

NATIONAL
HOUSING
FEDERATION

ASSET Management Maintenance CONFERENCE + EXHIBITION

2017

19-20 SEPTEMBER | ICC | BIRMINGHAM



Raising quality and standards - driving efficiency and innovation

Conference and Exhibition guide

Media partner



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Asset Management and Maintenance Conference and Exhibition

Dear Delegate,

Welcome to the National Housing Federation's Asset Management and Maintenance Conference and Exhibition 2017. This year, Brexit is starting to become a reality and the political turmoil, following an inconclusive General Election is ongoing. However, it is the fire at Grenfell Tower and its aftermath that has redefined our landscape. While it is still too soon to provide answer the biggest questions this tragedy poses, we hope the Conference is a forum for us to reflect together and start to formulate a set of meaningful responses to ensure an awful event like this never happens again.

You will notice some changes to the conference. This year we are completely focused on asset management and maintenance, and we hope to address the issues that matter to you. A key theme across both days, is how we use innovation to drive transformation within our sector and we will be hearing exciting examples of disruption and innovation from within housing and from outside the sector. We are also delighted to be using the conference as the platform to launch our new programme, Creating the Future, which will harness the innovation within housing to deliver ideas that will change the world. Look out for more information over the next couple of days and be prepared to have fun!

Over these two days we are also joined by 250 aspiring future sector leaders, who are attending our Young Leaders Experience. We've encouraged them to actively network so please look out for delegates wearing yellow badges, make them feel welcome and share your insights with them.

Most importantly, even in these challenging times, our Asset Management and Maintenance Conference is a time to celebrate achievements, have lively debates and catch up with colleagues old and new. Working collaboratively to ensure that now and in the future, everyone in the country has the opportunity to live in a quality home they can afford.

Yours sincerely,
David Orr, Chief Executive
National Housing Federation

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Wi-Fi

ICC_FREE WIFI
No password required

Need to charge your phone?

Use the charging stations in the Exhibition's delegate lounge

Please wear your badge at all times.

All delegate catering will be served during the dedicated breaks from the catering points in the exhibition in Hall 3. The lounge area will serve coffee throughout the day



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Programme: at a glance

Day 1: Tuesday 19 September

- 09:00 Registration and networking in the Exhibition
- 10:00 **Chair's opening remarks** 
- 10:10 **Developing a strategic approach to asset management**
- 10:40 **Assessing and demonstrating efficiency and value in asset management**
- 11:10 Refreshments and networking in the Exhibition
- 11:40 **Delivering active asset management**
- 12:30 **Achieving best value through efficient procurement and contracting**
- 13:00 **Asset management in mixed tenure developments**
- 13:30 Lunch and networking in the Exhibition
- 14:30 **How best to respond to the Grenfell Tower tragedy**
- 15:15 Refreshments and networking in the Exhibition
- 15:45 **Innovative solutions to increase energy efficiency and prevent fuel poverty**
- 16:45 **Delivering Energiesprong in the UK**



NETWORKING: Join everyone for drinks in the Exhibition from 17:45

From 18:30 socialising will continue at Pitcher and Piano in Brindley Place at the networking drinks reception.

Day 2: Wednesday 20 September

- 08:30 Registration and networking in the Exhibition
- 09:30 **Chair's opening remarks** 
- 09:40 **Offsite construction, asset management and maintenance**
- 10:10 **Realising the power of big data in housing to inform your investment cycles**
- 11:10 Refreshments and networking in the Exhibition
- 11:40 **Innovation showcase - digital transformation of asset management and maintenance**
- 12:40 Lunch and networking in the Exhibition
- 13:40 **Exploring new models and quality standards for maintainance and repairs**
- 14:45 Refreshments and networking in the Exhibition
- 15:15 **Creating our future** (Part of Annual Conference in **Hall 1**)
- 16:00 Exhibition closes
- 16:10 Close of conference

All sessions (unless stated) will take place in **Hall 5**. Lunch and refreshments will be served in the **Exhibition (Hall 3)**

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NATIONAL HOUSING FEDERATION
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NATIONAL HOUSING FEDERATION

Welcome to our futures programme – a new strategy to co-create groundbreaking new ideas that help us tackle the big challenges of the future.

Many housing associations are already innovating, and we know that each and every one of you has even more ideas you could share.

Visit the Federation exhibition stand to start sharing your ideas.

IDEAS LABS

After Annual Conference, we'll be hosting a series of Ideas Labs. These facilitated workshops run across the country will generate and capture new ideas from staff at all levels.

We want chief executives to nominate a 'futures champion' for their organisation who will attend one of the Ideas Labs.

We're looking for people who think differently. From young leaders to housing officers to chief executives, we want to gather a dynamic mix of people and roles.

Nominate your futures champion at www.housing.org.uk/futureschampions

Together, we'll be ready to face the challenge of creating our future.

To find out more go to www.housing.org.uk/creatingourfuture

TUESDAY 19 SEPTEMBER

All sessions will take place in **Hall 5**. Lunch and refreshments will be served in the **Exhibition (Hall 3)**

09:00 Registration and Exhibition opens

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

Jennifer Scarlett, Benchmarking Manager, **Home Group**
Alex Willey, Head of Regeneration Projects,
Clarion Housing Group

11:10 Refreshments and networking in the Exhibition

11:40 **Delivering active asset management**

- Responding to cost pressures by releasing value from existing stock
- Churning stock to achieve portfolio efficiency
- Releasing value from existing stock to reinvest in new homes
- 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
- How to undertake resident consultations
- Should we be swapping tenures rather than just selling on?

Wayne Gethings, Managing Director,
The Wrekin Housing Trust
George Paterson, Group Director of Property Services,
Together Housing Group

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

Andrew van Doorn, Chief Executive, **HACT**
Mike Williams, Relationship Manager, Asset Management,
Procurement for Housing

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, **calfordseaden**
Michael Cleaver, Director, **The Housing Forum**

13:30 Lunch and networking in the 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 Exhibition



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15:45 **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

John Barnham, Head of Programmes and Planning, **Orbit Group**
Richard Mellish, Deputy Director - Home and Local Energy, **Department for Business, Energy and Industrial Strategy**
Richard Twinn, Policy Advisor, **UK Green Building Council**

16:45 **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**



NETWORKING: Join everyone for drinks in the Exhibition from 17:45

From 18:30 socialising will continue at **Pitcher and Piano** in **Brindley Place** at the networking drinks reception.

WEDNESDAY 20 SEPTEMBER

All sessions will take place in **Hall 5**. Lunch and refreshments will be served in the **Housing Exhibition (Hall 3)**

08:30 Registration and Exhibition opens

09:30 **Chair's opening remarks**
Cathy Osborn, Director, Housing Consultancy, **Savills** 

09:40 **Offsite construction, asset management and maintenance**

- Can offsite construction of new homes solve public sector housing problems?
- Exploring the life cycle performance of off-site constructed buildings
- Understanding the safety implications of building homes in new ways
- The asset management and maintenance challenges and opportunities presented by modern methods of construction (MMC)
- Will factory finished standards lead to lower levels of maintenance and repairs?
- Exploring the specific maintenance issues with each of the different methodologies

Tony Woods, Technical Manager, **LHC**

10:10 **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
- Undertaking a data gathering exercise 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
- Creating a data standard for the sector

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**

11:10 Refreshments and networking in the Exhibition

11:40 **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**

12:40 Lunch and networking in the Exhibition

13:40 **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**
Ian Gregg, Executive Director of Asset Services, **Riverside Group**
Jeremy Kape, Property Director, **Anchor Group**
James Shaw, Director of Property Services, **Hyde Group**



14:45 Refreshments and networking in the Exhibition

15:15 **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

MINISERIAL KEYNOTE

16:00 Exhibition closes

16:10 Close of conference

Sessions and speakers are subject to change when going to print. For the full timetable please refer to the nhfevents app.

