procurement
Taking control of your insurance procurement
• Navigate the complexities of procurement – making informed decisions
• Stay in control of your insurance – procurement tips and longer term strategies
• Understand the social housing insurance market and the different providers
• Maximise competition in the market and achieve the best possible terms

Jeremy Flint, Insurance Risk Consultant, National Housing Federation Insurance Services

Friday 20 September, 8:30 to 9:20

Riverside
Breakfast roundtables
Managing reality – the impact of welfare reform in challenging times
Join JRF and Riverside for breakfast and coffee to discuss the impact of financial change through a period of austerity and major welfare benefits reform.
• How tenants lives have been affected.
• What is the impact on social landlords and the wider implications for housing and welfare policy?
• Look at anti-poverty landlord options, draw on experiences of landlords since April 2013 and discuss practical support measures.

John Hocking, Executive Director, JRHT
Paul Dack, Director of Finance, JRF
Hugh Owen, Director of Policy and Communication, Riverside

The Regulatory Framework
Hear first-hand from Julian and Matthew on the thinking behind the proposed changes to the Framework, their reaction to discussion responses and the likely next steps. How can providers ensure they meet the new requirements, ensure social housing assets are safe, and continue to develop and diversify? With a formal consultation document being issued later this year, this is an opportunity to meet with the regulator and help shape the future of social housing regulation.

Julian Ashby, Chair, HCA Regulation Committee
Matthew Bailes, Director of Regulation, HCA
Social Housing Exhibition 2013
18-20 September ICC Birmingham

Visit the UK’s leading exhibition for housing associations

Meet 130 of the sector’s leading suppliers as they showcase the latest products and services and offer free expert advice.

Attend free seminars and keep up-to-date on the latest legislation and best practice.

Join free drop in sessions for advice and information about the latest solutions and thinking covering many areas of your work.

Network with exhibitors and peers at complimentary networking receptions.

Register for free and find out more at www.socialhousingexhibition.co.uk

Exhibit or sponsor
Each year over 2,000 housing professionals attend this highly regarded event as either delegates or visitors. Exhibiting or sponsorship offers the perfect platform to engage effectively with decision-makers and achieve your objectives in the sector. Packages start at just £1,340 + VAT offering an exceptional return on investment.

The event has been running for over 50 years and last year’s was the best yet.

“A fantastic exhibition with great support”
Jay Rana, Communications Officer, Adullum Homes

“Great opportunity to meet a vast amount of contacts in the sector”
Eddie Ryce, Business Development, Learning Pool

“Successful conference has given us some great leads”
Ingnil Dzenis, Standards Advisor, Centre for Partnership

“Good conference this year. Foremarke Exhibitions team very helpful and informative as always. Recommended!”
Andy Carapieg, Director, Media Friendly

“Great service and location”
Jenny Shanks, Senior Sales Consultant, Simplyhealth

“The exhibition workshops were a big bonus for us this year and helped us promote our services to new customers”
Julian Beaney, Head of Business Improvement, Service Matters,

“Excellent staff and very well organised team.”
John Robertshaw, Director, Customer Metrics

To find out more about getting involved please contact Foremarke Exhibitions on 020 8877 8899 or housing@foremarke.uk.com

www.socialhousingexhibition.co.uk
Federation books

Countering fraud
A guide for housing association board members
Written by specialists and designed to help housing associations and their boards protect themselves against fraud, this guide:
• provides practical advice on implementing a counter-fraud framework
• advises on how to pre-empt and react to fraud, and avoid reputational damage.

Code of conduct 2012
With good practice for members
Our reformatted, expanded and updated code and its associated guidance is designed to help organisations achieve the highest standards of conduct:
• content can be licensed electronically
• appendices are available for members to download separately.

Localism Act 2011
Housing and planning – a guide for housing associations
• Explains and analyses the act’s impact on the housing sector.

Housing jargon (7th edn)
• Contains simple definitions of housing terms, phrases and acronyms.

