



NHG Sales and Marketing Conference

23 November 2017, Olympia

Event details: <https://hometevent.co.uk/nhg-conference>

Registration Link: <http://bit.ly/NHG2017>

The National Housing Group’s Sales and Marketing Conference is the best place to raise your profile amongst Key Industry Influencers.

| Time | Session Title |
|-------------------------|---|
| 09:00 | Registration, refreshments and exhibition viewing |
| 09:15 – 10:00 @HOMES | Regenerating Estates In Partnership With Tenants Speakers: Phil Glanville, Mayor, London Borough Of Hackney Helen Evans, Chief Executive, Network Homes Victoria Hills, Chief Executive, Old Oak & Park Royal Development Corporation |
| 09:15 – 10:00 @HOMES | The Future Of Build To Rent Speakers: Angus Dodd, Chief Executive, Quintain Ian Fletcher, Director Of Policy (Real Estate), British Property Federation |
| 10:00 | Welcome and introduction to conference Amy Nettleton , Assistant Development Director – Sales And Marketing, Aster And Chair, NHG |
| 10:05 | Plenary Session Housing: The Past/Present And Future Trends Looking at the changing tenures on offer and the generational affects from affordability to government policy. Expect to hear about ‘Generation Rent’ and ‘Boomerang Generation’ and how their housing pressures should be affecting what we supply. Ben Page , Chief Executive, Ipsos Mori Chair: Emma Maier , Editor, Inside Housing |
| 10:45 | Plenary - Putting Quality At The Heart Of All Housing Supply With the government setting their 1 million homes target, accelerating supply is going to be crucial, but as the sector increases the pace of delivery it must also ensure that quality is put at the heart of any new development activity. Our panel of experts across the sector will debate and discuss what quality in housing looks like and how it can be achieved. Andy Von Bradsky , Chairman, The Housing Forum Adam Challis , EMEA Regional Director, Head Of UK Residential Research, JLL Chair: Justine Elliott , Sales Director, Lovell Partnerships |
| 11:15 | Refreshment break and exhibition viewing |
| 11:15 – 12:00 @HOMES | Using Stock Rationalisation To Enable The Development Of New Homes Speakers: Keith Exford CBE, Chief Executive, Clarion Ann Santry CBE, Chief Executive, Sovereign Brian Cronin, Chief Executive, Your Housing Group |
| 11:45 | Breakout Sessions B1 What Does Good Look Like / What Does Risk Look Like - Lessons From Housebuilding |

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| | <p>Venue: Conference Room 1, 3rd Floor</p> <p>This Session Will Look At A Number Of Questions: How Can We Look At Risk Differently? How Can We Work Together? How Can We Build The Numbers We Need Across Different Tenures? What Can The Housing Association Sector And Private Developers Learn From Each Other? How Do We Lose Our Legacy Approach To Risk? Hear From Our Expert Speaker With Knowledge Across Both Sectors. Clare Crawford, Business Development And Investment Director, Galliford Try Partnerships Rory Bergin, HTA Architects</p> <p>B2 How We Fund And Finance The Delivery Of New Homes</p> <p>Venue: Durkan Theatre, 1st Floor</p> <p>This session is going to explore various funding methods and models, from institutional investment, government funding and partnership models, which are being utilised to develop new homes, across all tenures. Alex Greaves, Head of Residential, M&G Investments Harry Swales, General Manager, Investments HCA</p> <p>B3 Rent to buy</p> <p>Venue: Conference room 2, 3rd floor Jamie Ratcliff, Assistant Director - Programme, Policy and Services (Housing and Land), GLA</p> |
| 12:30 | Lunch and exhibition viewing |
| 13.30 | <p>Plenary - Mortgage Funding And Flexibility – Barriers To Entry And How We Tackle Them</p> <p>Amy Nettleton, Chair, National Housing Group Simon Wallace, Head of New Mortgage Business, Virgin Money</p> |
| 14:10 | <p>Plenary session</p> <p>The Marketing evolution - hear from the Inside Housing Innovation Index 2015 and 2016 number one provider on digital transformation. How will we correspond with our customers in the future? Paul Taylor, Bromford (Invited)</p> |
| 14.30 | Refreshment break and exhibition viewing |
| 15:00 | <p>Breakouts</p> <p>B4 Delivering An Excellent Approach To Shared Ownership</p> <p>Venue: Mears Theatre, 1st Floor</p> <p>This session is going to look at how organisations are delivering a seamless shared ownership service, from sale to management. Our exemplars will explore what challenges they face, while also look at what opportunities the tenure offers potential buyers. Helen Reddington, Head Of Torus Homes Tony Quigley, Home Ownership Director, Sovereign</p> <p>B5 The Changing Tenure Mix – Managing Risk In A Commercialised World</p> <p>Venue: Conference Room 1, 3rd floor</p> <p>With the sector now becoming more commercial in its development plans, this session will explore how organisations are changing their tenure mix. Our expert panel of speakers will help you focus on how to managing risk in mixed tenure schemes, how to effectively commercialise your portfolio and will also focus on Build to Rent and what excellence looks like in this dynamic tenure.</p> |



