ASSET Management Maintenance Conference + Exhibition 2017
19-20 September | ICC | Birmingham

Raising quality and standards - driving efficiency and innovation

Book today at housing.org.uk/asset
T: 020 7067 1066 E: events@housing.org.uk
Asset management and maintenance are changing. The challenges of current and future operating environments make a strategic approach essential, and recent tragic events mean you have a crucial role to play in making sure that your stock is safe for your tenants.

We believe there also is a big opportunity for asset managers to become enablers in their organisation. To champion raising the quality and standard of the properties you maintain while still working as efficiently as possible and saving your business from costly repairs, which drain resources.

Our Asset Management and Maintenance Conference sessions are designed to help you do just that. Whether it’s by harnessing the power of data and technology, shifting from reactive to pre-emptive maintenance or by entering into new kinds of partnership and joint ventures with suppliers, innovation is the way forward.

New for 2017

- Hear from leading housing associations delivering innovative ways of working
- New interactive formats including workshops, panel discussions and showcases
- Practical hands on guidance, strategic information and a space to exchange diverse ideas, opinions, skills and experience
- Plus, we’ve lined up a keynote address from the Housing Minister

28 speakers
15 sessions
11 hours of dedicated networking

2017 is completely dedicated to asset management and maintenance professionals and suppliers working in the field of housing asset management, maintenance and repairs.

Unique networking opportunities

The conference is running alongside our leading Annual Conference and Housing Exhibition, giving you the perfect opportunity to network with 2000+ senior housing leaders from across the UK.

Meet a range of suppliers in the dedicated Asset Management, Maintenance and Repairs Exhibition Zone, allowing you to get personalised advice and discover the latest trends from specialists in the field.
EXHIBITION

The highly regarded exhibition has been running for 25 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.

To book or find out more about exhibiting contact Phil Keith, Julian Hurst or Adrian Durr at Foremarke Exhibitions on 020 8877 8899 or housing@foremarke.uk.com

SPONSORSHIP

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

Contact Amit Kotecha on 020 7067 1148 or amit.kotecha@housing.org.uk for more information.

Housing Exhibition

NETWORK WITH THE PEOPLE THAT MATTER

Attend the free exhibition, co-located with Annual Conference, Asset Management and Maintenance Conference and Young Leaders Experience to network with 2000+ housing professionals.

Get strategic guidance, practical information and case studies on key sector issues with free seminars including:

- Achieving an effective and affordable balance of responsive repairs to planned maintenance
- Enabling agile working and workforce mobility
- Delivering active asset management
- Innovative solutions for tackling condensation and mould
- Social purpose versus commerciality
- Realising the benefits of smart appliances and the Internet of Things in housing to deliver savings
- Supporting the delivery of digitally driven transformation
- Using predictive analytics to deliver better maintenance and repairs

Go to housing.org.uk/asset to find out more
09:00  Registration and networking in the Housing Exhibition

10:00  Chair’s opening remarks
Helen Collins, Head of Housing Consultancy, Savills

10:10  Developing a strategic approach to asset management
- Understanding the changing operating environment and exploring why efficient asset management and maintenance are now so important
- Investing in driving up the standards, quality and safety of maintained assets
- Changing how asset management is perceived
- Integrating change in asset management and maintenance with wider business transformation to achieve efficiencies
- Linking in with the delivery of development ambitions
Rob Young, Group Chief Executive, Torus

10:40  Assessing and demonstrating efficiency and value in asset management
- Quantifying the contribution of efficient asset management and maintenance to achieving overall efficiency and value for money
- Ensuring that quality, standards and safety are essential elements in the assessment of efficiency and value
- Developing the sector’s ability to compare performance while driving value for money
- Financial efficiency versus social value – creating a wellbeing valuation tool to apply a monetary wellbeing value to repairs, retrofit and regeneration
- Exploring the effective asset management efficiency indicators within the Sector Scorecard
Alex Willey, Head of Regeneration Projects, Clarion Housing Group
Jennifer Scarlett, Benchmarking Manager, Home Group

