



## Delivering new solutions to tackle the new agenda

Repairs and maintenance services sit at the heart of any housing organisation’s work, but financial pressures, a changing policy landscape and the evolving expectations of customers mean it is more challenging than ever to deliver great services.

CIH's 2018 Repairs and Maintenance Conference and Exhibition is the UK's best conference for professionals working within these sectors. The event is taking place in Coventry’s **Ricoh Arena** on **23 and 24 May 2018** sponsored by Mears Group.

It will feature a packed programme of interactive sessions and masterclasses with leading experts and professionals from housing associations, local authorities and contractors as they explore the big questions, new ideas and technologies for the future. The exhibition will be crammed full of organisations working at the cutting edge of repairs and maintenance.

### Day one - 23 May 2018

10.00	<b>Delegate registration, refreshments and exhibition viewing</b>
10.30	<b>Chair’s Welcome</b> Richard Medley, Director, Housing Dynamics
10.45	<b>Panel Session: Delivering more dynamic repairs &amp; maintenance services</b> Fiona Williamson, Group manager (property), Dacorum Borough Council David Wells, Head of operational services, Wrekin Housing Trust Ray Blundell, Group development director, Mears Group  An effective repairs & maintenance service delivers for residents, for the housing assets and for the whole landlord organisation. To do this, they require effective planning and excellent delivery approaches. But as we look towards 2020, how can we make sure we’re stepping up to the plate? In this opening session, our panel of speakers will set out how they their organisations have been challenging the norms and reshaping their repairs and maintenance offer so it’s ‘fit for the future’, fit for the 2020’s.
11.30	<b>15 minutes of round table delegate discussion</b>



Making People *Smile*



# 2018 REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

11.45	<b>Delegates put their questions to the panel and offer up topics for discussion.</b>
12.15	<b>Networking lunch and exhibition viewing</b>
13:15	<b>Breakout sessions</b> Providing insight and ideas from the latest initiatives and practice examples
	<p><b>Assets &amp; repairs, it's the same everywhere – isn't it?</b></p> <p><b>Angela Perry, Assistant chief executive (Assets), Incommunities</b></p> <p>It's nearly 12 months since Angela took up her new role at Incommunities in Bradford after many years working for housing associations in North West England. Angela will compare and contrast the different approaches to assets and repairs work, exploring how organisational and geographical context plays a massive part in determining strategy, policy and the development of different initiatives. What works best why, where and how?</p>
	<p><b>Safe as houses? Ensuring asset compliance</b></p> <p><b>Kieran Colgan, Regional director, Ark Consultancy</b></p> <p>This business critical 'masterclass' focuses on the need for the housing sector to continue to embed a compliant 'culture' based on a robust understanding of our asset risks. The session will include the opportunity for attendees to complete a quick self-assessment to better understand 'where they are now' and how best to get to their organisation where it needs to be.</p>
	<p><b>"R&amp;M – Operating costs – managing the 5 big hitters.</b></p> <p><b>David Wells, Head of operational services, Wrekin Housing Trust</b> <b>Emma Humphries, Operational services manager, Wrekin Housing Trust</b></p> <p>This session will look at in detail how Wrekin Housing Trust specific improvements have been achieved within the repairs and maintenance services to fit into there wider asset management strategy. Looking at the following:</p> <ul style="list-style-type: none"> <li>• Use of social enterprise for void clearance work.</li> <li>• How does 828x7x52=98?</li> <li>• Waste Management – not what you think!</li> <li>• Tenant led void inspections.</li> <li>• Damp and Condensation – managing the perennial problem.</li> </ul>
14:15	<b>Refreshment break and exhibition viewing</b>



