



Time for Change



NIFHA
NORTHERN IRELAND
FEDERATION OF HOUSING ASSOCIATIONS

Annual Conference

13-14 October 2011

Belfast

sponsored by



working together for better housing



Welcome to Conference 2011!

Time for Change – it is.

Certainly there are many changes in the air as we move from summer to winter. Our economy remains under enormous pressure, there is ever tightening public expenditure, the fundamental review of the NI Housing Executive and an important internal review of our own movement is progressing. These and many other influences contribute to the landscape we operate in which is rapidly changing and evolving.



Change should not be feared and I know my colleagues in the movement are ready to embrace the changes necessary for our sector to grow stronger. Some pain may be inevitable but the outcomes can be beneficial if change is approached in a positive, supportive and constructive way.

Two things have not changed. The provision of good quality affordable social homes for rent or equity purchase remains central to this movement's existence and the hard work and dedication of voluntary board members and the teams working within each housing association. Your enthusiasm and commitment must be recognised and applauded.

Our conference programme reflects the movement's willingness to examine our changing environment. I am pleased so many associations have chosen to attend and are represented by both voluntary board members and their management teams. I look forward to speaking to as many of you as possible over the next two days.

I'd like to extend my thanks to our overall sponsors, Nuaire, our exhibitors and other sponsors for your support in 2011.

Finally, I encourage you to participate, network, debate and discuss. It is your ideas, involvement and continued support which will bolster our movement through this time of change.

Enjoy your Conference

John Patterson
NIFHA Chair

Priorities

For NIFHA	For NI's Voluntary Housing Movement
<ul style="list-style-type: none"> Promote and positively represent the priorities of the housing association movement through campaigning and influencing Support members through innovation, research, good practice and working with them to develop creative solutions Improve our service delivery and demonstrate added value through effective and efficient management 	<p>Respond effectively to the emerging housing crisis by:</p> <ul style="list-style-type: none"> Delivering high quality housing and support services for our community Obtaining maximum value for money from the available funding and resources

Support and Sponsors

NIFHA gratefully acknowledges sponsorship from the following organisations:

Overall Sponsor



Lunch



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The views expressed in this brochure are not necessarily those of NIFHA and the Federation does not endorse the products and or services offered by exhibitors attending.



NIFHA cares about the environment. When you are finished with it please ensure it is sent for recycling to help reduce the amount of waste that goes to landfill. Thank you.

Please note: Delegates and exhibitors are expected to adhere to NIFHA's Code of Conduct. If you would like a copy please speak to a member of NIFHA's staff.

Overall Conference Sponsor – Stand 16

Contact: Ryan Gregg

Address: 10 Enterprise Crescent, Ballinderry Road,
Lisburn, Co Antrim, BT28 2BP

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E: ryan.gregg@nuaire.co.uk **W:** www.nuaire.co.uk



Nuaire is one of Europe's largest manufacturers of ventilation equipment. We pride ourselves in being able to eliminate the risk and high cost of ventilation by designing and manufacturing innovative products for homes.

We understand the need of the Social Housing sector to protect their housing stock and provide a healthy living environment for its tenants. Nuaire has developed a range of low energy ventilation solutions specifically designed and produced in the UK to assist housing providers to bring their housing stock up to the Decent Homes standard. Our products are energy efficient, suitable for new and existing properties and contribute toward creating a healthy living environment.

Nuaire has designed and developed a new Mechanical Ventilation with Heat Recovery - the MRXBOX95 Range, ideal for achieving code level 3 and 4 for sustainable homes. The unit is:

- designed for purpose;
- highly efficient;
- ultra compact; and
- competitively priced.

Visit the 'Nuaire Service Showcase' located in the Glen Suite to have an in-depth conversation with the Nuaire team.

Conference Exhibitor Information

Stand 01 E3 Renewables

Contact:

Andrew Macdonald and
Angus Beck

Address:

Unit 2A, 68 Balloo Road, Bangor, BT19 7PG

T: 028 9581 2332

M: 075 9757 5000

E: info@e3renewables.com

W: www.e3renewables.com



We are a locally owned company based in Bangor, with over 6 years experience in the planning and installation of a wide range of Renewable Energy technologies.

The company works under the accreditation of the Government's Microgeneration Certification Scheme (MCS) for Solar Thermal and Solar Photovoltaic Systems.

We are Northern Ireland's exclusive distributor of the 'Energie Thermodynamic Solar System', providing Domestic Hot Water 24 hours per day, 365 days per year.

Stand 02 Aico Ltd

Contact: Billy McDonald

Address:

Mile End Business Park,
Maesbury Road, Oswestry, Shropshire, SY10 8NN
T: 0870 758 4000

E: enquiries@aico.co.uk

W: www.aico.co.uk



Aico are the UK market leaders in Smoke and Carbon Monoxide detection. They offer a complete range of Smoke, Heat, Multi-Sensor and Carbon Monoxide alarms.