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Learn from the UK's Leading Minute-Taking Specialist!

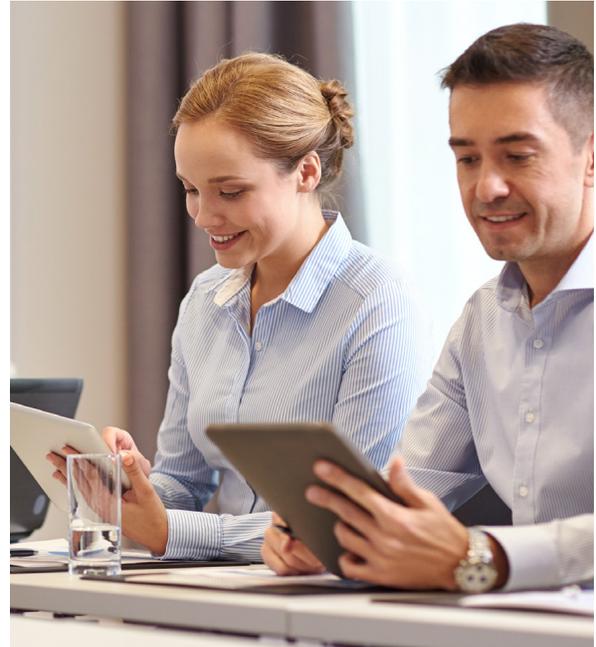


Join us at **Seminar Theatre B** on **September 19** at **14:00-14:45** and learn about the best practices when it comes to minute-taking. Plus get an exclusive minuting guide designed for housing associations.

A Matter of Minutes

Recent events have pushed organisations from all parts of the housing sector to look again at the reasons for decisions taken; from board minutes concerning governance and strategy to business minutes for financial and operational decisions. If those minutes do not prove an uncomfortable read, it is important that they follow the 'Ten Minute Essentials'.

Joanna Gutmann is a specialist trainer in minute-taking, working across the housing, local government, education and health sectors; she is the author of the Kogan Page book, Taking Minutes of Meetings. In this 45-minute session, she will give an overview of the ten key 'essentials' of good minutes and explain their relevance. Joanna normally only teaches these methods in exclusive training sessions, so don't miss out!



A Matter of Minutes
 September 19 at 14:00 - 14:45
 Seminar Theater B, ICC Birmingham



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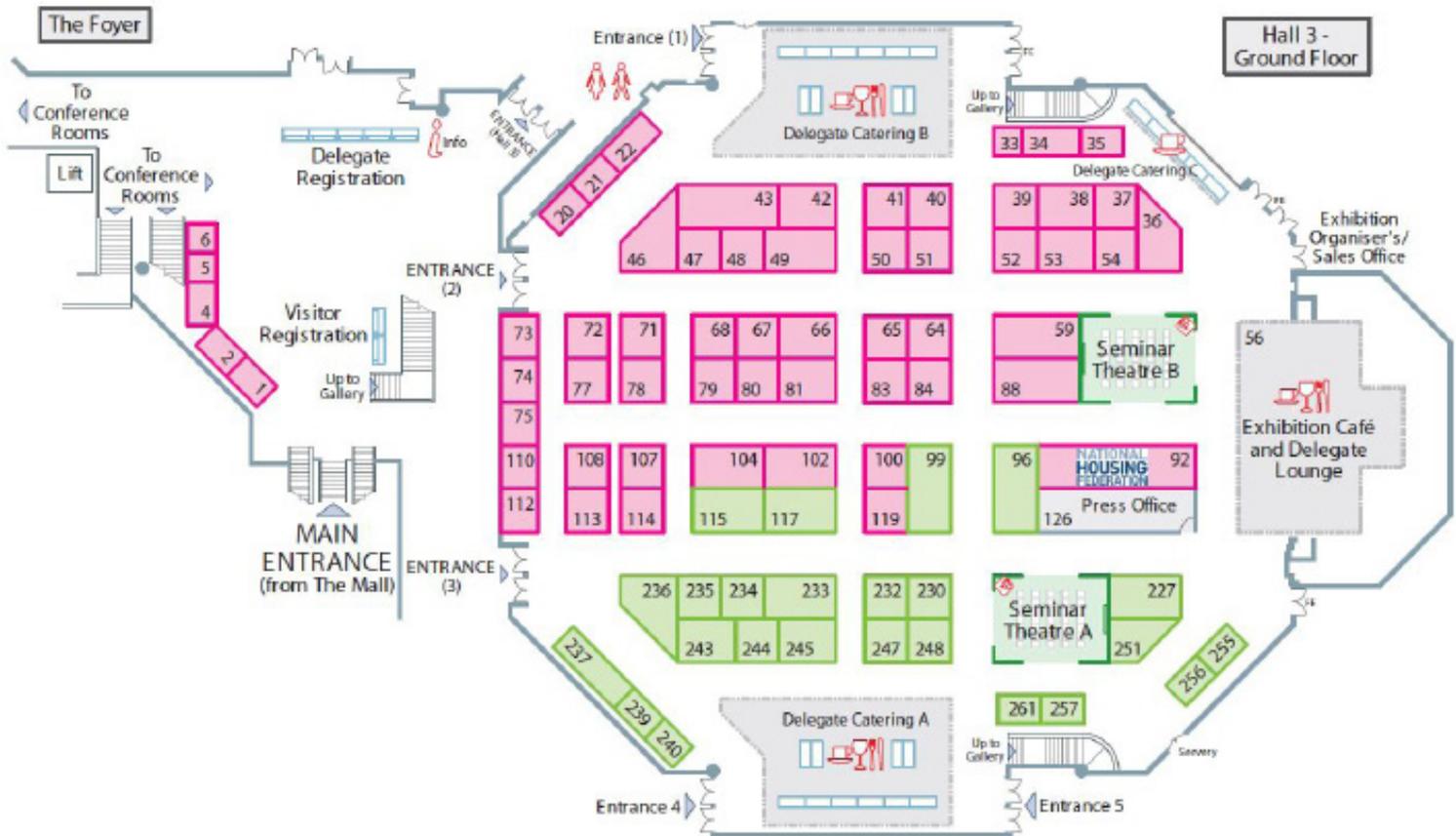
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EXHIBITION FLOORPLAN



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Listen to Andrew Markham
and Richard Harding help you get all
your scheme data in one place

19 September seminar theatre A
11 - 11:45



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EXHIBITION SEMINAR SES

DAY 1 - 19 SEPTEMBER SEMINAR THEATRE A

11:00 - 11:45

Viability and project managing your development schemes



Andrew and Richard will share their experience with managing development projects from viability through to handover.