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

14.45	<p><b>Breakout sessions</b></p> <p>Providing insight and ideas from the latest initiatives and practice examples</p>
	<p><b>Assets &amp; repairs, it's the same everywhere – isn't it?</b></p> <p><b>Angela Perry, Assistant chief executive (Assets), Incommunities</b></p> <p>It's nearly 12 months since Angela took up her new role at Incommunities in Bradford after many years working for housing associations in North West England. Angela will compare and contrast the different approaches to assets and repairs work, exploring how organisational and geographical context plays a massive part in determining strategy, policy and the development of different initiatives. What works best why, where and how?</p>
	<p><b>Delivering the benefits of the digital transformation for repairs and maintenance</b></p> <p><b>Andy Belton, Chief operating officer, Notting Hill Genesis</b></p> <p><b>Cem Savas, Co-founder, Plentific</b></p> <p>Using learning from major London landlord Notting Hill Genesis, this 'case study' session explores how best to maximise the benefits of digital technology in social housing repairs and maintenance. NHG will set out the challenges they faced and how these affect out industry going forward. They will then set out how a partnership with Plentific has delivered a digital platform for repairs delivery that is working for them. Plentific will explain how the NHG digital platform has provided a solution for NHG and will explore more generally how digital technology can bring benefits to tenants whilst delivering business efficiencies.</p>
	<p><b>Safe as houses? Ensuring asset compliance</b></p> <p><b>Kieran Colgan, Regional director, Ark Consultancy</b></p> <p>This business critical 'masterclass' focuses on the need for the housing sector to continue to embed a compliant 'culture' based on a robust understanding of our asset risks. The session will include the opportunity for attendees to complete a quick self-assessment to better understand 'where they are now' and how best to get to their organisation where it needs to be.</p>
15.45	<p><b>Delegates make way to final plenary session</b></p>
15.50	<p><b>Keynote: Maximising the benefits of procurement in asset management and repairs</b></p> <p><b>Neil Thody, Managing director, Cameron Consulting</b></p> <p><b>Jason Hapgood, Head of planned investment, Southern Housing Group</b></p>



Making People *Smile*



# 2018 REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

	Drawing on the procurement expertise of Cameron Consulting working across multiple sectors including the social housing sector, Neil will set out his views on how best to deliver successful asset and repairs procurement. Jason will then explain how at Southern Housing Group they procured long term Alliancing Contracts to optimise the outcomes for the organisation, for residents and for the building asset, adopting a truly collaborative approach.
16.50	<b>Closing remarks at the end of day 1</b> Richard Medley, Director, Housing Dynamics
17.00	<b>Close of day 1 conference sessions</b>

## Conference dinner – 23 May 2018

19.00	<b>Drinks Reception</b>
19.30	<b>Conference dinner followed by Quiz night</b> Quiz Host: Wayne Gethings, Managing Director, Wrekin Housing Trust

## Day two - 24 May 2018

09.00	<b>Delegate registration, refreshments and exhibition viewing</b>
09.30	<b>Chair's Welcome to Day 2</b> Richard Medley, Director, Housing Dynamics
09.35	<b>Panel Session: Challenging how we do things; upping our game in asset management</b> Chair: David Lingeman, Director of property services, A2 Dominion Gary Bellenger, Assistant director of property services (assets & programmes), A2 Dominion Richard Woolfall, Head of property services, Your Housing Group Geoff Parkinson, Director of business solutions, Fortem  Delivering effective asset management requires a whole organisation approach. It relies on effective partnership working, on maximising the use of data and insight and on having the right tools and techniques in place. But whilst great strides have been made in shifting our sectors approach from 'asset 'maintenance' to 'asset <u>management</u> ', we still need to up our game. Our speakers will put