Their alarms are used throughout housing associations across the UK and have proven reliability and quality.

Aico offer technical support and can give advice on alarm selection, siting and installation as well as offering personalised specification documents. They can also assist with training installation staff with their dedicated training scheme.

Stand 03 Igoe International Ltd

Contact: Brendan C Igoe

Address: 135 Slaney Road,
Dublin Industrial Estate,
Glasnevin, Dublin 11

T: 00353 1 830 2250

M: 00353 87 245 6078

E: bcigoe@igoe.ie

W: www.igoe.ie



Need a cost effective way to reduce heat loss, condensation and mould?
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Stand 04 Gerflor

Contact: John Hardaker

Address:

Wedgenock House,
Wedgenock Lane, Warwick, CV34 5AP
T: 01926 622 600

E: jhardaker@gerflor.com

W: www.gerflor.co.uk



Gerflor is one of the world's largest vinyl flooring manufacturers and suppliers of environmentally sustainable, residential and contract floorings to the housing sector.

Through specialisation in innovative technologies, it provides unique, multi-benefit solutions including (R10) slip resistant products with a patented, textile backing system for easy, cost-effective installations.

Stand 05**Kingspan Insulation Ltd****Contact:** Sean McGuigan**Address:** Bree,
Castleblayney,
Co Monaghan**T:** 00353 42 979 5000**M:** 00353 87 266 9442**E:** sean.mcguigan@kingspan.com**W:** www.kingspaninsulation.ie

Kingspan Insulation specialises in insulation solutions and offers the widest range of high performance insulants available from any UK or Irish manufacturer.

The Kingspan TEK® Building System SIPs consist of a high performance insulation core, with zero ODP, autohesively bonded to two layers of OSB/3, providing a more reliable and superior adhesion than traditional secondary bonding processes.

Whether upgrading existing housing stock or looking for rapid erection new build technology, Kingspan has the solution.

Stand 06**LM Innov8s Ltd****Contact:** David Doherty**Address:** Units 4-7,
Steeple Road Industrial
Estate, Antrim, BT41 1AB**T:** 028 9441 9210**M:** 075 2589 8873**E:** david@lminnov8s.com**W:** www.breakoutfire.com

BreakOut, a unique fire safety product designed to break a double glazed window with a single push of a button.

New houses must have multiple escape windows fitted as standard, this leaves 20 million homes in the UK with no dedicated escape window at all. Fitting an escape window can cost upwards of £500; 'BreakOut' is a fraction of the cost and with no fitting or installing tools required, anyone can install it.

Stand 07**ReACT****Contact:** Kate Hackett**Address:** 852 Tyburn Road, Birmingham, B24 9NT**T:** 0121 384 2513**M:** 078 2463 9477**E:** kateh@react-asb.co.uk**W:** www.react-asb.co.uk

ReACT is an anti-social behaviour case management system that is used throughout the UK by housing associations and councils. ReACT is used to monitor incidents of ASB, the system allows officers to keep on top of caseloads and manage the complaints efficiently and effectively.

ReACT enjoys a strong partnership with HouseMark, and is also a main sponsor of Social Landlords Crime & Nuisance Group, which keeps them at the cutting edge of legislative changes from the Home Office.

Stand 08**Social Landlords****Crime and****Nuisance Group****Contact:** Sharon Mackley**Address:**c/o Whitefriars Housing Group, Givens House,
Thomas Street, Coventry, CV1 3HL**T:** 024 7623 1748**M:** 077 7553 1993**E:** sharon@slcng.org.uk**W:** www.slcng.org.uk

The Social Landlords Crime and Nuisance Group (SLCNG) are the leading Housing based group focussing on tackling ASB.

Working with Councils, RSLs, ALMOs, TMOs, CSPs, Police Forces, The Home Office, CLG, MOJ, and others, we promote best practice and lobby for tools to tackle ASB.

Our members are committed to sharing information to tackle, not tolerate ASB and turning good practice into common practice.

Come and have a chat with us on Stand 8

Stand 09**SDM Housing Software****Contact:** Scott Drever**Address:** Lawrence House,
Stoak, Chester, CH2 4HP**T:** 012 4430 1999**M:** 077 8592 0260**E:** scott@sdmhousing.co.uk**W:** www.sdmhousing.co.uk

With by far the largest number of RSL customers in Northern Ireland, the SDM Housing Software goes from strength to strength. SDM has been working with RSLs since 1987 and has built a strong reputation for delivering the very best in housing software without it costing the earth. Add to that a level of customer service that is second to none and you begin to realise why SDM is so far ahead of the competition.

