



# Becoming better partners

**New approaches in housing maintenance and asset management**

## **Housing Maintenance Contractors Forum First Annual Conference**

Thursday 28 September 2006  
Scarman House, University of Warwick, Coventry CV4 7AL





# Becoming better partners

**New approaches in housing  
maintenance and asset management**

## About the event

**This conference will bring together market leaders in the housing maintenance arena, including contractors, technical experts, regulators and housing specialists.**

**The event will cover:**

- Partnering for responsive maintenance from an Audit Commission Inspector's perspective
- New relationships and models of contract partnering
- Methods of securing continuous improvement, with examples of best practice in the sector
- Ways of making the contractual process work in partnering.

**Places are limited and will be allocated on a first-come, first-served basis.**

**The closing date for registration is 31 August 2006.**

## About the Housing Maintenance Contractors Forum (HMCF)

**The HMCF was launched in October 2005, to represent the interests of maintenance contractors operating in the housing sector. Maintenance contractors spend some £3 billion each year on behalf of their clients; the market is stable and growing.**

The collective effects of Best Value, Egan, Latham, Decent Homes and the Efficiency Agenda have emphasised the need for co-ordinated asset management strategies and more effective procurement. HMCF aims to address these issues, and actively promote quality over price in an open-book partnering environment. This approach secures probity for clients and security for contractors.

HMCF gives contractors a unified voice to unite together and lobby government, quangos, regulators and national membership bodies - raising the profile of maintenance issues and safeguarding the sector's future.

# Conference programme

Thursday 28 September 2006

**9.30am** Coffee, registration and exhibition viewing

**10.00am** **Introductions and welcome from the Chair**

*Pat Quinn, Senior Operations Director, Kier Building Maintenance and founder member of HMCF*

**10.05am** **Becoming better partners:**

understanding the shared objectives

*Chris Cheshire, Hudson FM and Chair of HMCF*

**10.25am** **Making it legal:**

avoiding the pitfalls of open book partnering

*Charles Morrish, Trowers and Hamblins*

**10.50am** Question time

**11.15am** Refreshment break

**11.35am** **Successful partnerships:** two case studies

*Keith Simpson, Honorary Secretary of HMCF*

*John Hayes, Chief Executive, Axis Europe plc*

*Terry Bird, Head of Asset Management,  
Gallions Housing Association*

**12.20pm** Question time

**12.30pm** Lunch and exhibition viewing

**2.30pm** Question time

**2.00pm** **Partnering on the ground:**

what the Audit Commission found

*Martin Palmer, Head of Housing for the Central Region,  
Audit Commission*

**2.45pm** **Sustainability in partnering:**

best practice and future direction for the sector

*Shelagh Grant, Chief Executive of the Housing Forum,  
Constructing Excellence*

**3.15pm** Question time

**3.25pm** **Closing remarks from the Chair**

*Pat Quinn, Senior Operations Director, Kier Building Maintenance and founder member of HMCF*

**3.30pm** Tea and departure



## Becoming better partners

**New approaches in housing maintenance and asset management**

**Postal address:**  
Claire Mills, Customer Services Manager  
The Bridge Group Limited  
Concept House, 9 Orchard Court  
Binley Business Park  
Coventry CV3 2TQ

## Booking Form

# Housing Maintenance Contractors Forum Conference

Thursday 28 September 2006

Scarman House, University of  
Warwick, Coventry CV4 7AL

To secure your place, please complete the details below  
in **BLOCK CAPITALS**, using one form per delegate.  
Please return the tear-off slip to Claire Mills at The  
Bridge Group Limited.

**Delegate rate - £195.00 plus VAT**

**Spaces are limited to two places per organisation**

Title (Mr/Mrs/Ms/Miss/Other) \_\_\_\_\_

First name \_\_\_\_\_

Last name \_\_\_\_\_

Job title \_\_\_\_\_

Organisation name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Daytime telephone number \_\_\_\_\_

Email address \_\_\_\_\_

Invoice requested (please tick if appropriate)

### Special requirements

Please give details of any special dietary requirements  
\_\_\_\_\_  
\_\_\_\_\_

Please give details below if you have any other  
requirements (e.g. wheelchair access, hearing loop, large  
print information)  
\_\_\_\_\_  
\_\_\_\_\_

Please tick here if you require a detailed  
map of the venue

Please tick here if you require details of local hotels

## Booking information

### Directions to the venue

The University of Warwick is located on the outskirts of Coventry, at the very heart of England. The venue is easily accessible by road, rail and air.



### Bookings

Please send the tear-off booking form to Claire Mills, Customer Services Manager, The Bridge Group Limited, Concept House, 9 Orchard Court, Binley Business Park, Coventry CV3 2TQ. Please keep a photocopy of the form for your records.

Cheques should be made payable to The Bridge Group Limited. Alternatively, an invoice can be sent to your organisation. For all bookings received, The Bridge Group will send delegates confirmation of their place (together with a map of the venue if requested) by 8 September 2006.

Any bookings cancelled more than 10 working days before the event will be subject to a £70 administration fee. Cancellations within 10 working days of the event are subject to the full fee. No refunds will be given for delegates who have booked but do not attend on the day.

### Conference enquiries

Please contact The Bridge Group with any conference enquiries.

**t:** 024 7656 0440

**f:** 024 7656 0441

**e:** c.mills@bridge-group.co.uk

### Disabled access

Scarman House is fully wheelchair-accessible throughout. Induction loops are available upon request.

### Parking

There is ample free car parking, accessible via a barrier-operated system. Disabled parking spaces are available at the front of the car park.