Andrew Markham, New Business Director, **SDS**
Richard Harding Development Finance Manager, **Devon and Cornwall Housing**

15:00 - 15:45

Monitor your housing stock to ensure smart asset management, tenant comfort and wellbeing



Repairs and maintenance within the social housing sector cost £1.7Bn per annum. Hear how you can remotely monitor your housing stock, providing you the key information to effectively manage and maintain it, whilst helping your tenants to live in a comfortable and healthy home.

Brett Pritchett, Senior Applications Engineer, **Secure Meters**

SEMINAR THEATRE B

11:00 - 11:45

Technology challenges and opportunities in housing



Cloud technologies and digital transformation are undoubtedly shaping the world around us. In the last few years, we have seen other industries radically disrupted by these trends. Social housing is not immune to this, but housing providers can successfully navigate this sea of changes by keeping a few things in mind and reap the benefits of technology innovation to deliver better outcomes and improve operations. The ultimate objective should be to transform IT from a rigid cost centre to an innovation centre that infuses agility to the business. This session will, discuss key challenges and opportunities, including Cloud, Security, Big Data, Internet of Things, AI and Bots.

Marco Amoedo, CTO Europe & RoW, **PowerObjects**
Paul Rogers, Director of Microsoft Solutions, **PowerObjects**

14:00 - 14:45

A matter of minutes



Recent events have pushed organisations from all parts of the housing sector to look again at the reasons for decisions taken; from board minutes concerning governance and strategy to business minutes for financial and operational decisions. If those minutes do not prove an uncomfortable read, it is important that they follow the 'Ten Minute Essentials'. Find out more from Joanna Gutmann, a specialist trainer in minute-taking working across the housing, local government, education, and health sectors.

Joanna Gutmann, Specialist trainer

15:00 - 15:45

Getting the private rented sector to work for housing associations



Cheyne's social property impact fund is working with housing associations to develop affordable housing to benefit a range of groups who can't access housing. Hear Cheyne and South Yorkshire housing association talk about the development they're undertaking in Sheffield and how Cheyne's innovative lease model will provide 225 new homes, a third of which will be let at sub-market rents without any grant assistance.

Darren Carter, Investment Manager, Social Property, **Cheyne Capital**
Tony Stacey, Chief Executive, **South Yorkshire Housing Association**

DAY 2 - 20 SEPTEMBER SEMINAR THEATRE A

9:00

Welcome



Join us to get the Tea Party started! We'll outline the day, introduce ourselves, and launch the Treasure Hunt (yes, there is real treasure buried right here in the NHF Exhibition).

9:15

In the kitchen with health and wellbeing



All good Tea Parties need cake, as well as plenty of tea. Start the morning off exploring how housing associations support the health and wellbeing of their tenants and communities, all through the medium of cupcake decorating.

Our very own Dr Housing MD (that's HACT's CEO Andrew van Doorn), will guide the conversation and we guarantee that it will be colourful, sticky, creative and result in some wonderful cakes to share throughout the day.

10:15

Tech and tea time



Tech innovation is everywhere, in our homes, on our streets, in our businesses and in our pockets! We have assembled some of the most forward thinking technologies at the leading edge of innovation.

There will be kit to play with, live demos and a chance to meet those behind the inventions:

- Cube9Design – a chance to become a Jetpack Surveyor
- Alcove – let Alexa be your new Support Worker
- Ally Chatbot – 24/7 support for young homeless people
- PiLON – putting tenants in charge of repairs

11:15

The resurrection indoors



Sometimes we don't always use all our indoor space well. When buildings remain empty they are a cost to our communities and our business. But there are some great ideas out there about how we bring this space back into use:

- Dot Dot Dot – property guardians that use space to invest in place
- Self-Help Housing – revolution in community led housing that anyone can do
- Space Group – a space to share, discover, collaborate, think big and evolve
- People's Property Shop – putting Housing First in the private rented sector

12:00

The resurrection outdoors



Not everything happens indoors and some of the best innovation happens right on our doorsteps. We now turn our attention to see how we make the best use of outdoor space:

- Project Dirt – a national network of communities working outside
- Grapevine – helping vulnerable people to grow their lives



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Search 'NHEvents' in the app store.



<p>12:45 The big lunch and soap boxing</p> <p>Join us for the great Tea Party Big Lunch. Bring your own lunch and relax and connect with each other. Explore new ideas, share your passions and work with others to solve those sticky problems. The only picnic at the NHF conference that promises to inspire and engage. Join the Young Foundation and see how you can get involved in Reimagining Rent, their new innovation programme looking to shake up the Private Rented Sector. And you can share your passions too, or simply get something off your chest, jump on that soap box and you're off! A chance to address an audience without having to write a Powerpoint – now what could be better than that?</p>	
<p>13:45 Sports day</p> <p>Probably the smallest sports day in the world. Brought to you by those brilliant people at StreetGames! Try out their doorstep sports programme and see what's in their magic sports bag. Maybe a game of table top tennis or two – no trainers or jogging bottoms required.</p>	
<p>14:30 Get up and get active</p> <p>Across the country we are being encouraged to get active. Be it 10,000 steps or 30 minutes of exercise a day, Sport England is raising the bar and investing in the most disadvantaged communities to improve our health and wellbeing. Housing associations are readying themselves to be part of the activity revolution including:</p> <ul style="list-style-type: none"> • StreetGames – bring activity to your doorstep • Oomph Wellness – getting active in sheltered housing • Charlton Athletic Community Trust – fancy a One Goal Holiday Camp? • Tennis Foundation – anyone for tennis? You find a space, they'll make it happen. 	
<p>15:15 Housing's future with mystic Barry</p> <p>Our very own Mystic Barry will gaze into his Crystal Ball and with the help of some friends, will explore what the future of housing will look like. Joining Barry will be:</p> <p>Gavin Cansfield, Chief Executive, North Hertfordshire Homes, Chair of HACT</p> <p>Carole Clark, Strategic Research Manager, Bromford (invited)</p> <p>Esther Foreman, Director, Social Change Agency</p>	
<p>16:00 Treasure hunt</p> <p>No Tea Party would be complete without a few prizes! Who has been the best treasure hunter of the day? Who found the pot of gold at the end of the rainbow? Some exciting prizes to take home, some edible, some fun, all much better than a can of peaches.</p>	
<p>16:15 Goodbye, farewell and see you next year!</p> <p>Time to finish up those cakes, put the china away and start preparing for next year. The HouseParty 2018 will have even more great stuff exploring the best in innovation and disruption – see you there!</p>	

