



REPAIRS AND MAINTENANCE CONFERENCE AND EXHIBITION 2017

23 - 24 May, Ricoh Arena, Coventry

Proudly supported by
MEARS
Making People *Smile*

Day one, 23 May 2017

10.00	Delegate registration, refreshments and exhibition viewing
10.30	Chair's Welcome Richard Medley, director of assets & neighbourhoods, CIH Consultancy
10.45	Panel Session: Delivering a joined up approach to repairs, maintenance and asset management Charlotte Semp, director of strategy & investment, Notting Hill Housing Trust Angela Stuttard, group head of repairs & maintenance, Together Housing Group Phil Pemberton, director of asset strategy and delivery, The Riverside Housing Group The social housing sector is operating under the increasing pressures of reduced budgets and welfare and tenancy reforms, so it is imperative that we start to think and work differently. Join our panel as they debate and discuss how we can seek to reduce costs whilst continuing to deliver quality services through a joined up approach to repairs, maintenance and asset management. The panel will cover key areas for concern including component lifecycle management, managing customer expectations and delivering value for money; this is a session not to be missed!
11.30	15 minutes of round table delegate discussion
11.45	Delegates put their questions to the panel, or offer up topics for discussion.
12.15	Networking lunch and exhibition viewing
13.00	Masterclass sessions – providing insight and ideas from the latest initiatives and practice examples
1	Repairs & Assets: developing our common sense approach Carmen Muir, strategic manager, housing assets, Stoke on Trent City Council Tony Phillips, repairs & voids manager, Stoke on Trent City Council Join Carmen and Tony as they take you on a journey. They will talk delegates through where they've come from and where they're moving to as they develop their new repairs offer for tenants and their estate approach to investment. They will share their lessons and their learning in developing new strategic and operational practices that work for them.
2	Commercial delivery with social impact Chris Poulton, executive director of operations, Stafford and Rural Homes Acknowledged as one of Stafford's leading independent contractors with a turnover of circa £6 million, Housing Worx carries out a wide range of high quality home improvement and maintenance works for commercial clients including 6,000 homes on behalf of Stafford and Rural Homes (SARH). Chris will share an alternative wholly owned subsidiary model for the delivery repairs and maintenance services that provides commercial and social benefits.
3	Raising the standard James Shaw, director of property services, Hyde Group Jon Willis, contract manager – property services, Hyde Group The Hyde Quality Standard (HQS) is a real game-changer in relationship management, giving residents unprecedented choice when their homes are being modernised. Hear from James and Jon in this session as they talk us through the benefits of engaging tenants consistently throughout the repairs and maintenance process.



REPAIRS AND MAINTENANCE CONFERENCE AND EXHIBITION 2017

23 - 24 May, Ricoh Arena, Coventry

Proudly supported by



Making People *Smile*

14.00	Refreshments and exhibition viewing	
14.20	Masterclass sessions - repeated	
1	<p>Repairs & Assets: developing our common sense approach Carmen Muir, strategic manager, housing assets, Stoke on Trent City Council Tony Phillips, repairs & voids manager, Stoke on Trent City Council</p> <p>Join Carmen and Tony as they take you on a journey. They will talk delegates through where they've come from and where they're moving to as they develop their new repairs offer for tenants and their estate approach to investment. They will share their lessons and their learning in developing new strategic and operational practices that work for them.</p>	
2	<p>Commercial delivery with social impact Chris Poulton, executive director of operations, Stafford and Rural Homes</p> <p>Acknowledged as one of Stafford's leading independent contractors with a turnover of circa £6 million, Housing Worx carries out a wide range of high quality home improvement and maintenance works for commercial clients including 6,000 homes on behalf of Stafford and Rural Homes (SARH). Chris will share an alternative wholly owned subsidiary model for the delivery repairs and maintenance services that provides commercial and social benefits.</p>	
3	<p>Raising the standard James Shaw, director of property services, Hyde Group Jon Willis, contract manager – property services, Hyde Group</p> <p>The Hyde Quality Standard (HQS) is a real game-changer in relationship management, giving residents unprecedented choice when their homes are being modernised. Hear from James and Colin in this session as they talk us through the benefits of engaging tenants consistently throughout the repairs and maintenance process.</p>	
15.20	Refreshments and exhibition viewing	
15.35	<p>Keynote: Measuring and monitoring what we do and how well we do it Wayne Gethings, managing director, Wrekin Housing Trust Paul Lowenberg, Independent management consultant Ian Lindsay, repairs club manager, HouseMark</p> <p>We live in a world of information, but it can often be difficult to make sense of the data we collect and use it to best effect to drive business improvement. Join our panel as they explore how changing strategic and operational priorities in our sector mean we need to be rethinking what we need to measure, why and how!</p>	
16.30	<p>Chair's closing remarks Richard Medley, director of assets & neighbourhoods, CIH Consultancy</p>	
19.30	<p>Drinks Reception Kindly sponsored by Utilita</p>	
20.00	<p>Conference dinner and entertainment Hosted by Wayne Gethings, managing director, The Wrekin Housing Trust Kindly sponsored by Utilita</p>	



