HOUSING TECHNOLOGY™

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

HOUSING™ TECHNOLOGY

2014 | CONFERENCE AND EXECUTIVE FORUM

Conference & Executive Forum
Q Hotels' Oxford Belfry

26-27 February 2014

1stouch
Mobile Workforce Solutions

Aareon
WE MANAGE IT FOR YOU

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BT Business

CAPITA

ciber
Client focused. Results driven.

CIVICA

clouddialogs

intrinsic
Enablers of Business Agility

KIRONA
Intelligent Mobile Solutions

met
managed enterprise technologies

oneserve™

Orchard

skillsarena

south view solutions
making IT happen

SOVEREIGN
BUSINESS INTEGRATION GROUP

Housing Contact

WELCOME TO THE FIFTH HOUSING TECHNOLOGY
CONFERENCE AND EXECUTIVE FORUM 2014

Welcome to the fifth Housing Technology conference and executive forum, and we hope that your time here will be well spent.

George Grant
PUBLISHER AND FOUNDER,
HOUSING TECHNOLOGY

As you will see, we have an excellent selection of presentations from housing providers and IT suppliers of all sizes, covering the gamut of the most relevant topics in housing IT. You can pick and choose any presentation throughout the event – there's no pre-booking necessary, it's simply first come, first served.
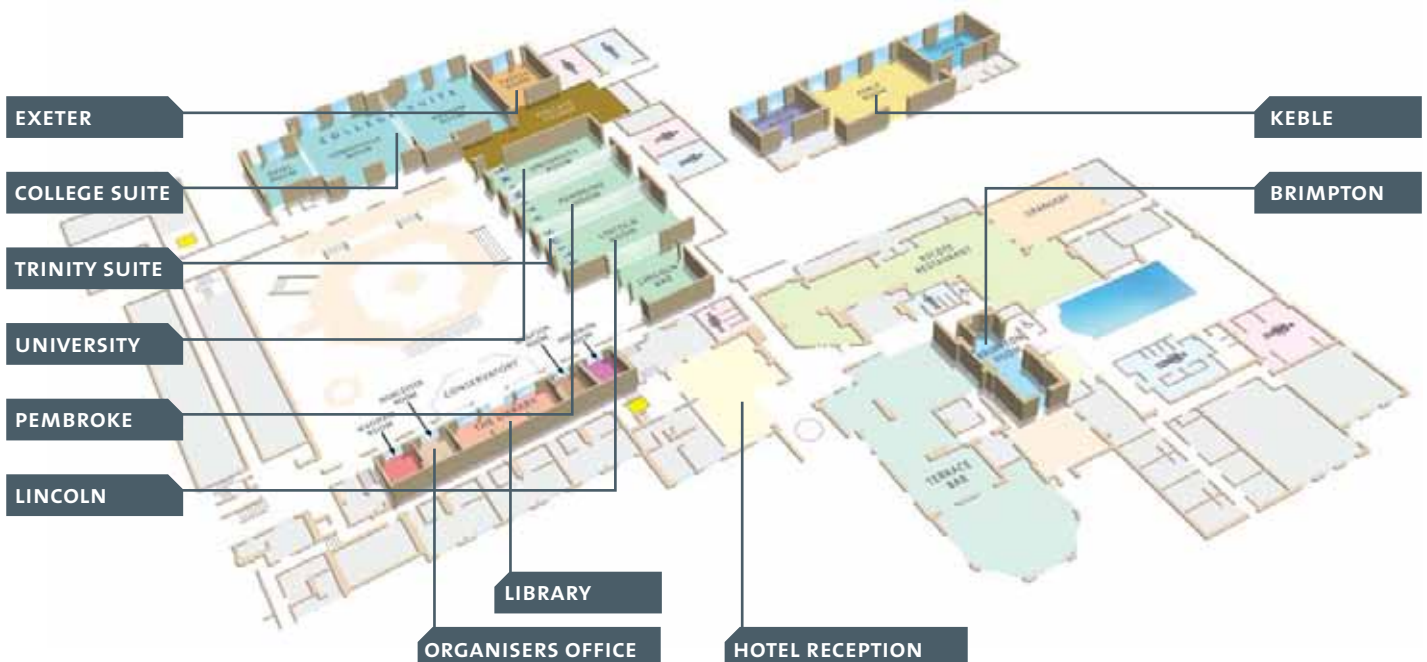
We are very grateful to our myriad sponsors and exhibitors for their support for Housing Technology 2014. We would encourage you to visit their respective exhibition areas for informal discussions about their latest products and services, which is also where all refreshments will be served.
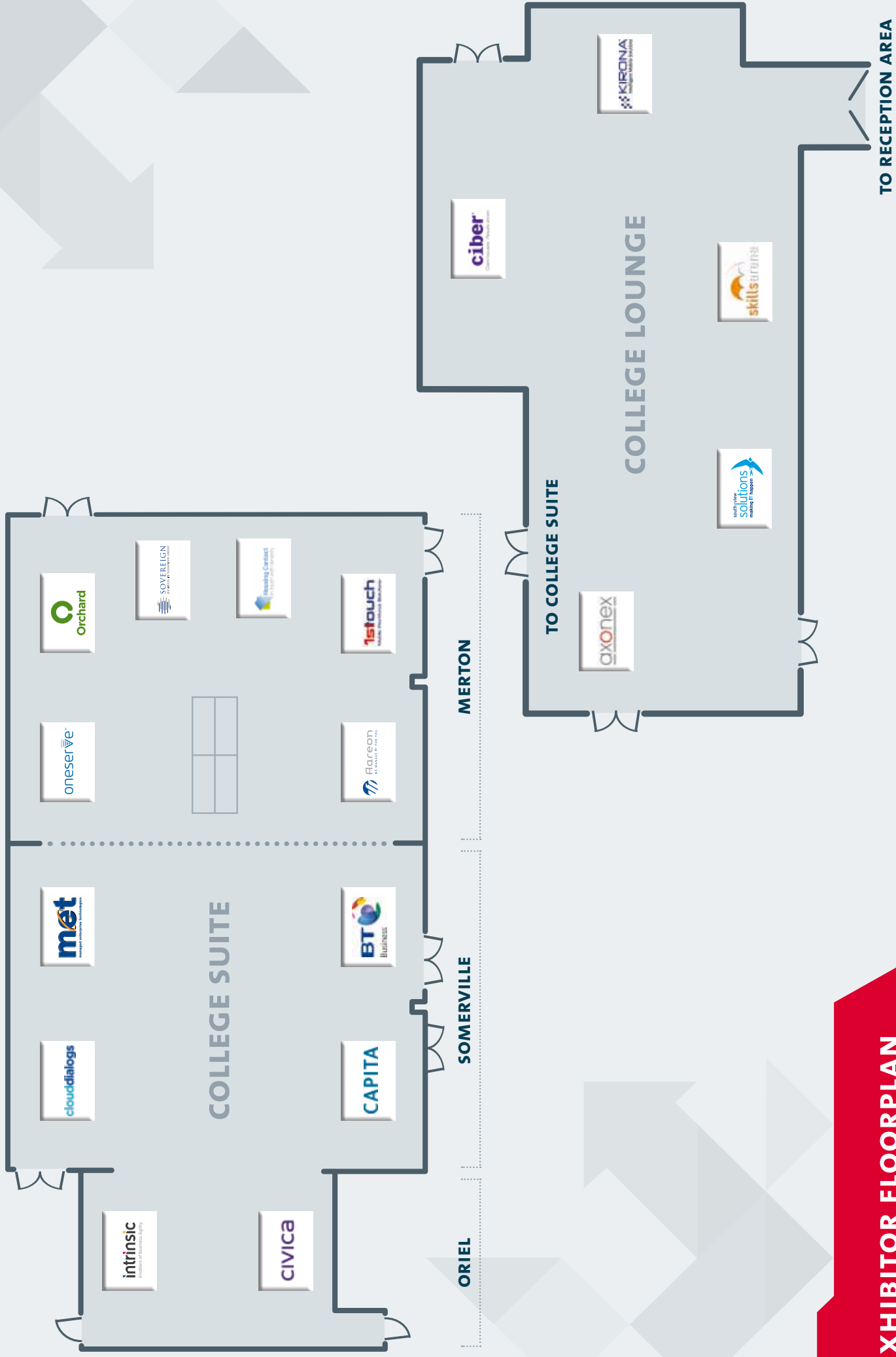
Please don't forget that we have two subsidiary networking events as part of the overall conference:

- **Pre-Event Drinks Reception – Tuesday 25 February**
  Housing Technology is hosting an informal drinks and canapé reception on the evening of Tuesday 25 February to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's complimentary guests.

- **Informal Dinner – Wednesday 26 February**
  At the end of the first day of Housing Technology 2014, we will be hosting an informal buffet supper at the Oxford Belfry to which all delegates, speakers, sponsors & exhibitors are welcome to attend (pre-booking required).

Please contact the organisers if you have not yet confirmed your presence at either/both of these informal networking opportunities.

THE OXFORD BELFRY - HOW TO FIND YOUR WAY

EXETER

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

PEMBROKE

LINCOLN

KEBLE

BRIMPTON

LIBRARY

ORGANISERS OFFICE

HOTEL RECEPTION

HOUSING TECHNOLOGY

EXHIBITOR FLOORPLAN

TUESDAY 25 FEBRUARY

1800-2000	PRE-EVENT DRINKS RECEPTION - COLLEGE SUITE

TIME	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY	PEMBROKE
0900-1000	REGISTRATION & REFESHMENTS			
1000		**GUEST SPEAKER** George Clark, Presenter of Channel 4's Restoration Man		
1100			**THE HYDE GROUP** Positioning ICT for business efficiency and growth	**WEST KENT HOUSING ASSOCIATION** 'It's your call': How we improved the customer journey by delivering a 'right person, right answer, first time' service and growth
1200			**1ST TOUCH** Mobile technology innovation for housing	**BT** Mobile technology innovation for housing
1300-1400	LUNCH			
1400			**THE HOUSING CONTACT COMPANY & ACCENT GROUP** How and why is customer satisfaction important in 2014?	**MET & CITRIX** Totally transform IT
1500			**CLOUD DIALOGS** Implementing mobile beyond repairs and rents	**YOUR HOMES NEWCASTLE** Doorstep delivery: A warts and all account of introducing a mobile-working pilot
1600		PANEL DISCUSSION: Cloud Dialogs, Home Group, Knightstone Hous		
1700	CLOSE			
1900 - 2100	INFORMAL BUFFET SUPPER			

