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**NATIONAL  
HOUSING  
FEDERATION**

# **Green Homes** Conference and Exhibition **2009**

## **Environmental sustainability in social housing**

25 March 2009

**Novotel London West**

A Sustainable Energy  
Europe event

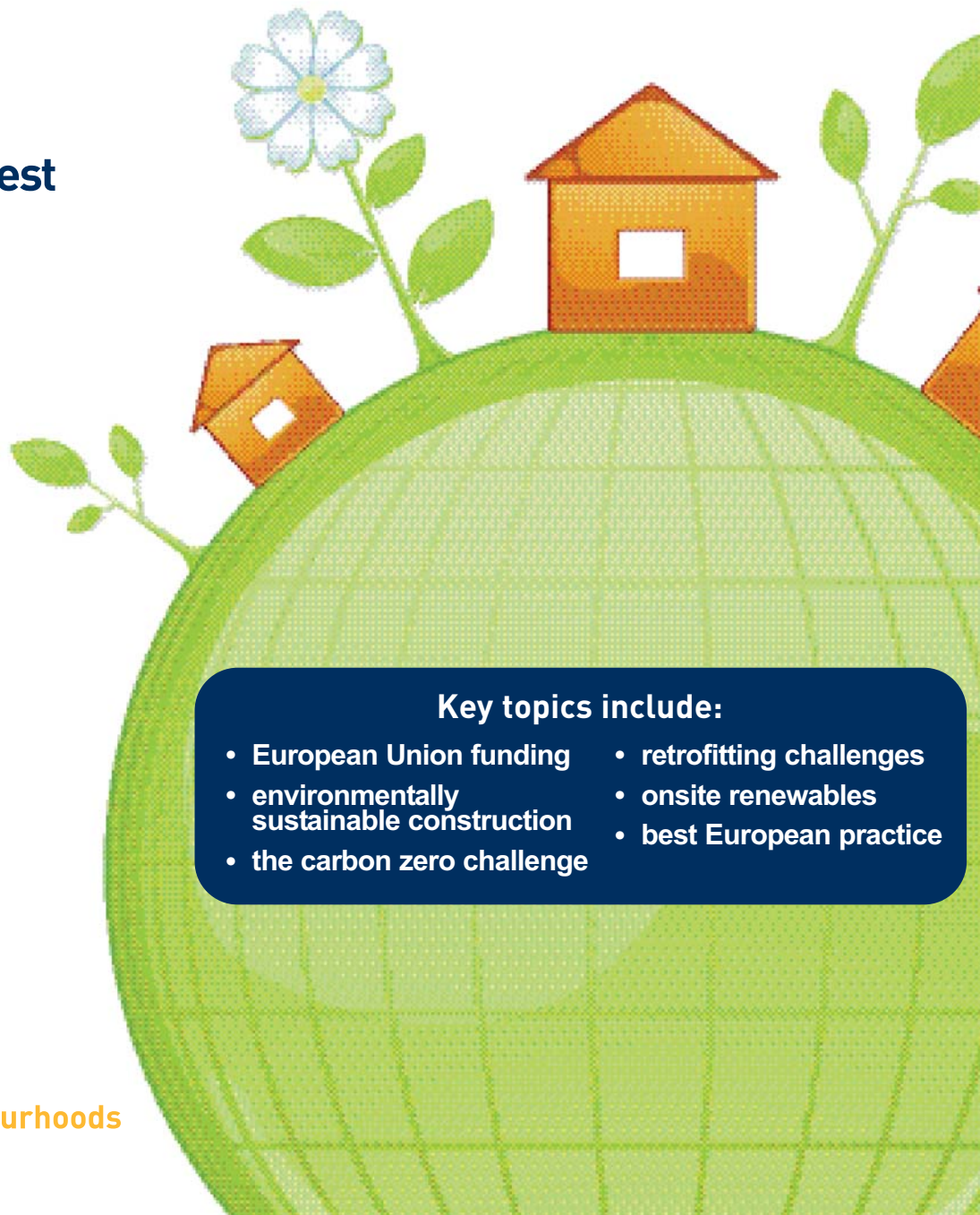


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HOMES**

 **business for neighbourhoods**



### **Key topics include:**

- European Union funding
- environmentally sustainable construction
- the carbon zero challenge
- retrofitting challenges
- onsite renewables
- best European practice

# Environmental sustainability in social housing

## Green Homes Conference and Exhibition 2009

Energy efficiency in the residential sector has never been more topical, with the Government's new Low Carbon Homes strategy, the establishment of a Department for Energy and Climate Change, and discussions at international and European level. Housing associations must also consider their on-going implementation of the *Code for Sustainable Homes*, and increases in the cost of energy and fuel poverty.

This event – supported by the European Commission's Sustainable Energy Europe campaign, CECODHAS and Sustainable Homes – will examine best practice from experts in the UK and Europe on building and retrofitting existing stock to the highest green standards available. It will also address big questions such as how to gear up the UK market for the zero carbon challenge ahead and how the EU can meet its 20% greenhouse gas reduction target by 2020.

