



## 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 in these vital functions. Taking place in the 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. And our 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 services deliver 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>Working with a social enterprise to help reduce the cost of voids and deliver community investment</b></p> <p><b>David Wells, Head of operational services, Wrekin Housing Trust</b></p> <p><i>Description to follow</i></p>
14:15	<b>Refreshment break and exhibition viewing</b>
14.45	<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</p>



Chartered  
Institute of  
Housing



Making People *Smile*



# 2018 REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

	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><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>Effective procurement, 5 key things you need to get right when procuring R &amp; M</b></p> <p><b>Neil Thody, Managing Director, Cameron Consulting</b></p> <p>This business critical 'masterclass' will cover a deep dive review of the five key things you need to have in place to deliver successful asset and repairs procurement. Examining both the strategic and practical aspects, Neil will help delegates navigate the procurement maze, setting out his crucial ingredients for achieving the best results.</p>
15.45	<b>Delegates make way to final plenary session</b>
15.50	<p><b>Keynote: Maximising the benefits of procurement in asset management and repairs</b></p> <p><i>Speaker details to be confirmed</i></p>
16.50	<p><b>Closing remarks at the end of day 1</b></p> <p><b>Richard Medley, Director, Housing Dynamics</b></p>
17.00	<b>Close of day 1 conference sessions</b>

## Conference dinner – 23 May 218

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



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

## 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 <b>Gary Bellenger, Assistant director of property services (assets &amp; programmes), A2 Dominion</b> <b>Richard Woolfall, Head of property services, Your Housing Group</b> <b>Geoff Parkinson, Director of business solutions, Fortem</b>  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 sector's approach from 'asset 'maintenance' to 'asset <u>management</u> ', we still need to up our game. Our speakers will put 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
	<b>Delivering service transformation in repairs &amp; maintenance</b> <b>Nik Turner, Director of investment &amp; maintenance, Thirteen Group</b> <b>Rachel Cox, Repairs and maintenance contracts manager, Thirteen Group</b>  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.  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



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

	customer satisfaction and a shortlisting for “outstanding approach to repairs and maintenance” at the UK Housing Awards 2018.
	<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>and a shortlisting for “outstanding approach to repairs and maintenance” at the UK Housing Awards 2018.</p>
	<p><b>Delivering Social Value from different perspectives</b></p> <p><b>Matt Williams, Mears Group</b></p> <p><i>Description to follow</i></p>
<b>12.20</b>	<b>Networking lunch and exhibition viewing</b>
<b>13:00</b>	<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 “outstanding approach to repairs and maintenance” 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>and a shortlisting for “outstanding approach to repairs and maintenance” at the UK Housing Awards 2018.</p>



Making People *Smile*



2018

# REPAIRS AND MAINTENANCE

23 & 24 MAY | COVENTRY

	<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> <b>Debbie Larnar, 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>
14.00	<p><b>Delegates make way to final plenary session</b></p>
14.10	<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>
15.00	<p><b>Chair’s closing remarks</b></p> <p><b>Richard Medley, Director, Housing Dynamics</b></p>
15.15	<p><b>Close of conference</b></p>

*\*Programme may be subject to change*