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| | <p>Kush Rawal, Commercial Director, TVHA Cllr Paul Smith, Cabinet Member For Housing, Bristol City Council Brendan Kilpatrick, Senior Partner, PRP B6 Mergers And Volume Created Venue: Conference Room 2, 3rd floor The rationale behind many of the recent mergers in the sector has been to increase capacity to build new homes, alongside driving efficiencies. This session will bring together three organisations that have recently merged, they will examine and explore how their new structure will help to increase the supply of new homes, across all tenures. Tim Seward, Director of Sales and Marketing, Clarion Group</p> |
| 15:45-15:50 | Movement time |
| 15:50 | <p>Plenary Session – Inspiring Customer Service – Lessons From International Business Linda Moir, Customer Service And People Management Expert</p> |
| 16:15 | <p>Closing panel session Panellists Sir Ed Lister, Chairman, HCA TBC Mel Toomey, National Head Of Sales, Heylo Housing Linda Moir Asif Choudry, Sales & Marketing Director, Resource Chair: Amy Nettleton</p> |
| 17:00 | Conference close |

| Delegate Rates | Standard (excl. VAT) |
|-------------------------------------|----------------------|
| NHG Member - 23 November | £149.00 |
| Public Sector - 23 November | £199.00 |
| Exhibitor and sponsor - 23 November | £249.00 |
| Commercial - 23 November | £299.00 |

If you have any questions please contact:

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This version: 1 November 2017.



**Sample Delegate List 2017
(22nd and 23rd November)**

Area Manager (PRS & IR), A2DOMINION HOUSING GROUP
 Assistant Director Of Residential Services, A2DOMINION HOUSING GROUP
 Head Of Lettings & Resales, A2DOMINION HOUSING GROUP
 Head Of Service Charges And Project Implement, A2DOMINION HOUSING GROUP
 Leasehold Property Manager, A2DOMINION HOUSING GROUP
 New Homes Manager, A2DOMINION HOUSING GROUP
 Senior Sales Executive (Resales), A2DOMINION HOUSING GROUP
 Senior Service Charge Officer, A2DOMINION HOUSING GROUP
 Service Charge Officer, A2DOMINION HOUSING GROUP
 Service Improvement Manager, A2DOMINION HOUSING GROUP
 Homeownership Manager, ACCENT HOUSING
 Regional Housing Director, ACCENT HOUSING
 Development Assistant, ADACTUS HOUSING ASSOCIATION
 Development Manager, ADACTUS HOUSING ASSOCIATION
 Leasehold Management Officer, ADVANCE HOUSING & SUPPORT
 Leasehold Manager, ADVANCE HOUSING & SUPPORT
 Head Of LCHO Sales, AFFINITY SUTTON GROUP
 Head Of Marketing, AFFINITY SUTTON GROUP
 Head Of Sales Progression, AFFINITY SUTTON GROUP
 Progression Executive, AFFINITY SUTTON GROUP
 Sales Manager, AFFINITY SUTTON GROUP
 Director, AFFORDABLE HOMES CONSULTANCY
 Deputy Director Of Development, ALDWYCK HOUSING GROUP
 Learning & Development Administrator, ALDWYCK HOUSING GROUP
 Development Assistant, ALLIANCE HOMES
 Sales And Marketing Manager, ALLIANCE HOMES