Leadership and control
A governance manual for board members
• Covers the importance of regulation and accountability and the framework for delegation.

How to order:
online: www.housing.org.uk/publications
email: bookshop@housing.org.uk
tel: 020 7067 1066

Continuing Professional Development (CPD)
National Housing Federation provides CPD selfcertification to our delegates. CPD offers enhanced job satisfaction and control over your own development.

To find out more about CPD and the CPD Certification Service call 020 8840 4383, email info@cpduk.co.uk or visit www.cpduk.co.uk. Attendance certificates and self-assessment forms will be available at the conference.
Conference fees and booking information

How to book your place

Online with credit/debit card at www.housing.org.uk/events

Fax the completed booking form to 020 7067 1015

Email a scanned copy of the booking form to events@housing.org.uk

Call our Business Sales and Support team on 020 7067 1066 with a credit/debit card

Mail the completed form along with your full payment to:
Business Sales and Support, National Housing Federation, 25 Procter Street, London, WC1V 6NY

You can download extra copies of the booking form from our website at www.housing.org.uk/events

Delegate fees

The conference fee includes attendance at all sessions, refreshments, lunches and drinks receptions on day[s] booked. Accommodation and dinner are not included.

Full ticket

<table>
<thead>
<tr>
<th>Role</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>Member</td>
<td>£830</td>
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<tr>
<td>Associate member</td>
<td>£955</td>
</tr>
<tr>
<td>Non-member</td>
<td>£1040</td>
</tr>
<tr>
<td>Dinner attendance</td>
<td>£95</td>
</tr>
</tbody>
</table>

Day ticket

<table>
<thead>
<tr>
<th>Role</th>
<th>Wed 18 Sept</th>
<th>Thurs 19 Sept</th>
<th>Fri 20 Sept</th>
</tr>
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<tbody>
<tr>
<td>Member</td>
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<td>£495</td>
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<tr>
<td>Associate member</td>
<td>£385</td>
<td>£575</td>
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</tr>
<tr>
<td>Non-member</td>
<td>£415</td>
<td>£625</td>
<td>£415</td>
</tr>
<tr>
<td>Dinner attendance</td>
<td>£95</td>
<td></td>
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</tr>
</tbody>
</table>

Places are subject to availability and early booking is advised. Please ensure that the names of individual delegates are included as you would like them to appear on the delegate list and their name badge. You should also indicate each delegate’s breakout session preferences. Please note that any delegates whose bookings are received after 4 September 2013 may not appear on the final delegate list.

Session choices

Places at all sub-plenaries and breakout sessions will be allocated on a first-come, first-served basis. Failure to book your choice may mean you are not allowed in to the room on the day.

Annual General Meeting

The Annual General Meeting of the National Housing Federation will be held at 14:30 on Wednesday 18 September 2013. Please ensure you tick the box on the conference booking form if you will be attending this meeting.

Venue and travel information

The conference is held at the International Convention Centre (ICC). Located in the centre of Birmingham, it has excellent road, rail and air links. Joining papers are available on the Federation’s website www.housing.org.uk/events.

Accommodation

The Birmingham Convention Bureau has negotiated special rates on behalf of the Federation. Please contact them directly with your requirements. You can book by calling Accommodation Services on 0844 888 3052 or visit www.meetbirmingham.com/NHF2013. Please note that all rooms and rates are subject to availability and cannot be guaranteed once an allocation has been sold or released. Allocations will be released on 21 August 2013. Book early to avoid disappointment.

Inserts in conference packs

Contact the marketing team at marketing@housing.org.uk to include a publicity leaflet about your organisation in our delegate packs from £685 + VAT.

Payment

Please complete the conference booking form and send with a cheque or BACS payment to the National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY, or call the Business Sales and Support Team on 020 7067 1066 with your credit card details. All BACS orders should be accompanied by the transfer remittance note, quoting ANNUAL0913DM. Alternatively you can book online with a debit or credit card for a quick and easy way to confirm your place[s]. ALL BOOKINGS MUST BE MADE WITH FULL PAYMENT.