Stand 10**Clos-o-mat****Contact:** Andrew Smyth**Address:** Bank House,
182-186 Washway Road, Sale, Cheshire,
M33 6RN**T:** 0161 969 1199**M:** 075 2566 9485**E:** info@total-hygiene.co.uk**W:** www.clos-o-mat.com

More than 50 years of experience has come together to showcase the "Complete Bathroom Collection" – a range of height adjustable washroom equipment the Clos-o-Mat automatic wash/dry toilet. Clos-o-Mat – Hygiene Beyond Expectation!

Stand 11**Santander****Corporate Banking****Contact:** Allan Murray**Address:** 2 Triton Square, Regent's Place,
London, NW1 3AN**T:** 016 9838 7290**M:** 078 7960 2153**E:** allan.s.murray@santander.co.uk**W:** www.santanderccb.co.uk

At Santander Corporate Banking, we seek to build a successful banking relationship by supporting you as a partner – providing ideas, tailored solutions and long-term value based on a close knowledge of the Housing Finance sector. That's why, when you choose us, you'll have your own dedicated Relationship Director, backed by a team of experienced Housing Finance specialists. To start working with us today, contact Allan Murray on 078 7960 2153.

Stand 12**ShowerSave****Contacts:** Tony Gordon and
Tony Livingston**Address:** Unit 21 Avondale
Business Park, Ballyclare, BT39 9AU**T:** 028 9334 4488**M:** 079 5783 0472**E:** sales@renewablesireland.com**W:** www.showersave.net

The innovative Showersave™, waste water heat recovery system (WWHRS), is recognised by BRE within SAP 2005 and SAP 2009. The system delivers the same benefits as 2.2m² of solar thermal panels at, typically, 20% of the cost. With no maintenance required, it is a passive system, no moving parts or electrical connections. Thus ensuring housing associations can achieve the Code for less £. Simple to install, the system is in use with the UK's largest house builders.

Stand 13**Dimplex Renewables****Contacts:** Jonathan Jennings and David Young**Address:** 5 Charlestown Avenue, Charlestown Industrial Estate, Craigavon, BT63 5ZF**T:** 028 3833 7317**E:** david.young@dimplexrenewables.com**W:** www.dimplexrenewables.com

Dimplex provide a complete palette of mechanical and electrical solutions to deliver the zero carbon house. Our range of products include heat pumps, solar-thermal water heating systems, solar electric systems, heat recovery ventilation systems, unvented cylinders, low temperature heat emitters, high-efficiency gas boilers and cutting-edge smart controls which optimise the performance of all of these technologies once installed.

Dimplex Renewables is the perfect one stop shop for housing associations when it comes to renewables.

Stand 14 Healthy Buildings International



Contact:

Jacqueline Byrne

Address: Unit 2-3 Martrey House, Ravenhill Business Park, Ravenhill Road, Belfast, BT6 8AW

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Healthy Buildings International (HBI) already supports many Housing Associations across Ireland to provide homes that are healthy environments in compliance with legislative and regulatory requirements.

We have a specialist team of locally based surveyors, consultants and technicians, who are highly skilled across a variety of compliance disciplines, to ensure you get the best advice and service.

HBI services include Legionella Risk Assessment & Monitoring, Asbestos Management, Fire Risk Assessments, Energy Management and Disability Access Audits.

Stand 15 Kypera Ltd



Contact: Doug Sarney

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Kypera develops, implements and supports integrated business solutions for organisations across the private, public and not-for-profit sectors including many housing associations. Our focus is on using state-of-the-art technology to produce clean, comprehensive and powerful solutions that deliver clear business benefits. By reducing the complexity of the systems, we simplify processes, making them easier to implement, so minimising costs.

- Kypera Housing
- Kypera Financials
- Kypera Business
- Kypera Mobile
- Kypera Reporting & XLR

Stand 17 HSF health plan



Contact: Roy Smith

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HSF health plan is a health cash plan providing money back for everyday healthcare costs like Dental, Optical and Physiotherapy. HSF Assist, which is included in every plan, provides a range of services including 24/7 access to a GP, Stress Counselling, Legal Advice and Medical Information. All our plans provide cover for spouse/partner and dependent children at no extra cost. HSF health plan is the trading company of the registered charity The Hospital Saturday Fund.