LINCOLN	EXETER	LIBRARY	BRIMPTON	KEBLE
ORBIT GROUP Going beyond 'likes' and hashtags: a digital journey at the Orbit Group	**AMICUSHORIZON** Promoting financial inclusion through innovation	**UNITE SOLUTIONS** (South Shropshire Housing & Severnside Housing) Collaborative working to deliver IT transformation and business change		**HACT** Housing, big data & beyond
RHP Nudging customers in an omni-channel world	**WALES & WEST HOUSING ASSOCIATION & F-FECTIS** Showcasing the results of research into the cost drivers for IT in housing		**KNIGHTSTONE HOUSING GROUP** Business transformation & the role of IT in delivering smarter ways of working, better tenant services & greater efficiencies	
CAPITA Why put all your apps in one basket? The importance of user interfaces for devices and roles	**CITY WEST HOUSING TRUST** Using IT & business intelligence to support tenants through welfare reform	**PEAKS & PLAINS HOUSING TRUST** Making your income & collection systems deliver £s for pounds	**CITYWEST HOMES** Housing services & technology: The exciting challenges ahead	**HOME GROUP** How to embark on an omni-channel strategy
CIVICA Mobility and income collection in a changing world	**WULVERN HOUSING** 'Keep taking the tablets!': Mobile working & welfare reform		**LOOKING LOCAL** Exploring universal credit, multi-channel access & joined up public services for channel shift, business transformation & digital inclusion	**HELENA PARTNERSHIP** CRM for welfare reform and compliance

TIME	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY	PEMBROKE
0900-1000	REGISTRATION & REFESHMENTS			
1000		**GUEST SPEAKER** Simon Weston, OBE		
1100			**ADACTUS HOUSING GROUP** Stop procrastinating and get the cash in! (Or using technology to automate income collection)	**AFFINITY SUTTON** Bringing the world of BI to asset management
1200			**ORCHARD** E-RP?	**CIRCLE** We used to do projects?
1300-1400	LUNCH			
1400			**SOVEREIGN BUSINESS INTEGRATION GROUP** The rise of the housing cloud	**INTRINSIC** Enablers of business agility
1500			**GREENSQUARE GROUP** Getting ready for Universal credit	**SALFORD CITY COUNCIL** AYOD, BYOD, CYOD... What next DYOD, EYOD... Destroy, encrypt your own devices?
1600				
1700	CLOSE			

LINCOLN	EXETER	LIBRARY	BRIMPTON	KEBLE
SOVINI & ONESERVE Project 65: Elevating service delivery though the cloud	**BRIGHT IT CONSULTANCY** IT strategy cookbook: ingredients for a successful strategy	**TOWER HAMLETS HOMES** Demand- and insight-led housing management to transform performance		
AAREON & PARTICK HOUSING Partick Housing heads for the cloud	**ASHTON PIONEER HOMES** The launch of 'HMS Welfare Reform'	**FUTURES HOUSING GROUP** I have a smart phone so I must be mobile!		
YORKSHIRE HOUSING The impact of welfare reform on the customer experience	**SAXON WEALD HOUSING** Nudging closer: Can behavioural change smooth the way for universal credit?	**ALLIANCE HOMES** Transformation is The Business		
NIACE & EMH GROUP Digital inclusion, welfare reform and universal credit	**HALTON HOUSING TRUST** Digital first: The provision of all services online, integrated with the HMS			

BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY 26 FEBRUARY 2014
1000 | TRINITY SUITE

Guest speaker: George Clarke
Presenter of Channel 4's Restoration Man, The Great British Property Scandal & George Clarke's Amazing Spaces

THURSDAY 27 FEBRUARY 2014
1000 | TRINITY SUITE

Guest speaker: Simon Weston, OBE
The Falklands veteran, author and motivational speaker

1st touch — Mobile Workforce Solutions
SPONSOR

How mobile innovation has helped the UK's social housing & local government organisations achieve significant savings, improve service delivery and deliver higher tenant satisfaction.

Robert Dent is a well-known and respected innovator and thought leader. He is responsible for providing strategic and overall management at 1st Touch to ensure profitable and sustainable growth, while delivering world class mobile solutions for social housing and local government.

1st Touch is the leading enterprise mobile workforce solutions vendor, providing the choice between a best practice mobile framework and a range of ready to use and well established vertical applications, available on a variety of platforms, providing mobile solutions for social housing and public sectors.

WEDNESDAY | 1200 | UNIVERSITY

1ST TOUCH

Mobile technology innovation for housing

Robert Dent, CEO

Aareon — WE MANAGE IT FOR YOU
partick
SPONSOR

How small HAs can get big business IT support through use of the cloud. The presentation will discuss the process Partick Housing went through to arrive at the decision to move its ICT services and its Aareon housing management system to the cloud, how it managed the process, the various suppliers and the successful implementation.

Partick will also talk about what it learned, pitfalls to avoid and the overall benefits this move brought to its business.

Arlene Casey has worked in the ICT sector for over 18 years. She is an accomplished technical project manager, having delivered a variety of projects within multi-national pharmaceutical companies and more recently in the housing sector.

Her experience encompasses all aspects of ICT services including major infrastructure and software implementations, developing ICT strategies and supporting business system change projects.

She has recently completed an MSc in intelligent systems & robotics and is now undertaking a PhD.

Partick Housing Association is a leading, innovative, Scottish social housing provider, based in the West End of Glasgow. It was founded in 1975 by a community tenants' association and local community group, Partick Society, to tackle sub-standard housing in the area.

We are proud of our role in saving tenements from demolition and remodelling commercial and public buildings to create more local housing and new businesses to sustain a diverse and cohesive community. We are active developers of new homes for social and mid-market rent, shared equity and shared ownership.

THURSDAY | 1200 | LINCOLN

AAREON & PARTICK HOUSING

Partick Housing heads for the cloud

Arlene Casey, ICT Manager, Partick Housing

1st Touch Enterprise Mobile

1st Touch is the leading provider of enterprise mobile workforce solutions.

- Ready to use applications

- Easy to use mobile platform

- Full integration with all Housing Management systems

- Solution delivery with or without a signal

- Smart client technology and pre-built applications

1st Touch Mobile Applications in Social Housing

1st Touch is the only mobile solution supplier to have a clear focus on the Social Housing market. Well proven applications enable organisations to completely transform existing paper-based working models into dynamic, flexible and efficient mobile working solutions.

To find out more, visit the 1st Touch website to access detailed solution information or contact us on:

0871 716 3060

Follow us on Twitter @1st_touchmobile

BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1100 | UNIVERSITY

ADACTUS HOUSING

Stop procrastinating and get the cash in! (Or using technology to automate income collection)

Paul Lees, Group Chief Executive
Brian Moran, Group Director of Corporate Services

Adactus will report on its learnings from a recent project which sought to use technology to increase the automation of its income collection processes.

The project involved working with technology partners Mobisoft and The Housing Contact Company to automate the identification, contact and progression to Court of non-paying tenants.

Paul Lees is constantly looking for ways in which new technology can be used to transform service delivery and dispel accepted 'truths' about how housing associations should be organised to run their businesses.

Part of Brian Moran's job is to direct the development of the group's IT services which requires him to recognise the potential in new technology and to makes things happen. At the time of writing he has developed an unhealthy obsession with data science.

The Adactus Housing Group is a partnership between four North West housing associations. The Group manages 13,000 properties across more than 20 local authority areas, is among the most economic housing associations in the country and is also in the top 10 of housing association developers outside London.

THURSDAY | 1100 | PEMBROKE

AFFINITY SUTTON

Bringing the world of BI to asset management

Julian Pimm-Smith, Head of Business Intelligence

Affinity Sutton has developed a toolkit in its BusinessObjects and SQL Server BI Suite for real-time analytics to support data-driven asset management. The complex data models are integrated with corporate applications for insight into performance from both qualitative and quantitative aspects.

The Estate Financial Model & Quality Index form the foundation of a range of BI products from desktop dashboards and 'what-if' planning to mobile GIS reports through iPads.

Julian Pimm-Smith has been at Affinity Sutton for two years, developing the BI function into a centralised service supporting every directorate with ad-hoc, automated and analytical reporting.

He has worked in the BI sphere for the past seven years coming from the telecommunications and logistics industries and he has focused Affinity Sutton on the power of data-driven decision making implemented through the latest advances in BI analytics.

With 57,000 homes and a one hundred year history, Affinity Sutton is one of the biggest providers of affordable housing in England. As a business for social purpose it is committed to tackling the shortage of affordable housing, particularly in London and the South East.

THURSDAY | 1400 | LIBRARY

ALLIANCE HOMES

Transformation is The Business

**Gordon Flack, Assistant Director for ICT**

A look at how Alliance Homes' process to improve critical ICT systems developed into a much wider business transformation programme, requiring considerable investment in resources and a governance structure to support the decision making process.

The presentation will look at progress so far and what will be included in future tranches of work.

Gordon Flack has over 30 years' experience in housing, delivering housing services at first before moving into IT based roles and has worked in his current roles for Alliance Homes for the last five years.

As a community-based social enterprise based in North Somerset, we own around 6,500 properties and provide housing and housing related support to over 12,000 people, employing around 300 staff.

Our mission is to create hope for people and communities, through developing opportunities, tackling inequalities and delivering service excellence.
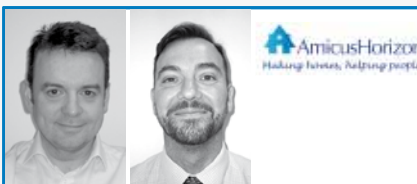
WEDNESDAY | 1100 | EXETER

AMICUSHORIZON

Promoting financial inclusion through innovation

John Barr, Customer Experience Director
David Ellis, Financial Inclusion Manager

How AmicusHorizon is committed to helping its tenants become financially- and digitally-included. By using its app and having a mobile workforce using iPads and CRM, it's taking its services to tenants' doors.

John Barr has 20 years' experience in the housing sector and 5 years providing English language services to businesses in Italy. John creates happy, efficient and productive workplaces where colleagues deliver brilliant customer care with empathy and a smile.

David Ellis has over 20 years' experience of welfare rights and financial inclusion. His mantra has always been to inform, educate and support those in need.

AmicusHorizon is a charitable housing association. Our mission statement is 'making Homes, helping people'. We help vulnerable and disadvantaged members of society (often in challenging circumstances). We manage 28,000 homes in London, Surrey, Kent and Sussex.

BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1200 | EXETER

ASHTON PIONEER HOMES

The launch of 'HMS Welfare Reform'

Peter Marland, Director of Housing Services

The HMS Welfare Reform is sailing at full steam ahead. Housing providers need to expect and plan for a higher tide of rent arrears. Tenants are already struggling financially and treading water while frontline staff are having to work differently just to keep tenants afloat.

Ashton under Lyne is a pathfinder for Universal Credit and Ashton Pioneer Homes will show how it is changing its approach to housing management and the challenges of digital communication.

Peter Marland has worked in social housing for 24 years. He has worked for a number of Housing Associations before joining Ashton Pioneer Homes.

He is passionate about resident engagement and helped Ashton Pioneer Homes win the Housing Excellence, UK Customer Service Organisation of the Year in 2009. In the same year an APH tenant won the TPAS UK Tenant of the Year.