11:10  Refreshments and networking in the Housing Exhibition

11:40  Delivering active asset management
- Responding to cost pressures by releasing value from existing stock
- Understanding the changes to the disposals regime following de-regulation and exploring the new notifications scheme
- Tracking net present values, disposing of the poorest performing stock and reinvesting
- Alternative approaches to assessing stock condition and performance
- Should we be swapping tenures rather than just selling on?
George Paterson, Group Director of Property Services, Together Housing Group
Wayne Gethings, Managing Director, The Wrekin Housing Trust

12:30  Achieving best value through efficient procurement and contracting
- Do frameworks actually work in delivering efficiency and value for money?
- Prioritising safety over savings
- Using an evidence based approach to determine the most appropriate procurement model
- Under what circumstances is individual procurement and contracting a better option?
- Achieving greater savings through better negotiation and scrutiny of supply chain costs
- Local versus national procurement – what are the benefits and drawbacks of each?
- Understanding how to measure the social value of procurement
- Delivering more efficient contract management systems and creating new contract management systems
Michael Williams, Relationship Manager, Asset Management, Procurement for Housing
Andrew Van-Doorn, Chief Executive, HACT

13:00  Asset management in mixed tenure developments
- Exploring equity in relation to maintenance and repairs in mixed tenure developments
- Designing out high maintenance and management costs in new developments
- Developing a level of service appropriate to each development
- Balancing the provision and management of leaseholder services and costs and developing a successful leasehold management strategy
- Ensuring successful recovery of expenditure for major works
- Exploring the administration of sinking funds
Alex Burton, Partner, calfordsadden
Michael Cleaver, Director, The Housing Forum

13:30  Lunch and networking in the Housing Exhibition

14:30  How best to respond to the Grenfell Tower tragedy
- The Building Regulations - what they say and why we are in the current situation
- Identifying the key routes to compliance
- Examining other guidance available
- Analysing the results from Government tests
- Exploring the alternative to ACM
David Metcalfe, Director, The Centre for Window and Cladding Technology

15:15  Refreshments and networking in the Housing Exhibition

Book now: housing.org.uk/asset  Call: 020 7067 1066  Email: events@housing.org.uk
Panel Discussion: Innovative solutions to increase energy efficiency and prevent fuel poverty
- Placing sustainability at the heart of your asset strategy and ensuring it informs your planning around stock management
- Creating warm healthy homes - preventing fuel poverty by meeting ECO programme targets
- Exploring the funding available to address poorer performing stock
- Integrating large-scale retrofit into the regeneration agenda - developing and testing new models
- Using Smart Meters to deliver energy efficiency
- Innovative solutions to tackle condensation and mould
- Delivering decarbonisation – creating a strategy to take gas out of homes over 30 years

Richard Mellish, Deputy Director – Home and Local Energy, Department for Business, Energy and Industrial Strategy
Richard Twinn, Policy Advisor, UK Green Building Council
John Barnham, Head of Sustainable Investments, Orbit Group

Delivering Energiesprong in the UK
- Stimulating a ‘game-changing’ housing refurbishment sector in the UK
- Making net-zero energy housing a reality by delivering innovative, retrofitting of homes and super insulated panels
- Creating a unique financial model which generates cashable savings to reinvest in further installations

Nicholas Doyle, Market Development Team, Energiesprong UK

Realising the power of big data in housing to inform your investment cycles
- Delivering a step change in operations - embedding IT and analytics at the core of your business
- Aggregating the data you hold to understand your tenants and deliver tailored services
- Gathering data to determine whether the frequency of responsive repairs is linked to the planned maintenance investment cycle
- Achieving savings through a data-driven review of your maintenance investment cycle
- Utilising predictive analytics to plan and deliver asset management and maintenance
- Panoramic portfolio management: more information, more perspectives, better outcomes

Helen McGregor, Director of Strategy and Investment, Notting Hill Housing Group
Amanda O’Donnell, Senior Asset Manager, Liverpool Mutual Homes
Mary-Kathryn Rallings Adams, Deputy Chief Executive, HACT