<p>DAY 2 - 20 SEPTEMBER SEMINAR THEATRE B</p>	
<p>10:30 - 11:15 The Telematics merry-go round... how to ride for free</p>	
<p>Utilising Telematics technology is a well-established method for transforming the performance of an organisations mobile workforce and in the last 5 years its use in social housing has grown significantly. Benefits of telematics range from direct cost savings on fuel and maintenance, improving driving safety and increasing overall organisational efficiency and productivity through transparency. However organisations often find that the benefits they actually experience, fall short of their expectations. Leading provider, TomTom Telematics present an overview of how to successfully implement telematics to achieve business transformation, including a number of sector specific examples.</p> <p>Vernon Bonser, Corporate Sales Manager, TomTom Telematics</p>	
<p>11:30 - 12:15 Invest in customer service to build a better business</p>	
<p>We reveal the critical role of customer service in improving business results in housing. We provide techniques and a powerful case study to show how your people can make the service difference.</p> <p>Richard Harvey, Senior Consultant, Accelerator Solutions</p>	
<p>12:30 - 13:15 Offsite construction – a socially and economically sustainable solution?</p>	
<p>Wood for Good is the timber industry's campaign to promote use of wood in design and construction. Wood for Good's objective is to make wood a first choice material for specifiers and designers by demonstrating what you can do with wood. Today's timber products combine the qualities of a natural resource with the high performance of modern building materials. Wood delivers on innovative design, speed, cost and resource efficiency, health and wellbeing, and offers a path to a low carbon economy.</p> <p>Christiane Lellig, Wood for Good</p> <p>Stewart Dalgarno, Campaign Director, Gardiner & Theobald, Oliver Booth, Partner, Stewart Milne Group</p>	
<p>13:30 - 14:15 Getting the private rented sector to work for housing associations</p>	
<p>Cheyne's social property impact fund is working with housing associations to develop affordable housing to benefit a range of groups who can't access housing. Hear Cheyne and South Yorkshire housing association talk about the development they're undertaking in Sheffield and how Cheyne's innovative lease model will provide 225 new homes, a third of which will be let at sub-market rents without any grant assistance.</p> <p>Darren Carter, Investment Manager, Social Property, Cheyne Capital Tony Stacey, Chief Executive, South Yorkshire Housing Association</p>	
<p>14:30 - 15:15 District heat metering be compliant and in control of your finances</p>	
<p>Hear about smarter district heating solutions and how these can alleviate bad debt and reduce fuel poverty in a fair way for your tenants. Plus, get an update on Government billing compliance.</p> <p>Paul Lee, National Sales Manager, Secure Meters</p>	

Sessions and speakers subject to change since going to print. For the full timetable please refer to the NHFEvents app.



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EXHIBITOR PROFILES

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79 Accelerator Solutions

Michelle Wheeler
0845 260 6886
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www.acceleratorsolutions.co.uk

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41 Active Housing

Simon Wilkes
01942 418 919
simon@hallnet.co.uk

www.activehousing.co.uk

Active Housing is a web technology provider specialising in products and bespoke services for the housing sector, with a client base across England, Scotland and Wales. From channel shift consultancy, websites and bespoke software to self service portals and our flagship repair diagnostics product, our agile planning, delivery and integration team are well versed in

addressing the challenges faced by social landlords and their customers. The specialist housing arm of Hallnet Ltd, a leading development agency for almost 20 years, we enable our clients to leverage the innovation and best practice knowledge gained across a broad range of sectors.

239 Affresol Ltd

Tim Cowell
01792 581 197
tim.cowell@affresol.com

www.affresol.com

Affresol Ltd is a green technology business that manufactures an innovative range of products and structural buildings including; garages, sheds, mobility scooter storage units and bin stores. These products are secure, robust and sustainable, they require zero maintenance and are fire retardant and rot resistant. The structural nucleus of our portfolio of products is TPR® synthetic concrete which is made from 70% waste that has been diverted from landfill. TPR® is a sustainable alternative to traditional concrete. Affresol is supported by the Carbon Trust and proactively work with the Environment Agency to reduce waste going to landfill.

256 AJR Management

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emma.clarke@ajrmgt.com

www.ajrmgt.com

AJR Management offer a bespoke utility management service that is unrivalled by any other in terms of impeccable customer service and flexibility. We manage utilities primarily for housing associations, house builders and developers; from arranging meter installations, to dealing with all your utilities in empty properties, procuring utility contracts, managing your entire portfolio, processing invoices and ensuring a good experience for your customers. There's nothing AJR Management can't assist with. If you want all of your organisations utility issues to be a thing of the past then you need to get in touch with AJR Management.

50 Appello

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www.appello.co.uk



At Appello we partner with housing, health and care organisations to provide technology-enabled care and life safety services that help organisations to deliver better outcomes - ones that improve the lives of their customers, patients and



residents. Smart Living Solutions' are our suite of digital services that integrate both safety and wellbeing technologies into your customer's homes. These solutions create a digital environment that enables audio and video communication, along with valuable data insights, to flow between client properties, individual's homes, on-site and off-site support staff, the Appello Monitoring Centre and our insights platform AppelloIQ.

248 Asprey Solutions

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www.aspreysolutions.co.uk

The UK's leading independent provider of innovative asset management solutions, with a prestigious client base of housing associations, public sector organisations and charities. Offering a single, fully integrated solution, with modules covering all aspects of asset management, compliance, complex works delivery, mobile working, comprehensive investment appraisal tools and sophisticated web-based dashboards analysing system information. Our unique and innovative solution provides comprehensive, easy to use functionality at exceptional value, through low costs and immediate efficiency related ROI, plus massively improved organisation-wide communication and understanding.

34 Auditel-Effective Cost Management

Gillian Gibbon
020 3376 3201
gillian.gibbon@auditel.co.uk



www.auditel.co.uk/theoverheadexpert

Many housing organisations are challenged to deliver the same or improved front line services with ever-reducing income and funding. Auditel works with housing clients to help manage and reduce operating costs, releasing extra cash for those vital services and investment. Auditel provides independent procurement expertise in 100+ overhead cost areas, plus significant buying power in the markets and the additional manpower needed to ensure that best value is achieved across all essential overheads. Plus our ongoing management service ensures that actual proven savings are delivered every month, bills are validated and problems resolved.

65 Azeus Convene

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www.blog.azeusconvene.com



Azeus Convene is the leading digital meeting solution ideal for housing associations. Convene offers everything you need to run productive meetings in the platform of your choice without compromising on security. With its intuitive user experience, omni-platform compatibility and simple learning curve, Convene gives housing associations a modern alternative to paper-based meetings.

112 BBA CIT Ltd

Rob McCormack
02920 100 810
rmccormack@bbacit.co.uk

www.bbacit.co.uk



Are you tackling problems associated with property insulation? CIT offers independent expert investigation services to local authorities, housing associations, government departments, legal practices, property speculators, home dwellers and anyone dealing with the consequences of inappropriate insulation retrofits or improperly installed insulation products. CIT consultancy, investigation and training services are designed to give you complete peace of mind, either about the current condition of buildings or when they are being recommended for retrofit intervention works. CIT's aim is to raise industry standards to the benefit of home dwellers and those whose responsibility it is to look after them.

255 Canopies UK Ltd

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www.canopiesuk.co.uk

Canopies UK have supplied more than 30,000 canopies throughout the UK to housing associations, contractors, house builders and local authorities. Whether the project is for planned refurbishment or it is a new build site, we have a GRP door canopy to suit.

49 Capsticks LLP

Lee Clarke
020 8780 2211
lee.clarke@capsticks.com

www.capsticks.com

Capsticks is a top-ranking law firm in the housing, health and social care sectors. Our team of over 50 housing specialists have been advising organisations like yours for over 35 years, with an expert eye on the broader governance and regulatory context in which you operate. We provide legal and consultancy support across the full spectrum of day to day issues to over 150 RPs of all size, scale and ambition throughout the UK.