Ashton Pioneer Homes is an award-winning, not-for-profit organisation with around 1,000 homes situated in Ashton-under-Lyne, Tameside, Manchester. We are very proud of our achievements and the services we provide. In 2009 Ashton Pioneer Homes were voted UK Customer Service Organisation of the Year.

THURSDAY | 1100 | EXETER

BRIGHT IT CONSULTANCY

IT strategy cookbook: ingredients for a successful strategy

Dan Simms, Independent Consultant

An independent look at what goes into delivering IT strategies, from connecting with your internal & external customers, risk & governance, in-house capabilities, and change management through to procurement & value for money, big data, mobility & social media, and dealing with suppliers.

Dan Simms is an independent consultant with over 18 years' experience across several industry sectors including legal and housing.

Most recently he has been helping Catalyst Housing deliver a number of improvements including improving IT service delivery, information security and helping to deliver a major business change programme.

Bright IT Consultancy specialises in the delivery of high value, business-focused IT solutions. Our services include IT strategy & roadmap development, rapid service improvement, information security advice & guidance, project/programme delivery & budget/cost management.

WEDNESDAY | 1200 | PEMBROKE

BT

Transforming IT services in housing

Stuart Bryden, Business Architect
Dave Howden, Head of Managed Cloud Business Development

While some IT professionals recoil at the thought of allowing employee-owned devices to burrow into corporate networks, more of them realise that a BYOD strategy can result in quantifiable benefits as well as increased employee collaboration and productivity when properly planned, implemented and managed.

Dave Howden has 12 years' managed services experience, deploying and driving technology solutions within some of the top IT and communications company in the world. His role is to fully understand the drivers of his client's business, focusing specifically on their current and future aspirations, and deliver robust strategic solutions that will help them achieve their business goals.

Stuart Bryden is a business architect and leads the strategy and innovation practice within BT. He has 17 years' experience in business and IT working with various technologies, strategies and enterprise architecture solutions.

BT is one of the world's leading providers of communications services and solutions, serving customers in more than 170 countries.

Its principal activities include the provision of networked and IT services to its customers for use at home, at work and on the move; broadband and internet connectivity, fixed and mobile networks, managed networks, hosting, cloud and storage solutions and hardware and service desk support.

WEDNESDAY | 1400 | LINCOLN

CAPITA

Why put all your apps in one basket? The importance of user interfaces for devices and roles

Tom Battersby, Head of Housing Products

Are web-based, front-end-user interfaces the 'silver bullet' for IT systems, especially for housing?

This presentation will cover why a blended approach to user interfaces, with a focus on the device and the role of the user, is a better fit for such a diverse business as social housing.

Tom Battersby has worked in housing for over fifteen years - within housing management, IT, as a board member, and for supplier companies.

He has been with Capita for five years, offering a wealth of industry understanding and insight into social housing matters.

The complete software solution for all your social housing needs, all from Capita. Providing a single version of the truth with one system for housing and asset management, repairs and maintenance solutions and financial management.

We focus on making sure your teams have the right solution, in the right place, and with the most appropriate user interface for the task at hand.

WITHOUT THE RIGHT NETWORK, THE CLOUD IS JUST AN INTERESTING IDEA.

Networking and Cloud solutions from BT Business

To turn the Cloud into a reality you need a network you can rely on. A BT managed network, in other words. Gartner has named us as a leader in its Global Network Service Providers Magic Quadrant for nine years running. That's why we're confident that your network from BT will deliver the performance and reliability you need.

Our team will manage your network 24/7. They'll let you know if something doesn't look right and quickly fix what needs fixing. So your business can count on easy access to the apps and information in the Cloud whenever you need it.

Making technology work for people.

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Go online at insight.bt.com/networking to read our networking guide.

BT Business

BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1200 | PEMBROKE

CIRCLE

We used to do projects?

Martin Honeywood, Group Director of Planning and Change
Kevin Connell, Group CIO

Circle has transformed its approach to managing change from incremental technology projects to large scale organisational change; a complete transition from delivering outputs through projects to an outcome focussed change approach has taken place.

The presentation will look at the transformation, the engagement techniques, the story of investment, the governance and the methodology used to ensure that change is successful.

Martin Honeywood is responsible for supporting the vision, business planning and change road map for the group. Martin has over 20 years' housing experience and has led a number of large transformational programmes in local authorities and housing providers, reducing costs, streamlining businesses and improving the quality of services to customers.

Working with Deloitte Consulting, he led a team of change professionals in the 'Future of Housing' programme at Tower Hamlets and has worked with BT Syntegra establishing Supporting People at Essex County Council.

Kevin Connell is accountable for strategic IT direction, enabling the group to achieve its goals through the adoption of technologies and business processes.

He is responsible for ensuring IT priorities are aligned to the business plan and the development of talent and leadership capabilities. Prior to joining Circle, Kevin held a number of senior IT leadership roles in both the energy and professional services sectors.

WEDNESDAY | 1400 | BRIMPTON

CITYWEST HOMES

Housing services & technology: The exciting challenges ahead

Darren Levy, Director of Customer Services

With Amazon and eBay now prioritising smartphone and tablet applications over web development, the challenge to keep pace for a housing sector where many organisations are only just developing basic portals is becoming increasingly steep.

This session will look at the challenges facing the sector and will show how technology must be the no.1 priority for housing organisations in developing their services.

Darren Levy has over 20 years' housing experience, joining CityWest Homes at its creation in 2002.

Over the past few years, he has realigned CityWest's service delivery model and outsourcing arrangements, delivering substantial savings while taking performance and customer satisfaction results to record levels.

CityWest Homes is an award-winning property services provider based in London. As Westminster's leading housing manager, CityWest Homes manages 22,000 homes, which includes 9,000 leaseholder homes, 12,000 social homes and the communities which they are situated in.

WEDNESDAY | 1400 | EXETER

CITY WEST HOUSING TRUST

Transforming IT services in housing

Paul Carhart, Director of Corporate Services
Chris Fray, Business Intelligence Manager

City West has developed new processes and integrated systems to develop sophisticated understandings of the impacts of welfare reform and has used these insights to make decisions about how resources can be used most effectively and where to direct solutions for its affected customers.

Paul Carhart has 20 years' experience in social housing with key roles in local authorities, ALMOs and housing associations. He has worked across the north of England and has experience of delivering major projects in neighbourhood development, corporate governance, customer involvement and service improvement.

Chris Fray has over six years' experience in social housing within the North West, with focused expertise of performance management, risk, business intelligence and service improvement. Chris also has extensive experience in developing and using performance management and business intelligence software.

City West Housing Trust is a not-for-profit organisation with 14,600 homes in West Salford. We take a 'can do, will do' approach to our work and are proud of our success so far through our strong relationships with our customers and partners.

WEDNESDAY | 1500 | LINCOLN

CIVICA

Mobility and income collection in a changing world

Jeff Hewitt, Managing Director

SPONSOR

Social housing providers are under a number of pressures from recent changes in the market, such as the introduction of welfare reform and the summer rent settlement. These factors are causing many to look at diversification, both to mitigate risk and to open up new avenues for delivery of services to different audiences.

Whether it be focused on the collection of income or management of risk in the new world of welfare reform we will look to discuss the drive behind a mobile workforce able to deliver services on the doorstep and ensure the information is available at the right time and place.

Jeff Hewitt has worked in social housing for over 10 years and has a strategic view of the changing landscape of social housing and how technology can help in answering the challenges faced by the sector.

His experience and views have been honed while working with more than 200 public sector bodies throughout the UK in a variety of roles including software development, consultancy and customer care.

A leading partner for the social housing sector, Civica provides a complete IT systems platform to help housing providers deliver more productive tenant services.

With a track record of over 20 years in the housing sector and a successful approach to improving customer service and efficiency, the company supplies a wide range of RSLs, ALMOs and local authorities.

We manage from 250 to over 110,000 units and include 40% of the UK's top 100 housing groups in our client base.

HOUSING TECHNOLOGY

CAPITA

Welcome!

We would like to extend an OPEN welcome to the following customers to the best housing solution on the market:

Cornwall Council
Denbighshire County Council
East Devon District Council
Royal Borough of Kensington and Chelsea TMO
Taunton Deane Borough Council
Trafford Housing Trust
Yarlington Housing Group

To find out more about why you should join the growing list of over 220 Capita housing customers, visit the Capita stand today to speak to our specialist team or email cssenquiries@capita.co.uk, call 08700 100347 or visit www.capita-software.co.uk/housing

BUSINESS & TECHNOLOGY PRESENTATIONS

cloud dialogs
SPONSOR

WEDNESDAY | 1500 | UNIVERSITY

CLOUD DIALOGS

Implementing mobile beyond repairs and rents

Nick Jeffreys, Business Development Director

Using case studies in tenancy services, tenancy sustainment, support services and neighbourhoods, this presentation will explore and explain:

- How modern IT changes the RoI dynamics of a project
- How to understand the implementation complexity and potential financial return
- Managing non-visit based mobile-working
- The difference between static data and active data
- The five major types of work allocation common across housing

Nick Jeffreys has been involved in enterprise software for over 20 years and been working in the housing sector for 13 years, having been a founder member of the Optitime business before moving to Cloud Dialogs.

Cloud Dialogs provide a revolutionary cloud-based mobile working platform. We help organisations realise the potential of modern mobile and web technology to deliver powerful business solutions quickly, with minimal IT overhead and for a fraction of the cost of traditional systems.

Our customers measure implementation timescales in weeks and expect immediate financial returns; Cloud Dialogs represents a genuine alternative to traditional systems in the housing market.

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futures housing group

THURSDAY | 1200 | LIBRARY

FUTURES HOUSING GROUP

I have a smart phone so I must be mobile!

Wayne Green, Head of Asset Management

What is mobile working and what does it really mean to those who interact with tenants in their homes rather than at an office desk?

If a mobile working solution relies on the transfer of information and notification of location as its key aims, and staff already possess a device costing under £500 with enough technology within it to land a space craft, why does mobile working have to be so complicated?

Wayne Green has worked for Futures Housing Group for the last five years, his current responsibilities include head of assets at Daventry & District Housing, general manager of Futures Greenscape, a social enterprise delivering grounds maintenance and property services, and finally project manager for the group's mobile working provision.

Futures Housing Group is a social business with a community focus. We provide 9,000 affordable homes and neighbourhood services across the East Midlands. We are committed to pursuing partnership opportunities that help us do more for our customers including social enterprise.

GreenSquare

THURSDAY | 1500 | UNIVERSITY

GREENSQUARE

Getting ready for Universal credit

Jenny Spoor, Head of Neighbourhoods

A new era: GreenSquare's experience of the DWP's pilot projects and its preparations for universal credit.

Jenny Spoor has overall responsibility for group income. Jenny has worked in social housing for 16 years in a variety of local authority and housing association roles.

GreenSquare is a major provider of housing, regeneration, care and support, and commercial services across Wiltshire, Oxfordshire and Gloucestershire. Our core business is building, managing and maintaining homes as well as supporting strong and stable communities.