Director Of Home Ownership, AMICUSHORIZON
 Head Of Leasehold Management, AMICUSHORIZON
 Head Of Service Charges And Income Recovery, AMICUSHORIZON
 Home Ownership Administrator, AMICUSHORIZON
 Home Ownership Officer, AMICUSHORIZON
 Income Recovery Officer, AMICUSHORIZON
 Leasehold Services Manager, AMICUSHORIZON
 Senior Home Ownership Officer, AMICUSHORIZON
 Solicitor, ANTHONY COLLINS SOLICITORS
 Office Manager, ANTHONY GOLD SOLICITORS
 Solicitor, ANTHONY GOLD SOLICITORS
 Development Officer, ASPIRE HOUSING
 New Homes Sales Manager, ASPIRE HOUSING
 Head Of Corporate Communications, ASTER GROUP
 Strategic Change Facilitator (Procurement), ASTER GROUP
 Commercial Director, BMA PROPERTY MANAGEMENT
 Commercial Property Manager, BROMFORD HOUSING GROUP
 Residential Leasehold Consultant, BW RESIDENTIAL
 Solicitor, CAPSTICKS
 Senior Solicitor, CAPSTICKS SOLICITORS
 Head Of Customer Accounts, CIRCLE HOUSING
 Service Charge And Section 20 Manager, CIRCLE HOUSING
 Head Of Integrated Commissioning, CITY OF SUNDERLAND
 Sales Manager, CITY WEST HOUSING TRUST
 Director Of Sales & Marketing, CLARION HOUSING
 Sales Manager, CLARION HOUSING GROUP
 Managing Director, CLAY & CO HOUSING CONSULTANCY
 Operations Manager, COASTAL HOUSING GROUP
 Sales Coordinator, COASTAL HOUSING GROUP
 Housing Apprentice, COASTLINE HOUSING
 Development Officer, CORNWALL COUNCIL
 Senior Development Officer, CORNWALL COUNCIL
 Head Of Finance, CROFTONS SOLICITORS



Partner, CROFTONS SOLICITORS
 Business Development Manager, DIRECTION LAW
 Head Of Business Development, DIRECTION LAW
 Head Of Customer Accounts, EAST THAMES PART OF L&Q
 Sales & Marketing Manager, ESTUARY HOUSING ASSOCIATION
 Estate Manager, FAIR COMMUNITY HOUSING SERVICES
 Service Improvement Manager, FAIR COMMUNITY HOUSING SERVICES
 Procurement Manager, FAITHORN FARRELL TIMMS
 Technical Administrator, FAITHORN FARRELL TIMMS
 Leaseholder Income Manager, FAMILY MOSAIC
 Senior Resident Sales Manager, FAMILY MOSAIC
 Senior Residents Sales Manager, FAMILY MOSAIC
 Director, FLOODLINE DEVELOPMENTS
 Partner, FLOYD GRAY
 Leasehold Officer, FORTIS LIVING
 Business Development Research Manager, GALLIFORD TRY PARTNERSHIP
 Commercial Business Manager, GENESIS HA
 Leasehold Manager, GENNESIS HOUSING ASSOCIATION
 Head Of Home Ownership, GREAT PLACES HOUSING GROUP
 CEO, HADLEY PROPERTY GROUP
 Director, HAINES WATTS SERVICE CHARGE
 Homeownership Business Manager, HANOVER HOUSING
 Lead Homeownership Accountant, HANOVER HOUSING
 Regional Manager, Homeownership, HANOVER HOUSING
 Director Of Property Services, HANOVER HOUSING ASSOCIATION
 Head Of Sales, HASTOE HOUSING ASSOCIATION
 Sales & Marketing Executive, HASTOE HOUSING ASSOCIATION
 Home Ownership Officer, HENDRE