Innovation showcase - digital transformation of asset management and maintenance
- Shifting to on-line self-serve and digital by default to reduce transaction costs
- Delivering savings through workforce mobility and agile working
- Exploring the business case for sensors
- How condition based reporting can increase property lifecycles and achieve savings
- Realising the benefits of smart appliances and the Internet of Things to drive down maintenance costs
- Exploring the Smart Home and what this will mean for landlords

Nick Atkin, Group Chief Executive, Halton Housing Trust
Julie Leo, Director of Customer Experience, Bromford
### Exploring new models and quality standards for maintenance and repairs

- The Hyde Quality Standard - giving residents choice when their homes are modernised and saving money in the process
- Riverside’s new approach to asset management
- Establishing a proactive and pre-emptive approach to maintenance
- Using a patch based holistic model for repairs teams
- The Decent Homes Standard – does it still add value and is a standard based on components still useful?
- Shifting from reactive to pre-emptive asset management and maintenance - how to deliver this in practice
- Creating a new approach to neighbourhood planning

**Patrick Chauvin**, Head of Neighbourhood Planning, Clarion Housing Group  
**James Shaw**, Director of Property Services, Hyde Group  
**Ian Gregg**, Executive Director of Asset Services, Riverside Group  
**Jeremy Kape**, Property Director, Anchor Group

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**NEW FOR 2017: ACCESS TO THE NATIONAL HOUSING FEDERATION ANNUAL CONFERENCE KEYNOTE**

**Creating our future**  
(Part of the Annual Conference in Hall 1)

- Opportunity, ambition and purpose
- Creating ideas to change the world
- Investing in future skills and talent
- Managing your assets efficiently and effectively and delivering a high quality service to customers
- What is the future of rent setting?
- Addressing sector wide identity issues – what kind of businesses do we really want to be?

**David Orr**, Chief Executive, National Housing Federation  
**Alok Sharma MP**, Minister of State for Housing and Planning, Department for Communities and Local Government

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14:45 Refreshments and networking in the Housing Exhibition  
15:15  
15:45 Lunch and networking in the Housing Exhibition  
16:10 Close of conference
Do you know someone who has an appetite for becoming the next leader in housing?

Our Young Leaders Experience is an opportunity for the next generation of housing professionals to raise their profile in the sector and enhance their careers.

It’s about those individuals who have aspiration, ambition and appetite for a challenge - there’s no age limit!

If you know someone in your organisation who would benefit from attending please pass the message on or visit www.housing.org.uk/youngleaders to find out more.

Asset Management Pack

This pack supports sound business planning and the development of new and creative approaches to leadership to address the needs of customers and neighbourhoods.

Titles include:

- Contract management
- Stock condition surveys
- Repairs and maintenance
- Managing the assets
- Procurement in practice
- Understanding development appraisal.

For more details visit www.housing.org.uk/assetpack or email bookshop@housing.org.uk
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Where did you hear about the conference?
☐ Direct mail  ☐ Email  ☐ Web  ☐ Telephone  ☐ Employer  ☐ 24housing  ☐ Federation external affairs manager  ☐ Other (please specify)

Delegate fees
The conference fee includes attendance at all sessions, refreshments and lunch on both days. It also includes the conference networking evening on Tuesday 19 September. Accommodation is NOT included and should be booked separately.

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Payment
Total payment £_______________

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 AMM0917 on all BACS transmissions]
National Housing Federation bank account details are: Lloyds, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 6BX
Federation Sort Code: 30-94-73 Account No. 00113238

☐ If you would like to pay by debit/credit card please tick the box and we will contact you to take payment (We do not accept Diners Card or AMEX)

ALL CANCELLATIONS MUST BE MADE IN WRITING. Cancellations will be charged a £150 administration fee. The full fee is payable for any cancellations received after 18 August 2017.

Accommodation
MICE Concierge have exclusive accommodation rates at all surrounding Birmingham hotels. Book online at www.miceconcierge.com/events/Asset17

Train discount
Get 25% off train travel with Virgin Trains Advance Fares. Go to virgintrains.co.uk/nec