HACT
ideas and innovation in housing

WEDNESDAY | 1100 | KEBLE

HACT

Housing, big data & beyond

Matt Leach, CEO

HACT is working with Microsoft and some of the UK's leading housing providers to develop new approaches to leveraging the power of big data in housing.

Matt Leach has been, variously, a director of the Housing Corporation and of the 'Red Tory' think tank ResPublica, private secretary to then Housing Minister Nick Raynsford and the bloke who wrote the Queen's Speech.

He blogs, writes and tweets relentlessly about the future of the housing sector and in particular the need to embrace opportunities offered by new technologies.

HACT is the housing sector's own ideas and innovation agency. In recent months, it has led pioneering research into housing and social value; launched the first sector-wide collaboration on big data; and co-developed www.communityinsight.org, currently the housing sector's most used open-data mapping platform.

Civica Housing
The next generation

Civica UK announces the first implementation of the Civica Cx Housing Management System…

…the next generation product for Social Housing. Rollout will commence in the first quarter of 2014 with the first of five customers who have already committed to Cx and will be taking their organisations forward with the web deployable application software.

Using expertise gained over twenty years in the housing sector, Cx (Customer eXperience) has been developed as a best-of-breed Application in .Net, and HTML5 running against a SQL Server database deployable respectively on internal customer infrastructure, as a Managed Service, or available in the Cloud using Software As a Service (SaaS).

The application puts the citizen at the heart of the business allowing the landlord to interact with the resident in the manner of their choice – their preferred language and method such as email, text and/or social media – and delivers seamless integration with CRM applications and self-service portals to track the organisation's whole-life relationship with the resident.

Cx has been specifically designed to run on tablets, smartphones and traditional computers using an intuitive interface, and use-anywhere on any device basis based around a Windows 8 look and feel, providing a rich functional interface available anytime, anywhere and any place.

Jeff Hewitt, Civica Housing's Managing Director, comments: "Cx is the culmination of almost three years' design and development, and has been engineered from the ground up. The easy option for us would have been to re-use an existing database, and provide a new front end in Cx. Instead, we have looked at the fresh challenges facing the sector and have designed a system around the latest developments in the industry, from provision of services to non-tenants, to offering communication choices to tenants and leaseholders, Universal Credit and the move to Social Enterprise. Cx provides a framework permitting growth and diversity in a sector facing real challenges, and housing management systems must enable, not constrain, diversification into new areas of work."

To find out more
Email: civicahousingcx@civica.co.uk
Call: 01384 453400

@CivicaUK
www.linkedin.com/company/civica

CIVICA

BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1500 | EXETER

HALTON HOUSING TRUST

The provision of all services online, integrated with the HMS

Carole Galsworthy, Director of ICT and Business Improvement
Ed Bullock, Technical Support Manager

The aim of the Digital First programme is to develop the Trust's services to ensure they are accessible to all customers online and to encourage as many customers as possible to access services this way. This will free up resources to focus on income collection and advice in response to welfare reform.

Carole Galsworthy is leading a ground breaking Digital First programme that will radically change the way customers access the Trust's services and how these services are delivered. She is a keen advocate of using integrated systems and technology to deliver wholesale change, ensuring services are delivered in the most effective and efficient way.

Ed Bullock has many years' experience in the IT sector working in a variety of roles including technical support, development, consultancy and management. Before joining Halton Housing, he was head of IT for a stockbroking firm.

Halton Housing Trust is a forward thinking and dynamic not for profit housing association that owns and manages 6,400 homes in the Cheshire towns of Runcorn and Widnes.

Officially a registered provider, we formed in December 2005 following the transfer of homes from Halton Borough Council.

WEDNESDAY | 1500 | KEBLE

## HELENA PARTNERSHIPS

CRM for welfare reform and compliance

Nasrin Fazal, Head of Programme Delivery
Louise Hodgson, CRM Strategy Manager

This presentation will show our journey from 'we need a CRM system and can we build it ourselves?' to trying to understand the concepts and realities of customer insight and more recently big data, customer excellence and VFM, and achieving the elusive 'knowledge management approach'.

Nasrin Fazal has worked in the public sector for nearly 20 years, and has a keen interest in digital service delivery.

Louise Hodgson's role sits within business assurance which brings together performance, risk, research and IT professionals. Her key responsibilities are to project lead in delivering the CRM strategy.

Helena Partnerships is a well-respected housing association based in the North. Created in 2002 to take over the housing stock of St Helens Council in Merseyside, the company has rejuvenated homes and communities.
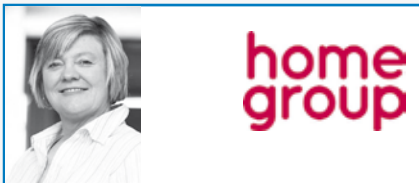
WEDNESDAY | 1400 | KEBLE

HOME GROUP

How to embark on an omni-channel strategy

Donna Middleton, Director of Customer Experience

Omni-channel – why go there?
• How it supports the customer journey
• Create a deliberate experience with your design - keep it simple
• Be clear on your desired outcomes and how you measure your RoI
• Customer effort trumps channel preference - what research tells us about what matters universally to customers
• Insight to action - be fleet of foot through real-time access to the customer voice.

Donna Middleton is responsible for over 120 colleagues driving the delivery of 'Brilliant Basics' through a national contact centre model. On a national level, she is also responsible for the development of the multi-channel strategy for Home Group.

Home Group, a social enterprise and a charity with a turnover of over £300m, is one of the UK's largest providers of high quality housing and supported housing services and products.

SPONSOR

THURSDAY | 1400 | PEMBROKE

INTRINSIC

Enablers of business agility

Steve Browell, Chief Technology Officer

Intrinsic works with housing associations to improve customer service and tenant experience, while delivering operational efficiencies.

We've developed an approach called Dynamic IT which provides you with options focused around delivering on-premise technologies, cloud services, consultancy and a suite of managed services enabling you to transition to a more agile, flexible environment whilst empowering your employees and providing customer service excellence. Join us to learn more.

Steve Browell is helping Intrinsic's strategic growth over the next few years through running the Technology Innovation Practice and bringing new technologies on board to provide our sales and business development teams with the most appropriate solutions for customers.

Intrinsic is a next generation managed services provider that enables organisations to become operationally and culturally agile.

Intrinsic is the UK's leading provider of hybrid IT managed services, empowering organisations to transition, flex and integrate between on-premise and cloud-based ways of working.

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BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1200 | BRIMPTON

KNIGHTSTONE HOUSING

Business transformation & the role of IT in delivering smarter ways of working, better tenant services & greater efficiencies

Nick Horne, Chief Executive
Mandy Garrett, Head of IT
Chris Mocock, ICT Services Manager

In June 2011, Knightstone launched its 'Take on the Future' transformation programme through which it refocused its area, reshaped its services and refreshed its ways of working.

This session will provide an overview of why and how it did what it did and the critical role that IT played in enabling a smarter way of working and better service delivery for residents.

Nick Horne was appointed chief executive in 1998. He is a member of the West of England Local Enterprise Partnership Infrastructure & Place Group, Committee Member of the Social Housing Pension Scheme and Chair of the Bristol Homes Commission.

Mandy Garrett is a dynamic technology and change professional and has over 10 years' IT and change experience delivering company-wide programmes across multiple sites. She has an excellent awareness of the bigger picture while remaining focused on delivering technological change on the ground.

Chris Mocock has first-rate technical skills as well as being an accredited ITIL and Prince2 project manager with a proven track record of delivering wholesale technological changes with fantastic results.

Knightstone Housing is a housing association which manages and develops affordable homes for rent and sale. Knightstone has provided housing services in the south west for 38 years. It manages over 12,000 homes and delivers services to 24,000 residents and homeowners.

WEDNESDAY | 1500 | BRIMPTON

LOOKING LOCAL

Exploring universal credit, multi-channel access & joined up public services for channel shift, business transformation & digital inclusion

Guy Giles, Operations Director, Looking Local

People have multiple ways of accessing information and services, and along with that comes a range of complexities for service providers. Public sector organisations often face similar challenges in terms of customer access and effective digital service delivery; by working collaboratively Looking Local has shown that there are real opportunities in terms of savings, business transformation, channel shift and engagement.

Guy Giles is an informative and entertaining speaker on all things digital, having seen first-hand the successes, challenges and changes in digital service delivery across the public sector over the past ten years.

Owned by Kirklees Council, Looking Local works collectively with 120+ public sector organisations and national government partners providing solutions that exploit the full range of digital channels and devices to deliver effective customer services, access & business improvements.

WEDNESDAY | 1400 | PEMBROKE

MET & CITRIX

Totally transform IT

David Turner, Channel Development Manager, Citrix

The benefits that housing providers can gain by adopting more mobile and flexible work styles can transform their operations.

MET will discuss how housing providers can overcome the perceived challenges of adopting mobile working solutions and demonstrate some of the technologies available to simplify the management and security of a wide range of end-user devices.

David Turner graduated from the University of Manchester in 2000 and has worked with the Citrix partner community ever since.

He has held various positions within the UK's largest Citrix authorised learning centre, the UK's leading Citrix distribution partner, and for the past three years at Citrix itself.

MET
MET is a leading UK ICT specialist focused on designing, implementing and supporting complex IT solutions and organisations across the UK. Recognised as a Citrix Centre of Excellence, MET has over 16 years pedigree in providing secure mobile working solutions along with an extensive managed service portfolio.
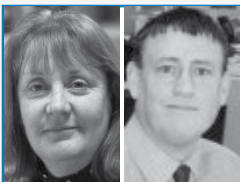
Citrix
With market-leading solutions for mobility, desktop virtualization, cloud networking, cloud platforms, collaboration and data sharing, Citrix helps companies of all sizes achieve the speed and agility necessary to succeed in a mobile and dynamic world. Citrix products are in use at more than 260,000 organizations and by over 100 million users globally.