4 Central Consultancy and Training

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www.centralconsultancy.co.uk



With a reputation built over 35 years we have an extensive portfolio of clients nationwide. Our consultants are senior, experienced learning and development professionals with strong backgrounds in housing, health and social care, local government and the private sector. Our mission is to build a sound understanding of your needs and deliver results by combining an informed and respectful external view with your internal depth of understanding. We therefore see our work as essentially a partnership enterprise – that is why we say 'We are in business to help our partners and their customers flourish'.



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81 Centre for Partnership

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the **GEM**
programme

www.centreforpartnership.co.uk

The GEM Programme has been bringing graduate talent into the housing sector since 2009. Our partners are housing associations, councils and developers who provide paid placements in housing, communities and the built environment across England, Scotland and Northern Ireland. The GEM Programme works on the principle of a blended learning approach to development, which includes a 12 month traineeship, professional body membership and qualification accredited by the Chartered Institute of Housing, Personal and leadership development and one to one mentoring. The placements are varied (from frontline housing management roles to IT, policy and business improvement).

113 Crystal Ball Ltd

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www.crystalball.tv

Established in 2008, Crystal Ball is a market leading telematics and lone worker protection provider, supplying thousands of SME's and local government in the UK today with award winning solutions. Crystal Ball is dedicated to continual investment and development of it's diverse solution portfolio, including it's most recent product launch; SmartCam; fully integrated gps fleet tracking and 3G HD video camera.

21 Data Protection Consulting Ltd

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www.dp-smart.co.uk

Data Protection Consulting offers professional data protection audit services, training and advice. We help organisations avoid the damage caused by poor information handling. Existing clients include housing associations, property management companies, housing industry contractors and ALMOs. GDPR in force 25 May 2018, is your organisation ready? If not, we can support compliance activity to create an inventory of datasets, an essential first step towards accountability, meeting record keeping requirements and making changes to privacy notices and outsourcing contract terms. Including Byte-Sized, an off-the-shelf solution for smaller businesses and those which do not process a lot of personal data.

73 Designplan Lighting

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www.designplan.co.uk
marketing@designplan.co.uk

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L I G H T I N G

On stand 73 we will demonstrate how new technology is increasing performance and reducing the operating costs

associated with lighting social housing complexes. On display will be our market leading Quadrant, QuadRetro, QuadEvo, Duomo, Talos Wall and Miniquad luminaires. These LED fittings can reduce energy consumption by up to 60% when compared to fluorescent options. See how our proven methods of ensuring weather and vandal resistance are combined with a flexible design. Discover how removable gear trays ensures upgrades can be installed in less than 90 seconds. Learn how radio frequency wireless transmitters connect fittings providing cost effective lighting control.

233 Dimplex

Pre Sales
0800 028 6122
pre-sales@gdcgroup.co.uk

www.dimplex.co.uk

DCDimplex

Recognised as the market leader in electric heating technology, we are synonymous with energy-saving products and have a commitment to excellence and customer satisfaction. Offering a free design service to all customers, we can help with the specification of products for any project type, and with Lot 20 fast approaching in January 2018, we have a range of compliant products ready for your projects and products. A number of products are available for free trial to see the benefits for yourself, simply contact our pre-sales team for further information.

75 Dollywood Foundation UK

Helen Hastle
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www.uk.imaginationlibrary.com

Set up a branch of Dolly Parton's Imagination Library for your tenants! Encourage early childhood literacy and set your youngest tenants up for life with a great start to their educational journey. Dolly's Library provides free age appropriate books for children aged 0-5. Registered children receive one free book a month delivered by post. The HA pays the cost of books and postage (approx £2 per book) and Dolly provides the rest. Research shows children receiving Dolly's books perform on average 28% better in their first year at school! Come and visit to learn more.

247 Eccella

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0808 101 2767
sales.uk@eccella.com

www.eccella.com

ECCELLA
An **NGDATA** Company

Eccella is a data management and analytics solutions company. Our mission is to help organisations leverage their data to make smarter, more informed decisions, faster. Eccella's primary business offerings to housing associations include solutions for asset, tenant and service management as well as services to enable application integration and digital modernisation. Eccella has wide-ranging expertise in working with housing associations on their challenges around data quality, digital transformation and applying analytics and business intelligence to asset management and customer experience.



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72 EndFurniturePoverty.Org

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www.endfurniturepoverty.org

Furniture poverty hides behind too many front doors. It is the single mother and child sharing a mattress on the floor; the family with no wardrobes or drawers so clothes are stored in black bags on the floor; the family where there is no table for children to eat from or do their homework. End Furniture Poverty raises awareness of the often hidden problems of furniture poverty, informs people across all types of housing about the potential solutions and champions large scale change to tackle furniture poverty on a national scale. Support us, get involved... together we can End Furniture Poverty.

237 Evinox Energy Ltd

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www.evinoxenergy.co.uk



Evinox Energy specialise in providing integrated district and communal heating solutions - from initial survey to system design, product supply, ongoing trouble-free maintenance and a comprehensive support package including energy metering, billing and a revenue management service. We have been involved in the design and supply of equipment for many projects for both private and social housing schemes. Our range of eco-efficient heat interface units are designed and developed internally and manufactured in our own production facility.

22 Family Fund Business Services

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www.familyfundservices.co.uk

Family Fund Business Services is the UK's leading business-to-business fulfillment service, with over 40 years of grant administration expertise through our parent charity, Family Fund. We provide a unique model that offers unrivaled value, supporting charities, local authorities, housing providers and other commercial organisations. We have returned over £1 million to our customers since 2013. At the same time, we have generated over £2 million in gifted profit for our parent charity, Family Fund, the UK's leading charity supporting families with disabled or seriously ill children.

40 Finance Active

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www.financeactive.com

A Fintech company created in 2000, Finance Active develops high-quality solutions to optimize debt and financial risk management: foreign exchange, investment, financial forecasting and guarantees. With Fairways Debt, the company's financial

organisation has an unequalled software solution to monitor and analyse financing transactions. In just a few clicks, you obtain: all of your loans, leasing and hedging; your average financing rates; your liquid assets, bank counterparties and covenants; your intra-group loans; your bank contracts for each of your products.

42 Funding Affordable Homes SICAV SIF S.A

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tayo.bilewu@shahousing.com

www.fundingaffordablehomes.com



Funding Affordable Homes (FAH) is a social impact company which invests in specialist and general needs affordable housing in the UK. FAH's alternative investment model, combining financial and social objectives, enables investors to achieve a robust financial return while putting their capital to work for wider social benefit. The fund aims to attract new sources of capital to the social investment market, and help tackle the chronic shortage of affordable housing in the UK.

6 Garnet Stone Consultancy

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janice@garnet-stoneconsultancy.co.uk

www.garnet-stoneconsultancy.co.uk



In 2016-17 did you receive housing related insurance claims? What was the total compensation payments, and why? GSC are experienced in identifying and reducing these often unnecessary outlays - one organisation's were reduced by over 90%! The quicker risks are identified and action taken, the larger the savings. Further benefits are: reduction in and ability to successfully repudiate insurance claims, improved efficiency, and very importantly - financial savings. We are in the Foyer Stand 6, see our website and call us. ACTION - Start this efficiency and cost cutting programme and work with GSC.

