



WEDNESDAY 22 MAY | 9AM - 5PM  
TELFORD INTERNATIONAL CENTRE, TF3 4JH

SEEING ASSET MANAGEMENT THROUGH THE RESIDENTS LENS

Hosted by BBC Home Editor, Mark Easton

**CHIC**

**CHIC Order Management System (COMS)**

A smart way to help manage the supply chain

For more information please contact  
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**TOZERS**

## CHIP – Communities & Housing Investment in People


CHIP is our aligned charity to ensure that social value dividends are delivered as a direct result of CHIC's asset management and procurement activities.

We are excited to be able to offer funding to local community groups and projects, where we can make a real difference to peoples lives. Our community chest fund is open to all local community groups connected to CHIC's members.

This year, we have increased the grant to up to £10k per project. There is no specific model required for the projects that we will fund, as long as there is a clear vision for the project that will benefit communities by having a positive impact to improve the lives of people within them.

### CHIP Awards Dinner

The fundraising and awards dinner will be returning tonight at 6.30pm with a drinks reception, followed by dinner. It will celebrate the work we are all doing in our communities, recognising how we are all supporting individuals through the presentation of five awards:

- **Apprentice of the Year**
  - **High Achiever of the Year – Above & Beyond**
  - **Social Value Employer of the Year**
  - **Ian Winslet Mentor of the Year**
  - **Social Value Impact Award**
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## CHIC Services

CHIC's Services are underpinned by a range of Frameworks and a Dynamic Purchasing System (DPS). Frameworks are unranked, so direct awards are also available.

This year we have released three new frameworks, now available for CHIC's Members:

- The **Newbuild Framework** is a comprehensive solution to deliver all types of development related works and services.
- The **Healthy Homes Framework** is designed for end to end decarbonisation and building safety works, providing practical solutions to improve tenants lives.
- The **Legal Services Framework** provides access to a panel of the country's leading housing specialist law firms.



## Thank You To Our Sponsors

Headline sponsor: **Twinnedit**

Created by Deeo, Twinnedit captures, creates, collates, hosts and maintains digital assets for building owners and the construction industry, helping housing providers to deliver building safety cases and **The Golden Thread**.

Reception sponsor: **Constructionline**  
A UK GOVERNMENT CERTIFICATION SERVICE

Workshop sponsors: **SIG ROOFING** **inenco**

Helping you deliver efficient and compliant procurement. **CHIC**

CHIC is a member owned asset management and procurement consortium, delivering efficiencies and social value for its members.

<b>230+</b> members across the UK	<b>1,300+</b> supply chain partners	<b>40+</b> routes to market available	<b>2m+</b> homes across the UK supported
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For more information please visit [www.chicld.co.uk](http://www.chicld.co.uk)



## Useful Information



If you need any assistance, look out for a member of the CHIC team who will be wearing a green badge.

### CHIC TEAM

## So you know who is who:



Grey name badges are:  
**SPEAKERS**



Orange name badges are:  
**DELEGATES**



Lime green name badges are:  
**EXHIBITORS**



### Cloakrooms

A free cloakroom is situated near the registration desk.



### Refreshments

Tea, coffee, breakfast and lunch will all be available outside the exhibition hall.



### Taxis

The venue reception desk can assist with booking local taxi services.