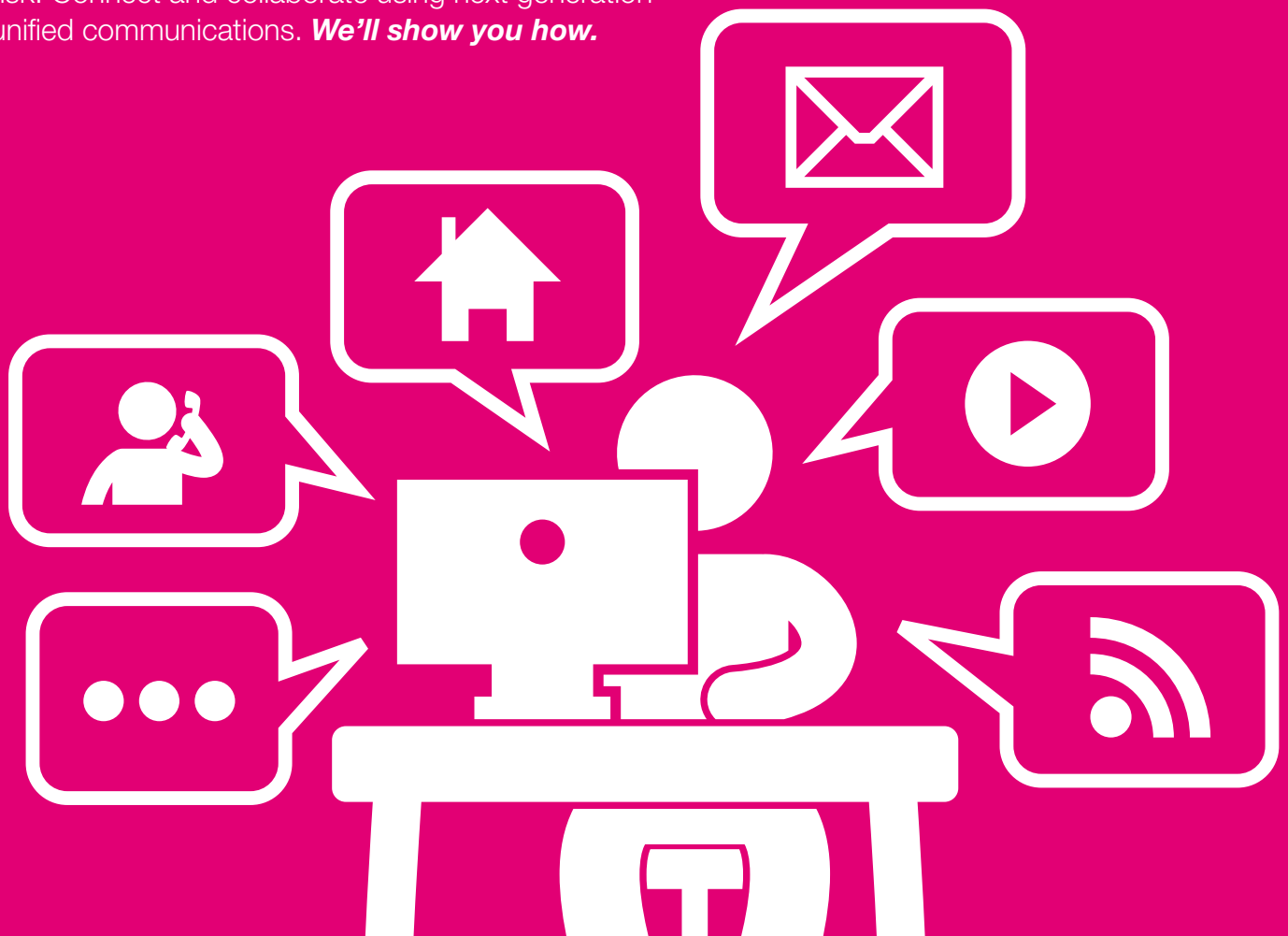## THURSDAY | 1500 | LINCOLN

NIACE & EMH GROUP

Digital inclusion, welfare reform and universal credit

Susan Easton, Digital Programme Manager, NIACE
Chris Swaine, Academy and Digital Manager, EMH Group

A report on a DI project where NIACE and EMH Group developed the skills of four key groups; sufferers of domestic violence; older people; BME communities; and the homeless.

It will look at lessons learned relating to the ICT infrastructure; digital skills of staff, approaches used and the impact of the programme. It will argue that investment so far has failed and discuss why digital programmes must be based on residents' needs, not on numbers.

Susan Easton joined NIACE in 2003 to support NIACE's work in digital learning, digital inclusion and the development of innovative approaches to learning. She has led the delivery of a number of UK national initiatives, including a national online portal for adult and community learning, a range of programmes to support e-learning, digital inclusion and digital literacy.

Chris Swaine has worked in digital inclusion and e-learning for over 15 years at local and national levels. His work has included being part of the national team which rolled out UK Online Centres and e-learning into ACL.

NIACE
The National Institute of Adult Continuing Education (NIACE) aims to encourage all adults to engage in learning of all kinds. We seek to achieve this by running high-profile campaigns such as Adult Learners' Week and Quick Reads, delivering high quality development and research work, supplying expert consultancy, advice and support services, and providing flexible and personalised training courses.

EMH Group
The EMH Group is a social housing and care provider operating across the East Midlands. It has 17,500 homes, £90 million turnover and 1,200 employees. In 2013 it was awarded the highest rating by the HCA for Governance and Viability.

Next generation managed services

Intrinsic is a next generation managed services provider. We enable organisations to become operationally and culturally agile by delivering dynamic IT strategies that respond to everyday challenges.

Improve customer services with contact centre technology that supports multiple communication channels, including social media. Enable mobility, transform service models and reduce operational risk. Connect and collaborate using next generation unified communications. **We'll show you how.**

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Enablers of Business Agility

BUSINESS & TECHNOLOGY PRESENTATIONS

oneserve™

Sovini

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THURSDAY | 1100 | LINCOLN

ONESERVE & SOVINI

Project 65: Elevating service delivery though the cloud

Phil Pemberton, Managing Director, Property Services, Sovini

Project 65 has been a partnership program between Sovini Property Services and Oneserve to help us deliver our property maintenance services through the cloud. It represents the most fundamental change in our business processes for over a decade and has transformed the way we work.

With our entire field force now using mobile devices running the Oneserve application, we're delivering more jobs, more quickly, first time, every time and are on track to save over £400,000 in year one.

With over 30 years' experience working in the delivery of repairs and maintenance for housing associations and private contractors, Phil Pemberton currently heads up Sovini Property Services who deliver repair and maintenance services to three housing associations with a turnover of over £20m.

Oneserve
We're Oneserve: the most exciting and cost effective field service management solution provider on the market today. We combine software, service and technology, providing you with everything you need to transform the performance of your business.

Sovini
Sovini is an exciting new type of business group with a mission to bring together like-minded organisations to work in partnership to support each other, achieve better value, deliver a high quality service and exceed customers' expectations.

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orbit group

WEDNESDAY | 1100 | LINCOLN

ORBIT

Going beyond 'likes' and hashtags: a digital journey at the Orbit Group

David Leach, IT director

An overview of how the digital strategy within Orbit is helping to change culture, support innovation and improve services.

David Leach has an MBA from Nottingham University and has worked across Europe in the logistics and financial service sectors.

He is now focused on helping Orbit Group use technology to improve its services to residents and improve its organisational effectiveness.

Orbit Group is one of the largest housing organisations in the country, providing more than 38,000 homes in the Midlands, South East and East of England.

Orbit is a modern and dynamic social business with a shared ambition of 'Building Communities'.

Orchard

SPONSOR

THURSDAY | 1200 | UNIVERSITY

ORCHARD

E-RP?

Aidan Dunphy, Head of Product Strategy

With the pressures of recession and welfare reform, RPs are now turning to commercial ventures to balance the books.

The growing challenge of integrating business operations, data and processes suggests an ERP-style solution, but this must support the unique responsibilities and realities of the social housing sector.

Aidan Dunphy, Orchard's head of product strategy, discusses the pros and cons of the different approaches.

Aidan Dunphy is the head of product strategy for Orchard Information Systems, bridging the commercial/technical divide.

With 16 years' experience in the sector, he drives Orchard's product strategy, responding to emerging needs and opportunities in the sector and ensuring that Orchard's products are developed and communicated in the most effective way.

We are Orchard, the UK's leading independent provider of specialist software solutions to the public and social housing sectors – but our expertise is just the tip of the iceberg.

Continual investment in our products, people and culture ensures that innovation and customer experience are two of the cornerstones on which our business, and its success is built.

And with over 30 years' experience in the public sector, we certainly know a thing or two.

PEAKS & PLAINS
Housing Trust

WEDNESDAY | 1400 | LIBRARY

PEAKS & PLAINS HOUSING TRUST

Making your income & collection systems deliver £s for pounds: An advanced rules-based approach to tackling income management

Greg Bones, Director of Resources
Simon Penaluna, Assistant IT Director

Ever wondered how your income officers think?

This session will show you how Peaks & Plains has created an in-house system that understands the human element of prioritising arrears to maximise rent collection, resulting in the best collection rates in seven years.

Greg Bones has over 10 years' experience working for housing companies. Originally trained in the Lloyds of London insurance market, he is a qualified accountant, a board member for Golden Gates Housing Trust, a Fellow of the Association of Chartered Certified Accounts and was awarded an MBA from Manchester Business School for researching 'Value for Money Culture in Housing Associations'.

Simon Penaluna has worked at Peaks & Plains Housing since 2006 and in IT management since 1999. He has developed and implemented a number of strategies including web, software and digital inclusion. The climax of his career came in June 2013 when the ICT team at Peaks & Plains won the coveted Housing Heroes Team of the Year award.

Peaks & Plains Housing Trust is based in Macclesfield, Cheshire. It owns and manages 5,000 homes in a mix of urban and rural settings.

The Trust is committed to improving people's lives and making a real difference in the communities it serves. It has won a range of local and national awards, including being in the Times Top 100 Companies.

MANAGED SERVICES

The Benefits

Raising the standard

An improvement in all areas of IT will be achieved as the time consuming routine elements are proactively managed freeing up your IT resource. Every user will be fully supported with quicker resolution of issues and every member of the IT staff will make a greater contribution to the business while you get access to the best technology and IT experts.

Cost control

A managed service provides a fixed price for the routine elements of the infrastructure, with no unexpected labour costs, whilst the highly qualified staff and technology you have access to improves your IT capabilities.

Greater reliability

The uncertainty around IT is removed and users will operate in a more reliable environment where problems are resolved before they have any impact on the day-to-day operations

IT intelligence

Working with many different technologies, MET brings a wealth of intelligence and breadth of knowledge which clients can tap into to help them make changes in the business. We can provide real and practical advice to help the IT department to create the best IT infrastructure – raising the standard of IT for everyone.

MET offer a full range of IT out tasking services that brings cost and performance benefits to the business. MET offer highly motivated technical consultants, years of experience, and we use innovative monitoring and management technologies that have taken many years to perfect.

A significant percentage of IT resource time is spent managing and supporting the basic infrastructure requirements of the business. This ignites the fire-fighting scenario leaving very little time to focus on the IT strategy that the business really needs.

"MET answered 97% of calls from our IT support customers inside the service level agreement"

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Sales E-mail: sales@met.co.uk

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BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1200 | LINCOLN

RHP

Nudging customers in an omni-channel world

Jonathan Creaser, Head of ICT
Tracey Elliott, Project Manager

How did RHP go about learning more about its customers and what did it discover? How did it go about making changes in the way it delivers its services in an omni-channel world in order to provide its customers with more choice, convenience and control?

Jonathan Creaser has built up a scalable and flexible technology platform using Microsoft Dynamics and best-of-breed applications to enable the delivery of real time solutions for customers and employees. He has also overseen the development of RHP's online repairs ordering solution – the first automated self-service system in the sector.