47 Gas Tag

Michael Campbell
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www.gastag.co.uk



The Gas Tag system is the first proactive approach to gas safety; the Gas Tag App ensures that the highest quality of work is completed by engineers with the correct competencies, at the correct location. Data from gas works is fed in real-time to the Gas Tag Portal, where landlords can monitor their compliance.

5 Give us a Chance

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www.giveusachance.co.uk

Give us a Chance (GUAC) is the leading consortium of social landlords who are rising to the challenge of helping people into work. Our mission is to transform lives by enabling housing providers to support people into employment. Creating long-



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term and genuinely sustainable employment opportunities for social housing residents is vital in order to help residents sustain their own tenancies, whilst also making a crucial contribution to cutting the welfare bill. Through our influencing, sharing and partnership development priorities we aim to put social housing providers at the heart of the employment and skills agenda.

1 HACT

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We are a housing sector solutions agency and we believe that UK housing providers urgently need to embrace new ideas and radical innovation to continue to build great homes that people need in what is an ever tougher operating environment. Successful housing businesses in the UK in five years time will be unrecognizable from those we see today. Those that survive and thrive will be those brave enough now to embrace radical reform and reinvent themselves from scratch. We are uniquely placed to work closely with the housing sector to develop and share innovative approaches to meeting changing needs.

100 Keysurf

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www.keysurf.net



Keysurf is a leading UK supplier of fast and reliable internet services to businesses and individuals. We provide managed internet solutions, including fibre and wireless broadband services for people living in multi-tenanted accommodation, including residents in assisted-living accommodation, university students, military personnel and hospital keyworkers.

84 Lenovo Technology Ltd

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www.lenovo.com

Lenovo is a technology company with headquarters in Beijing, China and the US. It designs, develops, manufactures and sells personal computers, tablet computers, smartphones, workstations, servers, electronic storage devices and IT management software. Lenovo is the world's largest personal computer vendor and markets the ThinkPad line of notebooks. Lenovo has operations in more than 60 countries and sells its products in around 160 countries world wide.

71 MatchWare

David Kidd
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david.kidd@MatchWare.com
www.meetingbooster.com

MeetingBooster is a meeting management system that provides a secure and efficient method for scheduling, executing and

archiving meetings. Meeting Booster is designed to drive accountability and streamline meeting procedures. With integration to MS Outlook, powerful Agenda, Task and Meeting Minutes modules, as well as a comprehensive Meeting Analytics system for analysing meeting data, MeetingBooster is the most effective meeting management tool. "MeetingBooster's support of meeting series makes preparing the invitations, the agenda and the minutes much simpler. The consistent tracking of tasks also saves an enormous amount of time. It has made meeting management much easier." - Jürgen Schwarz, Head of Industrial Engineering, Hilcona.

92 National Housing Federation

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www.housing.org.uk



Visit the Federation stand to talk to us about how we can help you and your organisation get the support you want. It is also your opportunity to tell us what you think about the Federation, what you would like us to do more of or what you'd like us to do differently. Our team will be on hand to tell you the latest on our Futures programme and how you can take part in creating five ideas to change the world. Do take a moment to browse through our upcoming events and publications.

66 NFS

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angeline.rochford-briggs@yhn.org.uk
www.nfsfurniture.org.uk



Established in 1989, NFS is the market leader in providing affordable furniture to social housing tenants. We offer an end to end furniture rental scheme with no capital outlay and offers complete flexibility for you and your tenants.

48 Orbis Protect

Wayne Stonebank
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wayne.stonebank@orbisprotect.com
www.orbisprotect.com
orbisprotect

Orbis are market leaders in providing one-stop-solutions for property managers looking to secure or re-let their vacant properties as well as lone worker protection solutions. For clients not wedded to one option but instead acting in the best interests of their customers, we recommend the best solution to reduce property risks, saving you both time and money.

68 Pay360 by Capita

Chris Tibbitts
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chris.tibbitts@capita.co.uk
www.pay360.com



More than 50 housing organisations in the UK trust our payment solutions every day to securely collect and reconcile payments



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from multiple channels. Our income management solution is perfect for the social housing sector because it is a secure hub for all income received across all payment channels. From automated bank feeds, right through to online, smartphone, kiosk and customer-present payments, our secure solution makes for a much smoother, faster and convenient payments process. Whatever way your customers prefer to pay, we have got you covered.

33 Places for People Financial Services Ltd

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victoria.drummond@placesforpeople.co.uk
www.placesforpeople.co.uk



We offer an online and telephone personal loan service to customers who cannot access affordable credit, these include customers who rent and are in receipt of benefits income. The typical loan saves the customer £235 over the term when compared with other lenders. To date we have provided over 10,000 loans generating comparable savings of over £2.3M. Additionally we offer a free mortgage and insurance advice service - for people looking to remortgage their shared ownership property, buy the property they rent or if buy in the general marketplace. We even share our commission on completed mortgages with the customer.

2 PM Training

Steve Rushton
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steve@pmtraining.org.uk
www.pmtraining.org.uk

PM Training is a leading training provider and award-winning social enterprise. We prepare young people for work, support adults into employment, create practical apprenticeships and help organisations to up-skill their workforces. We can support you with a new generation of housing professionals through our new housing apprenticeship, and a full portfolio of other apprenticeships and adult learning courses designed to train and develop staff across your organisation, from asset and development to customer service. Visit our stand to see internationally renowned sculptor Andy Edwards re-create housing pioneer Octavia Hill and discover what you could do with your apprenticeship levy budget.

39 PowerObjects, an HCL Technologies Company

Paul Rogers
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progers@hcl-powerobjects.com
uk.powerobjects.com/services/housing/



With over 25 years of experience in partnering with Microsoft to deliver successful digital and business transformation projects, PowerObjects, an HCL Technologies Company, offers an integrated front and back-office solution to the housing industry, built on the cutting-edge Dynamics 365 and supported Microsoft Cloud technology platform. Winner of the 2017 Microsoft Partner of the Year Award for Dynamics 365 Consulting and Systems Integration, no other system integrator offers the breadth of experience and resources for Microsoft Dynamics 365 as PowerObjects.



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74 Public Health England

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www.ukradon.org

The Radon group at Public Health England provides advice and testing services for radon in homes and workplaces. Radon is a naturally occurring radioactive gas and a cancer risk from breathing indoor air. Radon is a potential hazard in the housing health and safety rating system.

107 resource

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www.weareresource.co.uk



A specialist marketing communications provider to the housing sector. We deliver marketing strategy, creative, brand development, print, data management, web development, events, online marketing and social media. Working with 75 UK housing providers across multi-channel communications, we deliver on customer and colleague campaigns and marketing collateral for both social rent and shared ownership developments.

96 Secure Meters (UK) Ltd

Paul Lee
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paul.lee@securemeters.com
www.securemeters.com



Secure is a UK market leader in the supply of smart metering and control solutions for local authorities and housing associations, we are focused on your needs and create a tailored solution right for you. We are passionate about our commitment to one key principal, that our products and services help users save money, reduce energy and live in comfort. That is why we are one of the most trusted suppliers in the business. Working with partners, we offer end-to-end heating and energy expertise, from hardware and installation, to maintenance and debt management. We help you and your tenants plan for tomorrow, today.