### Parking

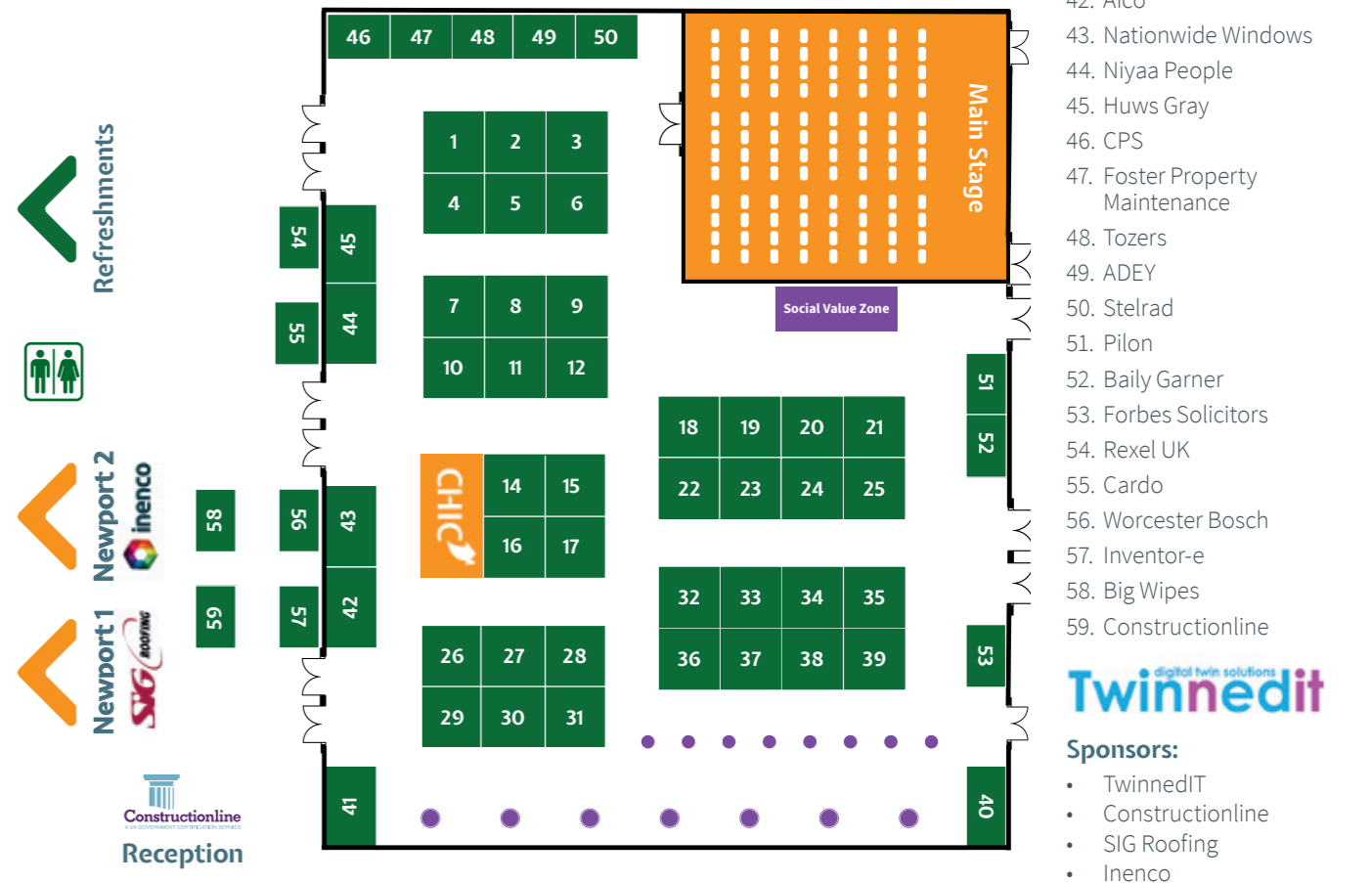
The venue provides free parking all day for attendees.