REPAIRS AND MAINTENANCE CONFERENCE AND EXHIBITION 2017

23 - 24 May, Ricoh Arena, Coventry

Proudly supported by
MEARS
Making People *Smile*

Day two, 24 May 2017

09.00	Delegate registration, refreshments and exhibition viewing
09.30	Chair's Welcome Richard Medley, director of assets & neighbourhoods, CIH Consultancy
09.45	Panel: Partnership working in an ever changing environment Peter Baldwin, executive director, Mears Group Jon Mallen Beadle, managing director, Gateshead Housing Company In today's turbulent political and economical climate, we must take stock of how we work with partners to provide the best possible service for our customers. Drawing on experience from their own organisations work, our panel will discuss the importance of communication, co-ordination and co-operation to build agile and effective partnerships.
10.30	15 minutes of round table delegate discussion
10.45	Delegates put their questions to the panel, or offer up topics for discussion.
11.15	Refreshments and exhibition viewing
11.30	Masterclass sessions
1	Open discussion group: preparing for the future Hosted by Richard Medley, director of assets & neighbourhoods, CIH Consultancy Come prepared to share your thoughts and ideas in this open discussion group as we ask the question "are the repairs and asset management departments of today ready to manage the challenges of the future?" Led by you, this is a chance to connect with your peers in a workshop environment to talk through and develop solutions to our sector's problems together.
2	A nudge in the right direction Anna O'Halloran, Managing Director (consultancy), Just Housing Group Lizzie Williams, head of technical strategy, Poplar HARCA Worried about costs and efficiency of your repairs service? Have you been wondering whether there are any avenues you haven't explored? This interactive session explores the potential for reducing demand on the responsive repairs service can deliver greater value for money, improved tenant engagement and increased efficiency.
3	Making the business plan real Geoff Parkinson, director of procurement & mobilisation, Fortem (formerly Willmott Dixon) How data is best used to inform today's investment decisions on where money should be spent to achieve the best value to positively impact the strategic business plan - keeping it real and current.
12.30	Networking lunch and exhibition viewing
13.00	Lunchtime think tank - Insight, lessons and learning from the Working Together to Rethink Repairs project Richard Medley, director of assets & neighbourhoods, CIH Consultancy



REPAIRS AND MAINTENANCE CONFERENCE AND EXHIBITION 2017

23 - 24 May, Ricoh Arena, Coventry

Proudly supported by
MEARS
Making People *Smile*

	Join Richard as he takes us on a canter through the repairs toolkit that is emerging from the collaboration by housing professionals across the country in the <i>CIH Working Together to Rethink Repairs Project</i> .
13.30	Masterclasses - repeated
1	Tradeswomen into Maintenance Gainor Keeton, project manager (CITB tradewomen projects), Mears Group Gainor will share the new schools toolkit, showing how this will be used in Schools to raise awareness of opportunities for females in Social Housing Building Maintenance and how this forms part of the Social Value Strategy. The toolkit is in line with the national curriculum to enhance learning and promote maintenance to young people.
2	Sustainability - looking to the future Session chair: Dan Bourke, regional sales manager – social housing, EnviroVent Ltd Trevallis (speaker name tbc) Hear from Trevallis as they discuss sustainability in repairs, and how making more environmentally savvy decisions can substantially reduce maintenance and lifecycle costs (and improve air quality), ensure minimum energy consumption and cost benefits to the customer and client.
3	Making the business plan real Geoff Parkinson, director of procurement & mobilisation, Fortem (formerly Willmott Dixon) How data is best used to inform today's investment decisions on where money should be spent to achieve the best value to positively impact the strategic business plan - keeping it real and current.
14.30	Keynote: Eyes on the horizon Nick Atkin, chief executive, Halton Housing Trust With an eye to the future, and reflecting on Halton's experiences over the last 12 months, Nick offers a glimpse into how repairs and maintenance will look and the opportunities offered by a different approach to some of the challenges ahead. Hold on tight for a high octane insight into how housing services will be transformed from being reactive to pre-emptive, through a heady mix of data analytics, IoT solutions and human intelligence!
15.15	Chair's closing remarks Richard Medley, director of assets & neighbourhoods, CIH Consultancy
15.30	Close of conference

*Programme subject to minor change