240 Secure Parking and Storage

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www.secureparkingandstorage.co.uk



SPS are the leading provider of garage management solutions with the UK social housing sector. We provide various solutions to achieve a commercial value on your garage stock.

83 Service Matters

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www.servicematters.uk.com

As a division of Orbit Group we have been supporting housing organisations through the provision of professional services for over a decade. We find solutions to complex problems; offering services, such as audit, procurement and lean, that focus on results. We focus on what matters most to our customers. Orbit Group is supported by the same services that we offer to our Service Matters customers. Our trusted advisors live the experience of our customers. What is more, as part of the values based Orbit Group we reinvest any generated profit in our purpose of building communities.

99 Shelton Development Services Ltd

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www.s-d-s.co.uk



We are at stand 99. See Stock Profiler our strategic asset management solution along with ProVal & Sequel, our flagship tools for development appraisal and project management. Stock Profiler offers you a strategic solution to profile performance and risk associated with your asset portfolio. As the market leaders in viability and asset management software, we help you to successfully plan, build and actively manage performance of your social housing developments to deliver value for your organisation.

117 Shire

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www.shire-uk.com



Shire are a team of structural engineers, consultants and designers with the aim of providing a responsive, solution-based approach to civil and structural engineering. Our strong reputation for being 'thinking engineers' has created demand for our services across a wide variety of sectors. We will be unveiling an exciting range of structural building repair methods. This includes an innovative foundation system for adding single storey extensions - cost effectively with minimal disruption.

88 SSE Plc

Rhian Davies
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rhian.davies@sse.com

www.sse.com

Void Management Service - Empty properties are no good to anybody. They lose rent and rack up other costs. Worse still, they keep deserving new tenants out of a home. We're the experts in void management and we have a lot of experience in helping our clients to reduce turnaround times. New Connections - Our deep understanding of the construction environment means we know exactly how to handle new supply connections. We offer

dedicated account management, providing procedural guidance to your project engineers, site managers and sales staff through all stages of the process.

46 Switchee

Charles Solanki
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charles.solanki@switchee.co

www.switchee.co



Switchee is the first smart thermostat for affordable housing. Switchee fights fuel poverty and provides landlords with remote data insights that cut maintenance costs and improve resident well-being. Switchee uses temperature, light, motion, humidity and air pressure sensors to understand occupancy and optimise heating settings, saving residents up to 15% on their energy bills. This data is then used to produce a landlord dashboard displaying a range of welfare and maintenance KPI's and alerts, such as mould risk, poor insulation, fuel poverty risk, heating system performance and abandonment risk. Winners of the 2017 Ashden Award for Energy Innovation.

119 Team Solutionz Ltd

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www.minutepad.com

MinutePad is an easy to use, secure Board portal. MinutePad improves preparation for governance meetings by providing instant, safe and controlled access to preparatory board documents within a secure environment. Board members can add/share personal annotations, create and monitor meeting related tasks and search historical documentation. Better informed, better prepared, better governance.

244 Temper Green

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www.tempergreen.com

Temper Green sources unique, technologically advanced and renewable energy solutions. We provide our clients with low cost, legally compliant energy efficient solutions, whilst reducing the carbon footprint of their business. Temper Green redefines energy efficiency by providing holistic solutions in the delivery of power and lighting, using the latest technologies.

35 The Guardian

Stuart McKeown
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www.theguardian.com/uk



As the national UK newspaper brand most trusted by its readers, and the third most visited English speaking newspaper site in the world, the Guardian has a long standing commitment to the housing sector. Through our award-winning journalism, dedicated sector specific content, sponsorship and events, our services can help you speak to 59,000 engaged housing professionals across theguardian.com



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43 The Lean Partnership Ltd

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www.leanpartners.co.uk



Your ability to learn quicker than others is the key to the future. Through our proven 'learning by doing' approach we train your teams how to increase their capability and capacity to ensure continuous improvement in delivering services: 50% quicker, 20% more efficient, 20% higher customer satisfaction.

20 TomTom Telematics

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linda.dean@tomtom.com

www.telematics.tomtom.com



TomTom Telematics is a business unit of TomTom dedicated to fleet management, vehicle telematics and connected car services. Over 48,000 customers in more than 60 countries benefit every day from our Software-as-a-Service solution - WEBFLEET. It is used by small to large businesses to improve vehicle performance, save fuel, support drivers and increase overall fleet efficiency. Amongst its features, WEBFLEET can provide real-time and historical insights into a fleet's fuel consumption and carbon emissions, enabling our customers to compare performance over time and proactively reduce their carbon footprint.

64 Trace Solutions

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sara.adams@tracesolutions.co.uk

www.tracesolutions.co.uk

Supplying the UK's leading property management systems for agents, investors and occupiers in the private and public sector.

114 TreeWise Solutions

Jacqueline Stone
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jaqs@treewisesolutions.co.uk

www.treewisesolutions.co.uk

TreeWise provide a full GIS mapping, data collection, inspection and management service, whether for trees, grounds maintenance or other geographical structures. Our team of software developers, GIS surveyors and arboricultural inspectors allows us to map and inspect trees to meet health and safety requirements and also collect other GIS data such as GM features. With our own GIS based software and web mapping applications, we can offer our clients a range of ways of managing the data for long term planning and efficiency savings such as tree management, grounds maintenance contract maps and schedules, and service charge calculations.

52 TriPartum Ltd

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www.tripartum.com



We are a CCM business solutions provider working with a number of housing associations to improve their communications with customers.

245 Upshot

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www.upshot-uk.com

Roof surveys, exterior envelope surveys using aerial photography, UPSHOT delivers a nationwide aerial photography service using vehicle mounted masts and UAV's/drones.

261 Ventro Group

Harvey Melvin
08453 810 999
info@ventrogroup.com

www.ventrogroup.com VentroGroup

Ventro is one of the leading Passive Fire Safety consultancy companies in the UK operating on a national scale with clients in the healthcare, hospitality and social housing industries. Specialising in the auditing, installation, and maintenance of fire doors, fire dampers, and fire stopping products, they are your 'go-to' specialists when it comes to fire safety compliance. They have a 3 step approach that is designed to guide customers towards understanding their own fire safety compliance with the added comfort of having a personalised service all under one roof.