Making People *Smile*



# 2018 REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

	forward their views and suggestions and then we'll invite questions from our delegate tables for discussion and debate.
10.15	<b>10 minutes of round table delegate discussion</b>
10.25	<b>Delegates put their questions to the panel and offer up topics for discussion.</b>
10.55	<b>Refreshments and exhibition viewing</b>
11.20	<b>Breakout sessions</b> Providing insight and ideas from the latest initiatives and practice examples
	<p><b>Delivering service transformation in repairs &amp; maintenance</b></p> <p><b>Nik Turner, Director of investment &amp; maintenance, Thirteen Group</b> <b>Rachel Cox, Repairs and maintenance contracts manager, Thirteen Group</b></p> <p>Over the past twelve months, Thirteen has undergone a vast, transformational change with the consolidation of the group landlords, a complete restructure of the Property Services Directorate and the implementation of a wide-ranging improvement plan.</p> <p>This session will detail how we transformed our service in 12 months, from one that was failing; with poor customer satisfaction, low staff morale, and bottom quartile performance, to a service now maintaining top quartile performance, with a positive and engaged workforce, resulting in excellent customer satisfaction and a shortlisting for “<i>outstanding approach to repairs and maintenance</i>” at the UK Housing Awards 2018.</p>
	<p><b>Procuring materials differently, for less</b></p> <p><b>Mark Foster, Director of repairs, Great Places Housing Group</b></p> <p><i>Description to follow</i></p> <p>A shortlisting for “<i>outstanding approach to repairs and maintenance</i>” at the UK Housing Awards 2018.</p>
	<p><b>Delivering Social Value from different perspectives</b></p> <p><b>Matt Williams, Group lead for customer success – housing, Mears Group</b></p> <p>At the heart of Mears is a strong commitment to improving people’s lives. We achieve this by delivering an integrated approach to community investment and engagement, delivering great social value. This session outlines the Mears approach to Social Value and illustrates how we created a framework for community investment in a large national company whilst keeping that local feel.</p>



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

12.20	<b>Networking lunch and exhibition viewing</b>
13:20	<p><b>Breakout sessions</b></p> <p>Providing insight and ideas from the latest initiatives and practice examples</p>
	<p><b>Delivering service transformation in repairs &amp; maintenance</b></p> <p><b>Nik Turner, Director of investment &amp; maintenance, Thirteen Group</b></p> <p><b>Rachel Cox, Repairs and maintenance contracts manager, Thirteen Group</b></p> <p>Over the past twelve months, Thirteen has undergone a vast, transformational change with the consolidation of the group landlords, a complete restructure of the Property Services Directorate and the implementation of a wide-ranging improvement plan.</p> <p>This session will detail how we transformed our service in 12 months, from one that was failing; with poor customer satisfaction, low staff morale, and bottom quartile performance, to a service now maintaining top quartile performance, with a positive and engaged workforce, resulting in excellent customer satisfaction and a shortlisting for “<i>outstanding approach to repairs and maintenance</i>” at the UK Housing Awards 2018.</p>
	<p><b>Procuring materials differently, for less</b></p> <p><b>Mark Foster, Director of repairs, Great Places Housing Group</b></p> <p><i>Description to follow</i></p> <p>A shortlisting for “<i>outstanding approach to repairs and maintenance</i>” at the UK Housing Awards 2018.</p>
	<p><b>Open discussion group: delivering an asset and repairs 2020 vision</b></p> <p><b>Facilitated by:</b></p> <p><b>Richard Medley, Director, Housing Dynamics</b></p> <p><b>Debbie Larner, Head of practice, CIH</b></p> <p>Hear about the aims and ambitions of the new <i>CIH Assets &amp; Repairs 2020</i> practitioner led group. Then join in the discussions as we ask the question “how do we get our assets and repairs planning and delivery fit for the future and fit for the 2020’s?” Led by you, this is a chance to connect with your peers in a workshop setting to talk through and develop some future facing solutions.</p>
14.20	<b>Delegates make way to final plenary session</b>



Chartered  
Institute of  
Housing



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

14.25	<p><b>The Big Keynote: Britain 2023 - connectivity, consumers, collaboration</b></p> <p><b>Boris Worrall, Chief executive, Rooftop Housing Group</b></p> <p>What will the world of social housing look like in 5 years' time? Technology, consumer expectations and behaviours, and a changing sector will have changed the homes we build, the services we provide and how we procure and deliver. This session will explore emerging global trends before drilling down into the changing face of the sector and what it might mean on the ground today, tomorrow and beyond.</p>
15.15	<p><b>Chair's closing remarks</b></p> <p><b>Richard Medley, Director, Housing Dynamics</b></p>
15.30	<p><b>Close of conference</b></p>

*\*Programme may be subject to change*