Tracey Elliott has been with RHP since its start in July 2000, having transferred from the London Borough of Richmond. She has worked in various areas, including retirement housing, tenancy support and anti-social behaviour. Tracey has been working on a series of special projects including profiling to help produce a report on the future housing needs of RHP's customers, and leads on RHP's approach to Welfare Reform.

RHP was named European Employer of the Year in 2013, not long after it was named the 5th best UK non-profit company to work for in The Sunday Times 2012 survey.

RHP has built its reputation by recruiting and developing people who excel at customer service and its innovative and tireless approach to improving its customers' satisfaction.

THURSDAY | 1500 | PEMBROKE

SALFORD CITY COUNCIL

AYOD, BYOD, CYOD... What next DYOD, EYOD... Destroy, encrypt your own devices?

Gary Marland & Steve Clare, Principal IT Auditors

Whatever next: are we merely working through the alphabet?

No matter what it's called, the key risks remain and need to be considered and assessed against the benefits of utilising own devices can bring.

This presentation will question how or if an organisation's ICT department can control, secure and protect personal, sensitive and confidential data from an audit perspective.

Gary Marland and Steve Clare are qualified IT auditors and have jointly amassed 35 years' internal audit experience.

They undertake all aspects of technical, information security, assurance and consultancy based audits and advise on emerging themes such as BYOD and mobile working.

Salford Internal Audit Services (SIAS) deliver high quality, low cost technical IT audits, consultancy and general internal audit.

SIAS operate from within Salford City Council and clients include councils, Police and housing associations mainly across the North West and Yorkshire.

THURSDAY | 1400 | EXETER

SAXON WEALD

Nudging closer: Can behavioural change smooth the way for universal credit?

Francesca Nelson, Communications Manager

A background in tobacco control led Saxon Weald's communications manager to explore whether behavioural change has a part to play in helping people move to single payments.

A short (and deeply unscientific) look at whether the lessons learned in the campaign to reduce smoking have any relevance when it comes to helping people to take financial responsibility.

Francesca Nelson is a journalist by training, has worked for the NHS in health education and works part-time for Saxon Weald in its PR and marketing team.

Saxon Weald is a charitable housing association formed in 2000. It provides almost 6,000 homes for people across Sussex and Hampshire. The majority of its stock is in and around Horsham. A quarter of its housing is specifically for older people.

THURSDAY | 1400 | UNIVERSITY

SOVEREIGN BUSINESS INTEGRATION GROUP

The rise of the housing cloud

Kevin Doran, CTO
Jacqui Stoggall, Director of Consultancy

SPONSOR

Organisations are seeking to take advantage of the opportunities offered by the drop in network and data centre operating costs.

Following the path well-trodden in other sectors, housing providers are looking to cloud as part of a broader strategy to deliver what the sector needs in terms of cost savings, value for money, efficiency of operations and improved availability of systems.

Kevin Doran is the architect of Sovereign's strategic technology roadmap and the IT solutions it provides. Combining technical expertise with common-sense, Kevin understands the fundamental importance of keeping solutions simple, effective and supportable. And having worked with many housing clients over the past 15 years, he understands completely the sector's ethos of always providing the best value without ever compromising quality.

Jacqui Stoggall is the director of consultancy at Sovereign Business Integration Group plc. She has worked for Sovereign for the last 8 years initially as a senior consultant. Prior to joining Sovereign, she worked for several large housing associations including Peabody Trust and Home Group.

Sovereign offers truly impartial IT services (from consultancy through to managed IT services) to ensure investments in IT deliver the improvements you need.

Keeping abreast of all developments and technological advances enables us to continue to best advise and support our clients, offering real value for money.
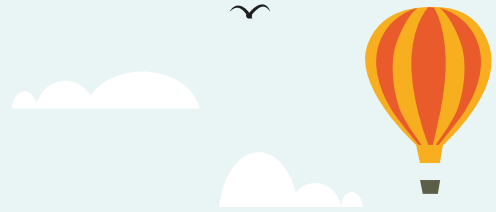
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BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1400 | UNIVERSITY

THE HOUSING CONTACT COMPANY & ACCENT

How and why is customer satisfaction important in 2014?

John Doyle, Managing Director - Housing Contact
Andrew Kidds, Head of Customer Contact, Accent Group

We will explain how the automotive industry and social housing have much in common regarding how the financial crash impacted the incentive for organisations to measure satisfaction.

To some now an unaffordable luxury, Accent Group will demonstrate how and why satisfaction is critical to its operations.

John Doyle founded Voicescape which is the parent of The Housing Contact Company over 15 years ago. He has been developing a range of tenant contact solutions for RSLs over the last 5 years including repairs monitoring and rent collections.

Andrew Kidds has over 18 years' experience in service delivery, contact centre management, customer support and retention, the effective use of third-party partners, and maintenance and fulfilment contracts. He is currently providing responsive repair services for 20,500 homes and 34,000 residents.

The Housing Contact Company
We provide a range of cloud based telephony modules that are designed to help streamline specific communication requirements between RSLs and their tenants. They also collect all feedback centrally, where it can be used to maximum operational effect.

Accent Group
We have been providing high quality social housing for rent and sale for over 40 years, and we remain firmly committed to providing our residents with the excellent homes and top quality services they have a right to expect. We currently own and manage over 20,500 homes across the country, which over 34,000 residents call home.

WEDNESDAY | 1100 | UNIVERSITY

THE HYDE GROUP

Positioning ICT for business efficiency and growth

Richard Scholes, ICT Director

How the Hyde Group transformed its ICT function, including the adoption of ITIL principles, the outsourcing of some services and a 'root and branch' review of all of infrastructure and systems.

This gave the group the ICT systems it needed to support the group's business transformation programme, One Hyde One Vision and maximise value for money.

Richard Scholes is responsible for ICT strategy and delivery at The Hyde Group. He has multi-sector experience including senior roles in software and financial services and experience of outsourcing as a customer and supplier.

The Hyde Group is an award-winning provider of homes. It is one of the largest housing associations in England, owning or managing around 50,000 homes in London, Kent, Surrey, Sussex, Hampshire, the East of England and East Midlands.
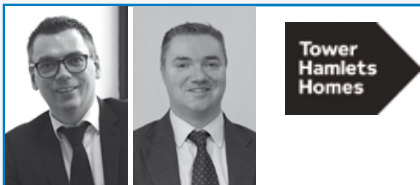
THURSDAY | 1100 | LIBRARY

TOWER HAMLETS HOMES

Demand- and insight-led housing management to transform performance

Chris Smith, Head of ICT, Risk & Contract Governance
Les Warren, Director of Finance & Customer Services

As a systems-thinking organisation, Tower Hamlets Homes has leveraged value from existing and new ICT investments to deliver performance through processes.

This has facilitated the use of customer insight and business intelligence to deliver ever-improving services to meet and exceed resident expectations, against a backdrop of public sector austerity and the need to deliver cashable savings.

Chris Smith has over 15 years' experience in housing, public sector ICT and business transformation and has led major ICT implementations and change management programmes to support strategic objectives and deliver tangible business and customer benefits.

Les Warren has held a range of senior roles in the public and private sectors. Much of his career to date has been within property and housing businesses. He is a Chartered Accountant and holds an MBA from the University of Cape Town.

Established in 2008 Tower Hamlets Homes is the ALMO set up to deliver high quality housing services for residents living in 22,000 Tower Hamlets Council homes.

WEDNESDAY | 1100 | LIBRARY

UNITE (SEVERNSIDE HOUSING & SHROPSHIRE HOUSING)

Collaborative working to deliver IT transformation and business change

Andrew Dale, Head Of IT
Ian Pritchard, IT Manager

A review of the business drivers for the creation of a shared IT service for Severnside Housing and Shropshire Housing; and how collaborative working practices and services has been delivered while addressing various IT and business challenges, while also achieving the numerous benefits that were the aim of the shared IT service.

Andrew Dale is an experienced IT professional with 14 years' managerial experience. His skills in project management, IT process and system transformation were applied to setup unITe as a collaborative IT service.

Ian Pritchard is an IT professional with 18 years' technical experience gained in both public and private sectors. His skills in server virtualisation, LAN/WAN networking, helpdesk systems and IT security are enabling unITe to deliver its effective and efficient IT support services.

unITe Solutions is a collaboration between Severnside Housing and Shropshire Housing Group for the management and delivery of IT Services to both organisations.

unITe operates a single team to provide development, support and delivery of services with one budget, project management and helpdesk service.

BUSINESS & TECHNOLOGY PRESENTATIONS

WALES & WEST HOUSING / F-FECTIS

WEDNESDAY | 1200 | EXETER

WALES & WEST HOUSING / F-FECTIS

Showcasing the results of research into the cost drivers for IT in housing

Richard Troote, Head of IS, Wales & West Housing
Henk Korevaar, Founder

Where are the cost pressures on providing IT services? How does my association compare with others?

For years, IT managers have tried to answer these questions and others like them using benchmarking but without great success.

Working with 17 Welsh HAs, hear how we tackled these questions from a different perspective and how we answered the value for money questions and found those IT cost drivers.

Richard Troote has over 10 years' experience as a departmental IT manager in the housing sector, he is Chair of the CHC IT Network representing IT professional in the Welsh housing sector. Previously a Director of SPriNT Supporting People Software, 18 years' experience with the civil service and commercial sectors and an associate lecturer with the Open University.

Henk Korevaar is the founder of F-fectis, a networking organisation for innovation and change, and the author of a dozen books on topics such as teambuilding, project-management, costs and impact of (IT) projects as well as innovation modelling and implementation of New Ways of Working. He is frequently invited to design and facilitate interactive workshops for (international) groups of up to 200 participants.

Wales & West Housing has 9,000 properties across Wales providing quality, affordable homes for more than 17,000 people. Established in 1965, WWH employs 350 staff, and works in 12 local authorities. Its current £138m build programme is set to deliver 1,000 new homes within the next five years.

WEDNESDAY | 1100 | PEMBROKE

WEST KENT HOUSING

'It's your call': How we improved the customer journey by delivering a 'right person, right answer, first time' service

Steven Bennett, Programme Manager
Claire Davidson, ICT Projects Manager

Do you put your customers at the centre of what you do? Are you trying to maximise the business benefits of new technology and manage change at the same time?

We set out to improve technology, streamline business processes and start to change the relationship we have with our customers.

Learn how West Kent achieved real success by focusing on three areas: technology, service delivery and cultural change.

Steven Bennett has over 15 years' experience in local authorities and housing associations. While his spiritual home will always be in housing management, he has project managed the largest transformational, technological and cultural change at West Kent.

Claire Davidson has 12 years' experience in local authorities and housing associations. Her background is floating support contract management and youth and employment services. She's project managed the implementation of the unified communications platform, CRM and EDRM systems at West Kent.

Our vision is to be the leading community provider of affordable homes in Kent. Our core purpose is to provide homes for those who struggle to afford them in the open market and to nurture the communities around those homes.