Exhibition organiser

Foremarke
EXHIBITIONS

Housing Exhibition 2017 is organised on behalf of the National Housing Federation by Foremarke Exhibitions. For information about any of the Federation's exhibitions please contact Julian Hurst or Adrian Durr at Foremarke Exhibitions on 020 8877 8899 or email housing@foremarke.uk.com

www.foremarke.uk.com



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AUDIT

MatchWare

B

BROADBAND

Keysurf

BUILDERS / DEVELOPERS

AJR Management
Shire
SSE Plc

BUILDING REPAIR

Shire
Upshot

C

CCM

TriPartum Ltd

CCTV

Orbis Protect

CHARITIES

Dollywood Foundation UK
EndFurniturePoverty.Org
Family Fund Business Services
HACT

CLEARANCE

Orbis Protect

COMMUNICATIONS

7video
Appello
Keysurf
resource
Secure Meters (UK) Ltd
Shire
TriPartum Ltd

COMPLIANCE

MatchWare

COMPUTERS / SOFTWARE / IT

Active Housing
Asprey Solutions
Azeus Convene
Crystal Ball Ltd
Eccella
Finance Active
Gas Tag
Keysurf
Lenovo Technology Ltd
MatchWare
Pay360 by Capita
PowerObjects, an HCL Technologies Company
Shelton Development Services Ltd
Team Solutionz Ltd
TomTom Telematics
Trace Solutions
TreeWise Solutions
TriPartum Ltd

CONDENSATION / INSULATION / WALL CLADDING / DAMP PROOFING / TIMBER TREATMENT

BBA CIT Ltd

CONSULTANTS

Accelerator Solutions
AJR Management
Auditel-Effective Cost Management
Central Consultancy and Training
Garnet Stone Consultancy
SSE Plc
The Lean Partnership Ltd
TreeWise Solutions
TriPartum Ltd
Upshot
Ventro Group

CUSTOMER EXPERIENCE

TriPartum Ltd

CUSTOMER JOURNEY

TriPartum Ltd

D

DATA CAPTURE

Appello
Secure Meters (UK) Ltd
Switchee
Team Solutionz Ltd
TreeWise Solutions

DATA PROTECTION

Data Protection Consulting Ltd

DISABILITY AIDS

Family Fund Business Services

DISTRICT HEATING

Evinox Energy Ltd

DOCUMENT SCANNING AND MANAGEMENT

Team Solutionz Ltd
TriPartum Ltd

DOORS

Ventro Group

E

EDUCATION / TRAINING

Accelerator Solutions
Dollywood Foundation UK
PM Training

EMPLOYMENT SERVICES

Give us a Chance

ENERGY

AJR Management
Secure Meters (UK) Ltd
SSE Plc
Temper Green

ENERGY EFFICIENCY

AJR Management
Secure Meters (UK) Ltd
Switchee
Temper Green

ENERGY VOUCHERS

Family Fund Business Services

F

FENCING AND BOLLARDS

Orbis Protect
Upshot

FINANCIAL ADVISORS

Places for People Financial Services Ltd

FIRE SAFETY

Ventro Group

FLOORING / FLOORCOVERING

Family Fund Business Services

FOUNDATION SYSTEMS

Shire

FURNITURE

EndFurniturePoverty.Org
Family Fund Business Services
NFS

G

GAS SAFETY

Gas Tag

GOVERNANCE

MatchWare

GRAFFITI REMOVAL

Orbis Protect
Upshot

H

HARDWARE

Secure Meters (UK) Ltd
Switchee

HEALTH AND SAFETY

Appello
Gas Tag
Public Health England

HEALTHCARE

Appello

HEATING

Dimplex
Evinox Energy Ltd
Secure Meters (UK) Ltd
Switchee
Temper Green

HOUSEHOLD GOODS

Family Fund Business Services

HOUSING ASSOCIATIONS

Family Fund Business Services
Give us a Chance
Places for People Financial Services Ltd

HOUSING MANAGEMENT

Garnet Stone Consultancy
Public Health England
SSE Plc
Upshot

HOUSING RISK MANAGEMENT

Garnet Stone Consultancy

HOUSING SERVICES FOR PEOPLE WITH DISABILITIES

Appello

HR SYSTEMS

MatchWare

I

INDEPENDENT LIVING

Appello

INFECTION CONTROL

Orbis Protect

INSURANCE

Garnet Stone Consultancy

INSURABLE RISK REDUCTION

Garnet Stone Consultancy

INTERNAL AUDITORS

MatchWare
Ventro Group

K

KITCHENS / KITCHEN APPLIANCES

Family Fund Business Services

L

LIGHTING MANUFACTURERS

Designplan Lighting

LOCAL AUTHORITIES

Public Health England

LONE WORKER PROTECTION

Orbis Protect

M

MAINTENANCE

Orbis Protect
Secure Meters (UK) Ltd
Upshot
Ventro Group

MANNED GUARDING

Orbis Protect

MARKETING SERVICES PROVIDER

Resource

MEDIA PRODUCTION

7video

MEETING MANAGEMENT

MatchWare

METERING AND BILLING

Evinox Energy Ltd

MINOR REPAIRS

Orbis Protect
Upshot

MORTGAGE ADVICE / FINANCIAL INCLUSION / RESPONSIBLE LENDING

Places for People Financial Services Ltd

MOULD REMOVAL

Orbis Protect

O

OUT OF HOURS CALL MANAGEMENT

Orbis Protect

P

PARKING

Secure Parking and Storage

PAYMENTS

Pay360 by Capita

PEST CONTROL

Orbis Protect

PREFABRICATED MODULAR BUILDINGS

Affresol Ltd
Shire

PROCUREMENT

Auditel-Effective Cost Management

PROFESSIONAL SERVICES

Data Protection Consulting Ltd
Garnet Stone Consultancy
Secure Parking and Storage
Service Matters
Team Solutionz Ltd
TriPartum Ltd

PROPERTY INSPECTIONS

Orbis Protect
Upshot

PUBLICATIONS / MEDIA

24housing
The Guardian

R

RECRUITMENT / PERSONNEL

Centre for Partnership

REFURBISHMENT

Canopies UK Ltd

RENT AND SERVICE CHARGE

TriPartum Ltd

RESEARCH

Accelerator Solutions

S

SECURITY

Orbis Protect

SHARED SERVICES

Secure Meters (UK) Ltd
Team Solutionz Ltd

SITE SECURITY

Orbis Protect

SOCIAL IMPACT INVESTING

Funding Affordable Homes SICAV
SIF S.A

SOLICITORS

Capsticks LLP

STOCK CONDITION

Secure Meters (UK) Ltd

SUPPORTED HOUSING

Appello

T

TECHNICAL BUILDING SERVICES

Appello
Secure Meters (UK) Ltd
Shire

TELEMATICS

Crystal Ball Ltd
TomTom Telematics

TENANT PARTICIPATION

Dollywood Foundation UK

TRAINING

Accelerator Solutions
BBA CIT Ltd
Service Matters

TREE SURVEYS

TreeWise Solutions

V

VACANT PROPERTY PROTECTION

Orbis Protect

W

WHITE GOODS

Family Fund Business Services

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DATES FOR YOUR DIARY

**Treasury Management
Conference and Exhibition**
3 OCT 17, LONDON

Audit Committees Conference
26 OCT 17 BIRMINGHAM

**Smaller Housing Associations'
Conference and Exhibition**
2 NOV 17, LONDON

**National and London Development
Conference and Exhibition**
7 NOV 17, LONDON

**National Development Conference
and Exhibition**
7 NOV 17, LONDON

**General Data Protection Regulation
(GDPR) in Housing**
21 NOV 2017, LONDON

Risk Management Conference
23 JAN 18, BIRMINGHAM

Board Members' Conference
2-3 FEB 18, LONDON

**Communications and Marketing
Conference and Exhibition**
6 MAR 18, LONDON

**Housing Finance Conference
and Exhibition**
14-15 MAR 18, LIVERPOOL

**HR in Housing Conference
and Exhibition**
17 APR 18, LONDON

**Affordable Home
Ownership Conference**
31 MAY 2018, LONDON

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