Stand 18 Ignition Team



Contact: Ian Stuart

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T: 028 9072 7033

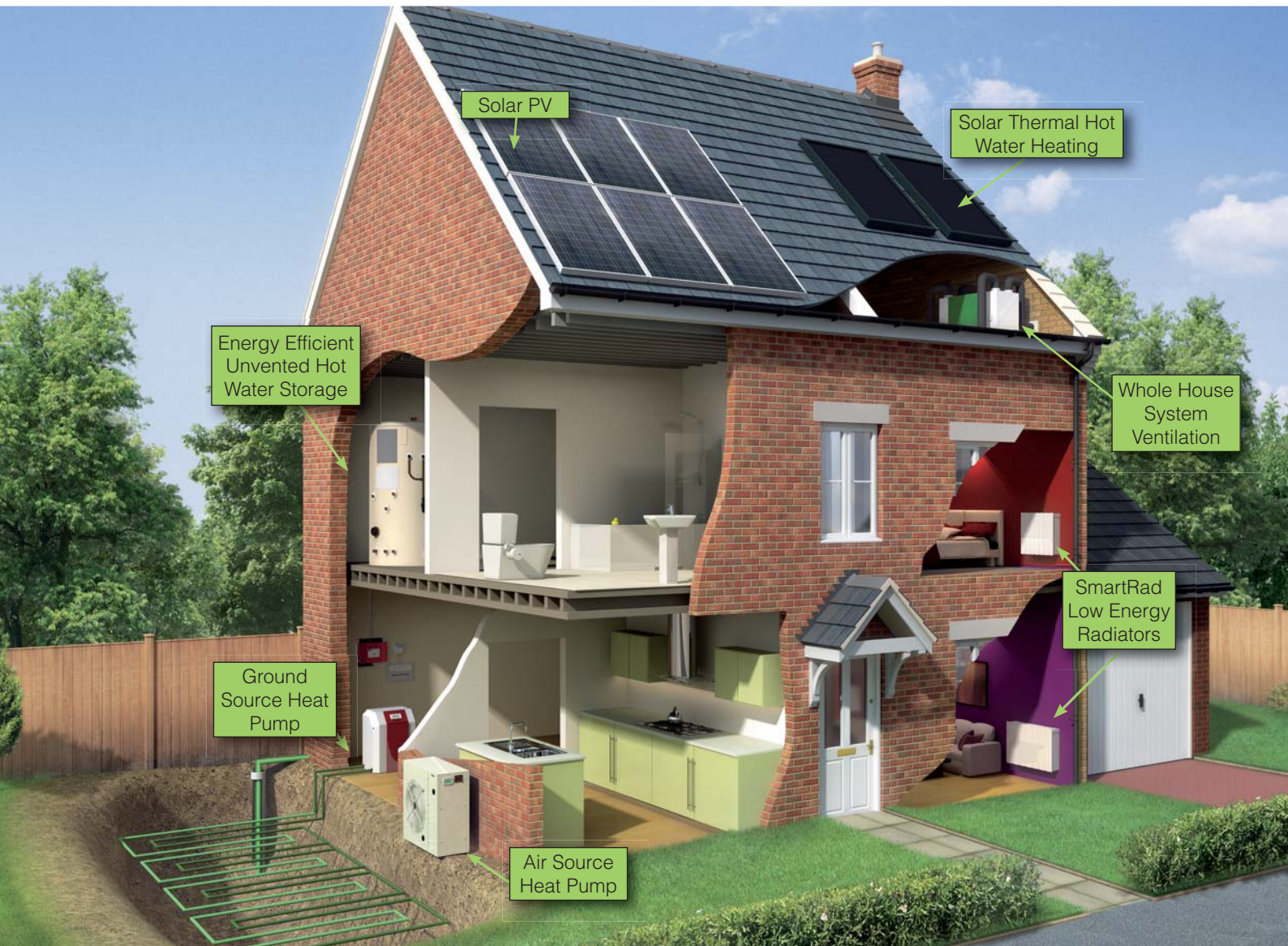
M: 078 4110 2308

E: ian.stuart@ignition-team.com

W: www.ignition-team.com

The role of Housing Associations is to provide low cost social housing. In doing so they must provide excellent customer service to their tenants. Typically Housing Management Systems are designed to act as an Information System and not a Customer Relationship Management System. Based on Microsoft Dynamics CRM, Ignition Team will offer you a CRM solution which will give you a single view of all tenant data and enable you to log queries, complaints, case management, repairs etc quickly and accurately ensuring they are assigned and resolved to the tenant's satisfaction.

Integrated Sustainable Solutions



For Dimplex, there is nothing new about Renewables

We have been building heat pumps for over 30 years, and constant innovation across a global network of research and development facilities, including our state of the art renewables production facilities in Newry and Portadown, has enabled us to become a global leader in the renewable heating sector.

Complete Solutions

Today the Dimplex and Xpelair ranges of products include heat pumps, solar-thermal water heating systems, heat recovery ventilation systems, unvented cylinders, high-efficiency gas boilers and cutting-edge smart controls which optimise the performance of all of these technologies once installed.

Call Us:

028 3833 7317

www.dimplexrenewables.com