	Main Stage	Newport 1	Newport 2	
09:00 – 09:45		<b>People &amp; Building Safety</b> Can we be sure our homes are safe for tenants and leaseholders? Chair: <b>Amanda Long, CHIC</b> <i>Kevin Stearns, Compliance Manager, Fire Industry Association</i> <i>Mike Shannon, Business Development Manager, JELD-WEN</i> <i>Howard Melvin, Technical Director, Ventro</i> <i>Petronila Osodo, Head of Remediation, Notting Hill Genesis</i>	<b>New Homes to Meet Housing Need</b> Will MMC ever become mainstream? How can CHIC's Newbuild Framework help? Chair: <b>Mark Easton, BBC</b> <i>Sarah Davey, Head of Development, CHIC</i> <i>Fenella Lowden, Client Solutions Lead, Tophat</i> <i>Stuart Marshall, Head of Global Sales, Elements Europe</i>	09:00 – 09:45
09:50 – 10:00 Exhibition Opens & Conference Launch - Mark Easton and Amanda Long				
Overlapping Sessions	<b>10:00 – 11:00: Retrofit Lessons and Challenges</b> Decarbonisation lessons – what have we learned and what comes next? Chair: <b>Mark Easton, BBC</b> <i>Paul Rogers, National Decarbonisation Manager, CLC</i> <i>Ian Davies, Director of Property Services, East Midlands Housing</i> <i>Dusi Thomas, Head of Asset Management &amp; Sustainability, Valleys to Coast</i> <i>Richard Quarry, Partner, Ward Williams &amp; Associates</i>	<b>10:15 – 11:15: How Do We Fill the Skills Gap?</b> Building better communities and creating attractive career prospects – are we making a difference to get people into construction careers? Chair: <b>Stephen Sharman, CHIC</b> <i>Jayne Brewer, Chief Executive, 2B Enterprising</i> <i>Jenny Pierpoint, Chief Operating Officer, The Retrofit Academy</i> <i>Michael McLaughlin, Head of Social Value, HACT</i> <i>Emma Macaulay, Social Value Manager, CHIP</i>	<b>10:30 – 11:30: Funding Decarbonisation – The Challenge</b> How can we ensure tenants can afford the costs of decarbonisation? Chair: <b>Luke Hurd, CHIC</b> <i>Antoine Pellet, Head of Retrofit Credits, HACT</i> <i>Ben Jowitt, Relationship Director, CAF Bank</i> <i>John Fisher, Chief Executive, CHIC</i>	Overlapping Sessions
	11:30 – 12:00 Refreshments & Networking			
12:00 – 13:00	<b>KEYNOTE PANEL DISCUSSION</b> Seeing Asset Management Through the Residents Lens – Chair: <b>Mark Easton, BBC</b> <i>Lara Oyedele, CEO, Black on Board, Past President, CIH / Kai Jackson, Chair of residents scrutiny panel, Black Country Housing Group / Wayne Gethings, Chief Executive, Wrekin Housing Group</i>			12:00 – 13:00
13:00 – 14:00 Lunch & Networking				
14:00 – 15:00	<b>Using Data Intelligently</b> Making effective use of new technology and AI Chair: <b>Mark Easton, BBC</b> <i>Adrian Redmond, Associate Director, ARK Consultancy</i> <i>Paul Cartwright, Head of National Accounts, Alco</i> <i>Sarah Degg, Head of Member Services (West), CHIC</i> <i>Kishore Rajendran, Chief Technology Officer, Microsoft</i>	<b>Hearing the Tenants Voice</b> Will Tenant Satisfaction Measures make a difference? Chair: <b>Liam Gratty, CHIC</b> <i>Helen Scurr, Director, ARK Consultancy</i> <i>Rob Gilham, Corporate Director, Walsall Housing Group</i> <i>Stephen Blundall, Consultant, Service Insights</i>	<b>Procurement Act 2023</b> What actually changes in October 2024? Chair: <b>Sam Domican, CHIC</b> <i>Andrea Leigh, Associate, Trowers and Hamlin</i> <i>Jayne Stringer, Group Procurement Manager, Connexus</i> <i>Ade Osunsanmi, Head of Procurement, CHIC</i>	14:00 – 15:00
	15:00 – 15:30 Refreshments & Networking			
15:30 – 16:30	<b>PLENARY PANEL DISCUSSION</b> Damp, Mould and Disrepair – What have we learnt? – Chair: <b>Mark Easton, BBC</b> <i>Tom Sowerby, Customer Relationships Director, Wates / Jenny Lloyd, Senior Associate, Tozers / David Wells, Director of Operations, Wrekin Housing Group / Kieran Colgan, Director, ARK Consultancy</i>			15:30 – 16:30
16:30 Conference Conclusions – Amanda Long, CHIC Chair Elect				
17:00 Event Closes				

## Exhibition Floorplan

### Exhibitors:

- Gerda Security Products
- SIG Roofing
- JELD-WEN UK
- Sunfish Services
- Multipanel
- TwinnedIT
- Axiom Building Solutions
- Equans Regeneration
- Bristan Group
- Bamford Doors
- ARK Consultancy
- AKW Medi-Care
- CHIC
- Westdale Midlands
- Heron Manufacture
- Harmony Fire
- Vericon Sytems
- Baxi
- United Living
- CEF
- Geberit Sales
- Firntec
- Methven UK
- Global HSE Group
- PROCare
- Novus Property Solutions
- Laker BMS
- Emplas Window Systems
- Ventro Group
- Hankinson Whittle
- Solar Windows
- Pennington Choices
- Hispec Electrical Products
- Kilwaughter Minerals
- Joule Group
- LivGreen
- Michael Dyson Associates
- Intratone
- Inenco
- Mould Growth Consultants
- CLC Contractors
- Aico
- Nationwide Windows
- Niyaa People
- Huws Gray
- CPS
- Foster Property Maintenance
- Tozers
- ADEY
- Stelrad
- Pilon
- Baily Garner
- Forbes Solicitors
- Rexel UK
- Cardo
- Worcester Bosch
- Inventor-e
- Big Wipes
- Constructionline



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