WEDNESDAY | 1500 | EXETER

WULVERN HOUSING

'Keep taking the tablets!': Mobile working & welfare reform

Sasha Deepwell, Deputy Chief Executive

Find out how Wulvern has used lean thinking and mobile working to redesign its services in the light of welfare reform and customers' needs.

Starting with data analysis and customer profiling, it built a predictive tool for income collection which prioritised the work of income officers. Wulvern combined its lean systems with mobile IT to respond to the challenges of welfare reform, secure its income stream and redesign working practices for the benefit of customers.

Sasha Deepwell is a senior executive with a successful track record of leadership in the affordable housing sector. She is passionate about developing people, places and property.

She has had an interesting year which involved climbing Mount Kilimanjaro to raise funds for housing and education projects as well as recently winning the national leading mentor award from Women in Housing.

Wulvern is the largest housing association in South Cheshire, providing and building quality, affordable homes and services for over 15,000 customers across Cheshire. This includes homes for rent, shared ownership, extra care and a wide range of supported living services.

WEDNESDAY | 1500 | PEMBROKE

YOUR HOMES NEWCASTLE

Doorstep delivery: A warts and all account of introducing a mobile-working pilot

Geof Ellingham, Head of IT
Karen Hedley, Operational Support Manager

Since October 2013, twenty members of staff have been using tablets to access and update customer information away from the office, particularly in tenant homes.

In theory, this should save huge amounts of time by sweeping away pre-visit form printing and office-based rekeying. But what happens in practice...?

Karen Hedley works in YHN's Tenancy Services directorate. She is responsible for performance management in the East end of Newcastle upon Tyne and has portfolio responsibility for the delivery of the mobile working pilot across YHN.

Most of Geof Ellingham's IT career has been spent in financial services, a sector more obviously associated than social housing with on-demand systems. His job is to help YHN make smarter use of technology to cope with a changing world.

Your Homes Newcastle is an ALMO, providing a wide range of housing-related services to over 29,000 properties in Newcastle on behalf of the City council, Leazes Homes and Byker Community Trust. It also manages 1,500 leasehold properties.

BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1400 | LINCOLN

YORKSHIRE HOUSING

The impact of welfare reform on the customer experience

Joanne Foster, Income Service Manager
Adam Stewart, Head of Customer Services

Improved customer offers in the light of welfare reform – find out how Yorkshire Housing has approached the impact of welfare reform on the customer experience.

They will share their approach, the lessons learnt, and give an insight to changed services, which have not only improved their customer experience but also better for the bottom line.

Adam Stewart specialises in contact centre, project management and service improvement, having managed major operational and cultural change both in start-up and established businesses, and continuous development for the customer experience. He was previously head of customer insight & development at Home Group.

Joanne Foster is responsible for the provision of income and welfare support at Yorkshire Housing and is also the business lead for its welfare reform programme. She was previously responsible for income & debt recovery at Sanctuary Housing Association.

Yorkshire Housing is a registered social landlord providing more than 16,000 affordable homes throughout Yorkshire. We are a £70m turnover, charitable business employing over 750 people.

Our mission is to be one of the best providers of homes and support. We care about what we do. In everything we do we will show Respect, Reliability and Enthusiasm.

PANEL DISCUSSION
WEDNESDAY | 1600 | TRINITY SUITE

NICK JEFFREYS
Business Development Director

DONNA MIDDLETON
Director of Customer Experience

NICK HORNE
Chief Executive

AIDAN DUNPHY
Head of Product Strategy

JONATHEN CREASER
Head of ICT

SASHA DEEPWELL
Deputy Chief Executive

GEOF ELLINGHAM
Head of IT

Technology that keeps you in touch with tenants.

At Housing Contact, we create communication technology products that help you meet the unique challenges of the housing sector:

- Collecting missed rent payments
- Gaining relevant and timely tenant insight
- Improving appointment scheduling
- Sending mass communications in multiple languages

Our robust, secure and reliable products are designed specifically for housing organisations. Plus, our technology can be tweaked, tailored and integrated to your systems, so you get a custom-fit solution that's as effective as it is affordable. For more information, visit housingcontact.co.uk or visit our stand at Housing Technology 2014.

www.housingcontact.co.uk / 0161 259 1122

Housing Contact
In touch with tenants

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1st Touch is the established UK leader in the supply of mobile workforce software solutions for social housing, property services and local government sectors, with existing customers being both large organisations with hundreds of users and small organisations with only a few users.

Based in Southampton, 1st Touch, a subsidiary of Aareon AG (www.aareon.com), has enabled many field workforce-based organisations to embrace new mobile technologies and in turn achieve significant savings, greater productivity and more cost-effective use of resources. 1st Touch helps organisations adhere to a wide portfolio of best practice, and industry specific areas of compliance, legislative and regulatory standards.1st Touch mobile solutions go much further than the market has previously been able to offer, delivering a range of standard applications together with an easy to configure mobile platform, providing true enterprise-wide mobile solutions.

1st Touch Mobile delivers clear and unique benefits:
• Reduced costs to organisations because airtime is minimised and the system is always available with or without airtime.
• Flexibility through simple customer control over forms' creation and amendment.
• Integration to multiple back office and other enterprise software applications, so that data is entered only once.

With its widely-acclaimed mobile technology, 1st Touch has a clear focus on the social housing and local government markets. Many social housing providers and local authorities now benefit from the fast and tangible, best-of-breed benefits that 1st Touch's mobile technology delivers to the enterprise. 1st Touch customers span social services, property services and local government. Sectors within the social housing and property services market include local councils, housing associations, ALMOs, service providers and contractors.

1st Touch software is available on a wide variety of platforms including Windows Mobile, Apple and Android.

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Aareon UK is the leading housing management software supplier in the UK, providing housing & financial management solutions to the social housing sector.

We are the leading European housing IT provider, with over nine million units of stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future.

The QL Product Family
QL is a truly integrated and highly functional software solution designed specifically to meet the needs of social housing providers. Easy to implement, easy to use and easy to run, QL makes your staff's job easier while streamlining your processes and giving you access to the information you need to make the right decision at the right time.

QL's flexible modular structure allows you to choose the elements you need to manage your business, whatever your structure, shape and size.

• **QL Housing** • **QL Financials** • **QL Personnel**
• **Payroll** • **QL Business Intelligence**

Within the core modules, the QL product suite offers:
• Customer relationship management
• Rent accounting & arrears
• Waiting lists & void management
• Reactive repairs & planned maintenance
• Supporting people
• State-of-the-art reporting
• Task centre alerts
• Estate management & ASB
• Web integration for tenants and business partners
• Development & major projects
• Questionnaires & gas servicing
• Tenant participation
• Documotive EDM
• 1st Touch Mobile

For further information or to book a demonstration, call 02476 323 723, email emma.page@aareon.com or visit www.aareon.co.uk.

BT

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BT Business provides the UK's small and medium businesses (SMEs) with a range of ICT and communications solutions.

BT Business's vision is to become the place where the UK's SMEs go to work, partnering with businesses to find ways to help them collaborate and grow, with solutions that unify their IT and communications needs.

Our dedicated account managers work with businesses to understand their needs, and advise on how they can drive down costs and improve efficiencies through adopting the right technologies.

BT Business – Making technology work for you.

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Capita is the leading supplier of integrated housing management systems within the social housing sector, with over 220 customers across the UK.

Whether you are responsible for a few hundred properties or many thousands, Capita's scalable, feature-rich housing management solution is designed to meet your needs, all within one system and with all the expertise and support you'd expect from Capita.

Our social housing management modules incorporate:
• Customer relationship and contact management
• Repairs and asset management
• Finance management
• Integrated workflow
• Mobile working
• Reporting and data management
• Self-service solutions
• Smartphone apps ... and more

The right tool for the job
Capita's total housing solution is built on a foundation of understanding what you and your users need to get the job done efficiently and effectively. We work with our customers to ensure their customers and staff have the right tool for the job, in the right place, and with the most appropriate interface for the task at hand.

Complete, end-to-end management
In addition to your core housing management solution, Capita also offers a range of solutions to assist your social housing organisation in its day to day activity.

Document solutions
Capita's electronic document management (EDM) solution, Swordfish, allows social housing organisations to adopt more efficient working practices by streamlining and, where possible, automating their operations. Flexible and scalable to fit any organisation size, Swordfish also offers continuous, customer-focused product development to best meet customers' needs.

Payment management solutions
Capita's range of payment solutions makes it easy for tenants to pay any housing bills, improving efficiencies, saving staff time and improving customer satisfaction. Our payment solutions give customers a choice of convenient and easy-to-use payment channels, so securing payments on time is less of a challenge.

With Chip & PIN, online and telephone payment solutions, Capita has a solution that's right for you and your customers whether it's face-to-face, self service, at a kiosk, or on the move.

SPONSOR PROFILES

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A strong and trusted partner with a flexible approach, Civica is a market leader in specialist systems and business process services for the public sector. Through a unique combination of people, technology and business process expertise, we help our customers to do more, do better and spend less.

Civica is one of the market leading providers of housing management software and solutions to the UK social housing sector, with over 20 years' experience and a highly successful approach to the housing efficiency agenda. Civica offers a complete housing management solution which includes all the necessary functionality to cater for the entire housing agenda. It includes a full property and person database, waiting lists, allocations, tenancy, leasehold and commercial management, service charges, responsive repairs and a full suite of asset management as well as customer relationship management, complaints and anti-social behaviour. Civica can also meet the needs of direct labour organisations, whether fully integrated or operating as a stand-alone organisation.

Our newly launched housing management solution, Civica Cx, has been designed as a state-of-the-art solution using the latest industry-standard technologies. Cx has been developed from the ground up and delivers a system with the flexibility to meet changing market needs. Traditionally, housing management systems have been focused on the management of properties, often to the detriment of tenants. Cx delivers a significant change in outlook, putting residents at the heart of service delivery and allowing services to be tailored directly to their differing needs. It is a true web-enabled solution, allowing users the freedom to access the system from anywhere, using any device.

Welcome to the next generation in housing management systems. Visit us on stand to see a demo and discuss how Civica Housing Cx can transform the way you work.

cloud dialogs

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Cloud Dialogs represents the next generation of mobile working, where software is a continually improving service that is subscribed to, not purchased, where ownership and implementation does not place a burden on IT resources and where customers can quickly and easily implement solutions without continually incurring additional cost.

We provide a revolutionary cloud-based mobile working platform. We help organisations realise the potential of modern mobile and web technology to deliver powerful business solutions quickly, with minimal IT overhead and for a fraction of the cost of traditional systems. Our customers measure implementation timescales in weeks and expect immediate financial return; Cloud Dialogs represents a genuine alternative to traditional systems in the housing market.

Most of our customers use our system as their core mobile platform, however our platform is particularly valuable when used to complement an existing system. Virtually all housing organisations have invested in a core system, nearly always the one tied to their housing management system to make integration possible. Everyone has implemented repairs, often multiple times, rents are also well served, but outside these only a small percentage of housing services have been given a mobile solution. These areas often need functionality not easily

provided by traditional solutions and it is providing this complete solution that we excel.