General Practice Surveyor - Leasehold, HOME HOUSING ASSOCIATION
 Head Of Commercial - Rented, HOME HOUSING ASSOCIATION
 Performance Leader - Leasehold, HOME HOUSING ASSOCIATION
 Senior Admin Team Leader, HOME HOUSING ASSOCIATION
 L&D Administrator, HOMES FOR HARINGEY
 Recovery And Litigation Manager, HOMES FOR HARINGEY
 Senior Income Recovery Officer, HOMES FOR HARINGEY
 Senior Leasehold Services Officer, HOMES FOR HARINGEY
 Leasehold Administrator, HOUSING & CARE 21
 Regional Leasehold Manager, HOUSING & CARE 21
 Personal Assistant, HOUSING DEPARTMENT
 Principal Housing Officer, HOUSING DEPARTMENT
 Head Of Home Ownership, KNOWSLEY HOUSING TRUST
 RTB & Leasehold Manager, KNOWSLEY HOUSING TRUST
 Sales Manager, KNOWSLEY HOUSING TRUST
 Director, KNOX ELLIS SOLICITORS
 Office Manager, KNOX ELLIS SOLICITORS
 Property Manager, L&Q GROUP
 Team Leader, L&Q GROUP
 Allocations & Lettings Manager, LONDON & QUADRANT HOUSING ASSOCIATION
 Head Of Service Development, LONDON BOROUGH OF CROYDON
 Leasehold Service Manager, LONDON BOROUGH OF CROYDON
 Finance Team Leader, LONDON BOROUGH OF HACKNEY
 Income And Resolution Team Leader, LONDON BOROUGH OF HACKNEY
 Leasehold Services Officer, LONDON BOROUGH OF HACKNEY
 Property Sales Team Leader, LONDON BOROUGH OF HACKNEY
 Sales & Marketing Manager, LONDON BOROUGH OF HACKNEY
 Sales Marketing Manager, LONDON BOROUGH OF HACKNEY



Senior Sales & Marketing Officer, LONDON BOROUGH OF HACKNEY
Head Of Leasehold Services, LONDON BOROUGH OF HAMMERSMITH & FULHAM
Managing Director, LOVELL PARTNERSHIPS
Marketing Manager, LOVELL PARTNERSHIPS
Partnerships Director, LOVELL PARTNERSHIPS
Income Manager, M H S HOMES
Director Of Business Growth, MAGENTA LIVING
Training & Od Coordinator, MAGENTA LIVING
Head Of Private Client Valuation, MCDOWALLS
Head Of Social Housing Valuation, MCDOWALLS
Lettings Manager, MCDOWALLS
Managing Director, MCDOWALLS
Head Of Development, MERLIN HOUSING SOCIETY
Sales Manager, MERLIN HOUSING SOCIETY
Director Of Income & Leasehold Services, METROPOLITAN HOUSING
Head Of Leasehold & Service Charges, METROPOLITAN HOUSING
Home Ownership Services Manager, METROPOLITAN HOUSING
Leasehold & Service Charge Manager, METROPOLITAN HOUSING
Leasehold & Service Charge Officer, METROPOLITAN HOUSING
Leasehold Compliance Manager, METROPOLITAN HOUSING
Service Charge Assistant, METROPOLITAN HOUSING
Head Of Development Finance, METROPOLITAN HOUSING TRUST
Head Of Sales, METROPOLITAN HOUSING TRUST
Marketing Executive, METROPOLITAN HOUSING TRUST
Sales Delivery Manager, METROPOLITAN HOUSING TRUST
Sales Manager, METROPOLITAN HOUSING TRUST
Team Administrator, METROPOLITAN HOUSING TRUST
Home Ownership Officer, MID SUFFOLK DISTRICT COUNCIL

Housing Income Officer, MID SUFFOLK DISTRICT COUNCIL
Exec Director Of Growth & Corporate Affairs, MIDLAND HEART
Director, MOVE WITH US
Business Manager, MOVE WITH US
Defects And Sales Coordinator, MUIR GROUP HOUSING ASSOCIATION
Sales Officer, MUIR GROUP HOUSING ASSOCIATION
Director Of Customer Services, N I C H A
Director Of Product Development, N I C H A
Conference Producer, NATIONAL HOUSING FEDERATION
Event Manager, NATIONAL HOUSING GROUP
Compliance Officer, NEWLON HOUSING TRUST
Residents Sales Manager, NEWLON HOUSING TRUST
Chief Executive, NICHA
Head Of Leasehold Services, NOTTING HILL HOME OWNERSHIP
Leasehold Legal Officer, NOTTING HILL HOME OWNERSHIP
Leasehold Manager, NOTTING HILL HOME OWNERSHIP
Leasehold Project Manager, NOTTING HILL HOME OWNERSHIP
New Build Operations Manager, NOTTING HILL HOME OWNERSHIP
Head Of Sales & Marketing, OCTAVIA HOUSING & CARE
Head Of Service Charges, OLD FORD HOUSING ASSOCIATION
Home Ownership Advisor, ONE HOUSING GROUP
Home Ownership Manager, ONE HOUSING GROUP
Head Of PR & Marketing, ONGO PARTNERSHIP
Home Ownership Assistant, ONGO PARTNERSHIP
Home Ownership Manager, ONGO PARTNERSHIP
Interim Head Of Sales & Marketing, OPTIVO
Interim Sales & Marketing Director, OPTIVO
Interim Sales & Marketing Manager, OPTIVO
Sales Administrator, OPTIVO
Sales Officer, OPTIVO
Senior Sales & Marketing Executive, OPTIVO