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.
Annual Conference and Social Housing Exhibition
18 – 20 September 2013
ICC, Broad Street, Birmingham B1 2EA

Booking instructions
For postal, email and fax bookings, complete this form and return with full payment. Please read the conference and booking information before making your booking(s). Complete one form per delegate in BLOCK CAPITALS.

You can now reserve more than one delegate place online. Please visit our website at www.housing.org.uk/events to download extra copies of the programme and booking form.

Delegate name ...............................................................................................
Job title ..............................................................................................................
Organisation ....................................................................................................
Address ..............................................................................................................
...............................................................................................................................
Email ...................................................................................................................

You must supply your email address so you can receive your joining papers
Tel ........................................................Fax .........................................................
Contact email (if different) ........................................................................
Contact name (if different) ........................................................................

Where did you hear about the conference?
Direct mail   Email / web   Telephone
Inside Housing   Employer
Other (please specify)

Please tick if you would like to receive Federation News, the free email news bulletin service.

My dietary requirements (eg, vegetarian/vegan/other) are:

Delegate fees
The conference fee includes attendance at all sessions, refreshments, lunches and drinks receptions on day(s) booked. Accommodation and dinner are not included in your conference package.

Full ticket
Member £830
Associate member £955
Non-member £1040

Dinner attendance £95

Day ticket  Wed 18 Sept  Thurs 19 Sept  Fri 20 Sept
Member £335   £495   £335
Associate member £385   £575   £385
Non-member £415   £625   £415

Payment (please tick as applicable)

I understand that payment must be made at the time of booking
I enclose a cheque payable to the National Housing Federation
I have paid by BACS and attach the remittance advice (Please quote ANNUAL0913 on all BACS transmissions).

National Housing Federation bank account details are: LloydsTSB, Kings Cross Branch, 344 Grays Inn Road, London WC1X 8BX. Federation Sort Code: 30-94-73
Account No. 00113238

Please debit my debit/credit card:
Visa  Mastercard  Maestro  Solo  Electron
Card Number
Start Date / Expiry Date / Issue no (debit cards only)  3 digit security code
Name on card:
Card holder’s signature:
Date:

DATA PROTECTION
The National Housing Federation gathers personal data in accordance with the Data Protection Act 1998. This information may be forwarded to third parties to be used for marketing purposes or for mailing information about goods and services that may be of interest.

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

Please tick the box if you do not wish to have your details passed to selected third party organisations.

CANCELLATIONS
All cancellations must be made in writing. Cancellations will be charged a £55 administration fee. The full fee is payable for any cancellations received after 4 September 2013. Please return to: Business Sales and Support Team, National Housing Federation, Lion Court, 25 Procter Street, London WC1V 6NY. Please note that any delegates whose bookings are received after 4 September 2013 may not appear on the final delegate list.

Source code: ANNUAL0913DM
The National Housing Federation is the voice of affordable housing in England. We believe that everyone should have the home they need at a price they can afford. That’s why we represent the work of housing associations and campaign for better housing.

Our members provide two and a half million homes for more than five million people. And each year they invest in a diverse range of neighbourhood projects that help create strong, vibrant communities.

Forthcoming events

**Board Members Conference and Exhibition**
7 - 8 February 2014,
The Grange St Paul’s Hotel, London

**Leaders’ Forum and Exhibition**
24 - 25 February,
The Grange St Paul’s Hotel, London

**Housing Finance Conference and Exhibition**
19 - 20 March,
University of Warwick, Coventry

For a brochure on any of these events visit [www.housing.org.uk/events](http://www.housing.org.uk/events) or email marketing@housing.org.uk stating the conference name and we will send you information.

For details of all our forthcoming events and for the latest news and policy updates visit the National Housing Federation’s website [www.housing.org.uk](http://www.housing.org.uk)