The benefits of mobile working in its fullest sense are large and immediate, if a service area is not going to get a solution for two years, but a complete solution could be delivered with a few weeks' work and a simple monthly rental that was less than the immediate savings that would be made, then surely with budgets tight everywhere, this should at least be looked at?

intrinsic
Enablers of Business Agility

INTRINSIC

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Intrinsic is a next generation managed services provider. We enable organisations to become operationally and culturally agile through smart, adaptive technology strategies that respond effectively to everyday challenges.

With offices across the UK, Intrinsic is the leading provider of hybrid IT managed services that enable organisations to transition, flex and integrate between on-premise and cloud-based service ways of working. It provides a unique blend of expertise with a hand-picked suite of emerging and established technology solutions.

Our dynamic IT portfolio breaks down into three main solution areas; workspace enablement, next generation networking and data centre. We enable employees through workspace enablement including unified communications, collaboration, app store, data broker, mobile device management.

We ensure your network is fit for purpose through next generation networking where we will provide the plumbing to support a more distributed workforce including LAN, WLAN, WAN, and mobile. We empower you to move to a flexible computing platform through our data centre solutions – all the back-end services required to transition to a more flexible and consumption-based environment.

As such, this can be delivered on-premise and/or through public and private clouds. Services include compute, storage, backup, business continuity and analytic.

Our managed services portfolio provides a full suite of expert services including maintenance, remote monitoring, lifecycle and change management, and analysis. These are available on-site and remotely.

Our professional services have been designed to assist in your transformation to a more agile business. Based on a detailed analysis of your existing environment, together with an understanding of your business goals, we can design your roadmap to dynamic IT.

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met
managed enterprise technologies

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IT SUPPORT, IT PROJECTS AND PROFESSIONAL SERVICES
MET specialises in IT support and IT outsourcing, IT project design and delivery, and expert IT advice. MET has extensive experience in designing, implementing and supporting complex IT solutions and projects for organisations across the UK.

We apply our extensive technological expertise to solve real business challenges and making a real difference to the day-to-day operations of the customer.

The culture of MET is based around innovation and over the years we have been among the earliest adopters of new technologies. MET has become an expert ICT partner for many clients and can act as a complete IT department for your business or can supplement your existing IT function with our skills and expertise.

MET's has a strong commitment to adding value in everything we do. MET achieves this by delivering the highest quality solutions and services, applying the intelligence we have built over 16 years and continuously innovating to keep our solutions and skills at the leading edge. Through this commitment, we help you to get the very best from your ICT environment.

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We're Oneserve, the most exciting and cost effective field service management solution provider on the market today. We combine software, service and technology, providing you with everything you need to transform the performance of your business.

With Oneserve, you can access all the tools that will help you manage your call centre, workflow, scheduling, mobile workforce, supply chain, asset management, analytics and finance, and parts and stock.

ORCHARD

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With 35 years of experience we are Orchard, the UK's leading independent provider of specialist software solutions to the public and social housing sectors – but our expertise is just the tip of the iceberg. Continual investment in our products, people and culture ensures that innovation and customer experience are two of the cornerstones on which our business, and its success, are built.

Our investment includes the recent acquisition of in4systems Limited, a leading supplier of asset management solutions to the housing sector. Wokingham-based in4systems is best known for its Promaster product which is used by some of the largest housing providers in the UK and consists of 16 modules which comprehensively meet the functional requirements of asset management.

The acquisition of in4systems supports our continuing growth strategy and provides a significant extension to our broad range of solutions for housing providers.

Our philosophy is one of hard work, integrity and reliability, both in our products and in the way we conduct our business. With our welcoming approach, we listen intently to customers' needs, establish connections and develop a unique, flexible working relationship.

In a world increasingly dominated by electronic communication, e-commerce and impersonal service, a company like Orchard still takes the personal approach. We've set strong guiding philosophies about the way we do business. Along with our agile solutions, we have developed an identity of which our staff and customers can be proud.

What can Orchard do for you? Simply put – we can make it easier for you to manage your business.

Orchard Housing is an easy-to-use software application, giving social housing organisations a multi-functional, comprehensive and up-to-date management system in which daily tasks can be carried out more simply, efficiently and quickly.

We remain as dedicated as we have always been to providing agile and effective solutions – whilst our hunger for innovation grows. We are always open to new ideas, fresh thinking and imagination.

SOVEREIGN

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All of Sovereign's dedicated housing consultancy team has worked in the sector previously. Consequently, it brings a deep and broad understanding of the day-to-day processes, practices and challenges facing housing as well as the expert knowledge that enables a senior management team to achieve their strategic objectives.

Examples of recent consultancy engagements in the past 12 months include:
• Strategic review of housing management systems
• Creation and development of a strategic IT roadmap
• Options appraisal, specification, procurement and programme management of a replacement electronic document management solution
• Customer access strategy programme management
• Business improvement programme management
• 'Best value' review of IT – infrastructure and applications
• Design and implementation of application workflows

Sovereign's housing offering provides truly impartial consultancy and IT infrastructure services. This allows Sovereign to build deep and long-lasting partnerships based on value, genuine client advocacy and the delivery of simple and effective solutions that are easily maintainable. We remain a trusted supplier of choice by keeping abreast of all developments in the housing sector, technological advances and by most importantly delivering quality on-time and to budget.

For many of its housing clients, Sovereign provides tailored managed IT Services. In addition to these Sovereign has an exceptionally strong change capability, as demonstrated by these recent projects:
• Physical to virtual transition of server estate
• Infrastructure relocation from on-premise to Sovereign's own data centre
• WAN acceleration deployment for optimising network performance
• Enterprise-wide unified communication roll-out
• Cloud application deployment
• Intrusion prevention and content control security implementation
• Citrix migration and NetScaler implementation
• File sharing services
• Load-balancing of Exchange Servers
• Complete infrastructure estate refresh
• Design and deployment of a highly-resilient global communication network
• Commissioning a new head office infrastructure and decommissioning an old one

Please contact Jacqui Stoggall (Director of Consultancy) or James Threapleton (Director of Housing & Public Sector) on 020 8216 3333 to discuss any requirements you may have.

THE HOUSING CONTACT COMPANY

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The Housing Contact Company is a specialist subsidiary of Voicescape, the voice communications specialists. We understand the unique challenges that housing associations and landlords face and have created a range of products to help make tenant contact simpler, more affordable and much more effective.

Voicescape has been developing voice solutions for over 10 years. Our team of experts are dedicated to helping companies create value from customer communication. Using innovative voice calling technology, our results-driven communication products are designed to make customer interaction measurably more efficient and effective.

This technological expertise, along with our wide-ranging experience in the housing sector, makes The Housing Contact Company the perfect partner for your tenant communications. We understand that the main issue for the majority of tenants is the satisfactory upkeep of their home, while at the same time the main priority for all social landlords is to ensure that they get paid in a timely manner for the services they deliver. The Welfare Reform Act, ministerial changes and shifting government priorities have a constant impact on both service expectations and delivery. Inevitably this creates a communication requirement between landlord and tenant over and above the regular contact that is essential as a bare minimum.

Despite the benefit of operating in a digital world and the opportunities presented by social media, there is often a need to initiate direct contact with your customers in a time-critical way requiring an immediate response. The Housing Contact Company provides the means to do that, whether it is for personalised communication on an individual basis, or a general announcement to all of your tenants.

We are also fully compliant with industry regulators Ofcom and are registered under the Data Protection Act, so you can rest assured you are in safe hands.

EXHIBITOR PROFILES

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Axonex is a leading reseller for cloud, collaboration, data centre, security & wireless LAN solutions and services, and holds an extensive range of accreditations and partners with leading vendors such as Cisco, NetApp and VMware.

Axonex delivers innovative solutions that enable our customers to reduce IT complexity and operating costs, increase management capabilities and utilisation, and enhance business agility and growth.

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Ciber is a global IT company with 6,700 consultants, and approximately $1 billion turnover. Ciber enables registered providers of social housing to overcome the challenges that result from the typical siloed landscape of function-specific applications that are not well integrated and do not easily share data.

To meet the challenges of growth and diversification, and of welfare reform, Ciber delivers a flexible SAP business platform providing inter-connected processes across the whole organisation. With housing-specific functionality in property management, tenancy management, planned & reactive maintenance, asset management and project

planning, the solution is fully integrated with a foundation of world-class capabilities for finance, procurement, HR and payroll.

With integral SAP BusinessObjects analytics, reporting and modelling tools in addition to a device-agnostic mobility platform, the modern housing provider is able to optimise the performance of assets, improve the efficiency of frontline services, and enable new working practises to be adopted.

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Kirona is the leading provider of mobile workforce management software within UK social housing.

Over 250 social housing organisations rely on our Job Manager mobile and Xmbrace DRS workforce scheduling software to deliver front-line housing management and repairs services that include ASB, allocations, estate inspections, rent arrears, repairs, servicing, surveys and tenancy visits.

SKILLSARENA

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Founded in 2001, Skillsarena specialises in helping organisations with recruitment selection challenges and training needs' analysis. Offering hundreds of pre-built online assessments and workplace simulations as well as the ultimate in design and delivery of highly bespoke test development capability, Skillsarena provides a highly effective way to verify and evidence a candidate's workplace ability, giving you the confidence to employ.

Seamless system adoption means no increase to your computing footprint, installation overhead or business impact.

Skillsarena delivers unique and niche services to its customers and demonstrates increased functionality, flexibility and service over all other comparable solutions.

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South View Solutions is a software company offering mobile working and systems integration to organisations operating within the social housing sector. If integration is key to your project, our product set has proven integration with applications such as housing management contractor systems and finance packages.

Our extensive background and experience in the housing sector gives us the knowledge needed to fully understand our customers' requirements. SVS Mobile enables your staff in the field to work more efficiently and effectively as our application provides an extension of your internal systems. The SVS solution will allow you to truly mobilise your workforce even when there is no mobile coverage available.

HOUSING™ TECHNOLOGY

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

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ABOUT HOUSING TECHNOLOGY

ABOUT HOUSING TECHNOLOGY
Housing Technology is the no.1 provider of IT, technology and telecoms news, comment, information and research specifically for the UK social housing sector.

IT STRATEGY
Established in 2006, the bi-monthly Housing Technology magazine and the annual market intelligence report are required reading for anyone responsible for IT strategy and delivery within UK housing associations. Subscriptions to Housing Technology are free and available online from www.housing-technology.com.

COMMUNITY NETWORKING
The annual Housing Technology conference and executive forum is now well-established as the leading technology event in the social housing sector. Housing Technology also runs a number of other smaller, topic-specific seminars and events throughout the year.

MARKET INTELLIGENCE
Housing Technology publishes a series of annual market intelligence reports, white papers and bespoke research on behalf of housing associations and IT suppliers.

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