Leasehold Manager, ORBIT HEART OF ENGLAND
 Leasehold Officer, ORBIT HEART OF ENGLAND
 Leasehold Operations Manager, ORBIT HEART OF ENGLAND
 Head Of Help To Buy Midlands, ORBIT HOUSING ASSOCIATION
 Help To Buy Customer Services Manager, ORBIT HOUSING ASSOCIATION
 People Development Admin Officer, ORBIT HOUSING ASSOCIATION
 Sales Director, ORBIT HOUSING ASSOCIATION
 Head Of Income Management, ORIGIN HOUSING GROUP
 Head Of Sales & Marketing, ORIGIN HOUSING GROUP
 Head Of Sales And Marketing, ORIGIN HOUSING GROUP
 Leasehold Officer, ORIGIN HOUSING GROUP
 Leasehold, Rents And Service Charge Consultant, ORIGIN HOUSING GROUP
 Leasehold, Rents And Service Charge Manager, ORIGIN HOUSING GROUP
 Service Charge Officer, ORIGIN HOUSING GROUP
 IT Director, P M M S
 Managing Director, P M M S
 Property Manager, P M M S
 Senior Property Manager, P M M S
 Compliancy Manager, PA HOUSING
 Learning And Development Assistant, PA HOUSING
 Leasehold & Agency Services Manager, PA HOUSING
 Rent & Service Charge Manager, PA HOUSING
 Rent Services Manager, PA HOUSING
 Service Charge Team Leader, PA HOUSING
 Home Ownership Manager, PA HOUSING
 Learning & Development Officer, PA HOUSING
 Marketing Communications Manager, PDP LONDON
 Partner, PDP LONDON
 Assistant Leasehold Manager, PEABODY TRUST
 Director Of Customer Services, PEABODY TRUST
 Head Of Home Ownership, PEABODY TRUST
 Leaseholder Income Manager, PEABODY TRUST

Case Manager, PENNINGTONS MANCHES SOLICITORS
 Senior Associate, PENNINGTONS MANCHES SOLICITORS
 Leasehold Assistant, PINNACLE P S G
 Leasehold Manager, PINNACLE P S G
 Leasehold Officer, PLUS DANE HOUSING
 Head Of Sales, POBL GROUP
 Managing Director Homes & Communities, POBL GROUP
 Marketing Manager, POBL GROUP
 Sales Negotiator, POBL GROUP
 Asst Director Of New Bus, Sales & Marketing, RADIAN GROUP
 Home Ownership Manager, RADIAN GROUP
 Management Company Manager, RADIAN GROUP
 Management Company Officer, RADIAN GROUP
 Marketing Manager, RADIAN GROUP
 Post Sales Team Leader, RADIAN GROUP
 Shared Ownership Team Leader, RADIAN GROUP
 Head Of Sales & Marketing, RED LOFT
 Leasehold Consultant, RED LOFT
 Partner, RED LOFT
 Head Of Residential Management, RED WING LIVING
 Head Of Sales, RED WING LIVING
 Home Ownership Advisor, RED WING LIVING
 Property Manager (Leasehold), RED WING LIVING
 Creative Account Manager, RESOURCE
 Sales & Marketing Director, RESOURCE
 Sales Manager, RESOURCE
 Director Of Development, RHP
 Customer Advisor, RICHMOND HOUSING PARTNERSHIP
 Customer Services Manager, RICHMOND HOUSING PARTNERSHIP
 L&D Advisor, RICHMOND HOUSING PARTNERSHIP
 Repairs Administrator, RICHMOND HOUSING PARTNERSHIP
 Repairs Services Manager, RICHMOND HOUSING PARTNERSHIP
 Marketing & Communications Business Partner, RIVERSIDE HOME OWNERSHIP



Office Administrator, RIVERSIDE HOME OWNERSHIP
 Sales & New Business Manager, RIVERSIDE HOME OWNERSHIP
 Sales And Asset Disposals Manager, SAXON WEALD
 Head Of Programme And Sales, SAXON WEALD HOMES
 Resales Adviser, SAXON WEALD HOMES
 Senior Sales Manager, SAXON WEALD HOMES
 Director, SHARE TO BUY
 Head Of Operations, SHARE TO BUY
 Services Manager, SOUTH SHROPSHIRE HOUSING ASSOCIATION
 Assistant Company Secretary, SOUTHERN HOUSING GROUP
 Board Member, SOUTHERN HOUSING GROUP
 Sales Manager, SOUTHERN HOUSING GROUP
 Director Of Sales & Marketing, SOUTHERN HOUSING GROUP
 Leasehold Manager, SOUTHERN HOUSING GROUP
 Marketing Manager, SOUTHERN HOUSING GROUP
 Sales Manager, SOUTHERN HOUSING GROUP
 Service Charge Officer, SOUTHERN HOUSING GROUP
 Director Of Home Ownership, SOVEREIGN HOUSING
 Head Of Commercial Operations, SOVEREIGN HOUSING
 Head Of Sales, SOVEREIGN HOUSING
 Home Ownership Director, SOVEREIGN HOUSING
 Development Director, SOVINI
 Development Manager, SOVINI
 Home Ownership Advisor, SOVINI
 Project Manager, SOVINI
 Finance Manager, STONEWATER
 Head Of Homeownership, STONEWATER
 Home Ownership Manager, STONEWATER
 Sales & Marketing Manager, STONEWATER
 Sales And Marketing Manager, STONEWATER
 Head Of Sales, SWAN HOUSING
 Senior Marketing Manager, SWAN HOUSING
 Country Partner, TEMPO HOUSING/MODULAR EXPRESS
 Resale Manager, THALES UK

Head Of Commercial Property Management, THE CURO GROUP
 Property Manager, THE CURO GROUP
 Sales Manager, THE CURO GROUP
 Finance Office, THE GUINNESS PARTNERSHIP
 Head Of Rents & Services Charges, THE GUINNESS PARTNERSHIP
 Rents & Service Charge Supervisor, THE GUINNESS PARTNERSHIP
 Sales Manager, THE HYDE GROUP
 Managing Director, THE ORACLE GROUP
 Senior Account Manager, THE ORACLE GROUP
 Commercial Business Lead, THRIVE HOMES
 Home Ownership And Commercial Coordinator, TOGETHER HOUSING
 Home Ownership And Commercial Services Manage, TOGETHER HOUSING
 Leasehold Services Manager, TOWER HAMLETS HOMES, LEASEHOLD SERVICES
 Sales Officer, TRAFFORD HOUSING TRUST
 Sales Manager, VIVID
 Sales & Marketing Manager, VIVID HOMES
 Sales Manager, VIVID HOMES
 Contracts Manager Resources, WALES & WEST HOUSING ASSOCIATION
 Resources Officer Leasehold And Sales, WALES & WEST HOUSING ASSOCIATION
 Head Of Waterloo Homes, WATERLOO HOUSING GROUP
 Learning & Development Administrator, WATERLOO HOUSING GROUP
 Senior Sales & Lettings Officer, WATERLOO HOUSING GROUP
 Key Account Director, WATES CONSTRUCTION
 Head Of Communications And Marketing, WEST KENT HOUSING ASSOCIATION
 Help To Buy Manager, WESTWARD HOUSING GROUP
 Home Ownership Officer, WINCHESTER CITY COUNCIL
 Partner, WINCKWORTH SHERWOOD
 Associate Solicitor, WINCKWORTH SHERWOOD
 Partner, WINCKWORTH SHERWOOD
 Home Ownership & Sales Manager, YARLINGTON HOUSING GROUP