Come to this international event to find out how you can meet these targets, influence policy makers, find out about the latest technologies available to developers at our exhibition, and learn how to achieve higher environmental standards in housing.

### Benefits of attending

- find out about how to improve the environmental condition of existing stock
- learn how to achieve higher levels of the *Code for Sustainable Homes*
- network directly with your European counterparts and share lessons learned
- discover whether it is really possible to build homes that are carbon neutral
- listen to European Union (EU) funding programmes and how to benefit from existing projects
- hear about the Sustainable Housing Index for Tomorrow (SHIFT)
- explore modern methods of construction and the products available.

### Who should attend

- chief executives and managing directors
- heads and directors of development, maintenance or asset management
- sustainability, regeneration and refurbishment teams
- board members concerned about their organisation's environmental policies
- developers interested in learning about environmental policy and issues.

### Conference supporters:



The Sustainable Energy Europe Campaign is a European Commission initiative. It aims to raise public awareness and promote sustainable energy production and use among individuals and organisations, private companies and public authorities, professional and energy agencies, industry associations and NGOs across Europe.



SUSTAINABLE  
HOMES

Sustainable Homes is a leading training and advisory consultancy operating in the field of sustainable housing. They have particular expertise in providing training on environmental standards, such as the *Code for Sustainable Homes* and EcoHomes for new build and existing buildings (XB).



Established in 1988, CECODHAS is the European network for the promotion of the right to decent housing for all. Their membership consists of 46 regional and national federations which represent over 39,000 public, voluntary and co-operative social housing enterprises in 19 countries.

## Some feedback from last year's delegates:

"Good coverage of the issues, challenging and informative speakers with lots of experience to disseminate"

"Very informative ... keeping in touch with new technology"

"Information and advice presented by the exhibition stands was very useful"

"Well run... Interesting sessions... Opportunity to learn"

"Good consistent standard of speakers and presentations"

## Our green commitment

The National Housing Federation is fully committed to reducing our impact on the environment and engendering the same approach from our members and the wider social housing sector.

Here are a number of ways in which we are making the Green Homes Conference and Exhibition 2009 more environmentally friendly:

- all publicity brochures and final programmes have been printed on recycled paper
- the exhibition will be run by Foremarke – a carbon zero company
- the conference venue was voted Green Hotel of the Year in 2007 at the Hotel Catey Awards and has also shown a sound commitment to environmental practices across their business
- delegates are encouraged to download presentation materials from the Federation website once the event is over – no printed copies are given out onsite.

## How you can help

Here are some simple tips on how to be more green when attending this conference:

- travel by rail rather than by car, or try sharing the journey with a colleague who may also be attending the event
- don't use domestic flights (eg from London to Edinburgh), use a train or a coach
- if staying overnight consider using an environmentally friendly venue
- look into buying carbon offset credits from an emission reduction project and neutralise your journey.



# Exhibiting and sponsorship opportunities

Exhibiting offers the perfect opportunity to meet and do business with senior decision-makers involved in environmental sustainability from across the housing sector. If you want to collect leads, demonstrate a product, build awareness, launch a new product, or publicise a message then you will find no more focused or effective platform than this event. With stands available from only £720 + VAT, can you afford not to be there?

## Here are some comments from last year's exhibitors:

"A well organised event with appropriate representatives, providing good contacts and great leads." **Ben Robinson**, *Director*, Dulas

"Management onsite was professional and efficient, resulting in a very positive show for SanLamere (UK)." **JP Davies–Morgante**, *Chief Executive*, SanLamere (UK)

"We have found exhibiting here very productive and have made many good contacts with potential clients. We look forward to returning in future years." **Jo Pedder**, *Senior Consultant*, Andrew McCarthy Associates

"A very informative event, which touched on many key issues facing the sector."  
**Rob Peck**, *Buyer*, Procurement for Housing

On top of exhibiting we are actively seeking event supporters and are pleased to offer through sponsorship, a range of powerful yet cost-effective opportunities to organisations wishing to align themselves with the debate or stand out from the crowd.

To find out more about getting involved as an exhibitor or a sponsor, please contact Anna Robinson, George Adebambi, Julian Hurst or Karen Fletcher at Foremarke on **020 8877 8899** or email [housing@foremarke.uk.com](mailto:housing@foremarke.uk.com)

Entry to the exhibition is free to all delegates and to visitors who are involved in the provision of affordable housing.

If you are not attending the conference as a delegate, but would like to visit the exhibition, please register in advance by contacting the organisers Foremarke Exhibitions at [registration@foremarke.uk.com](mailto:registration@foremarke.uk.com)



## 09:00 Registration, exhibition viewing and refreshments

## 10:00 Introduction and welcome

Chair:

**David Orr**, *Chief Executive*, National Housing Federation and *President*, CECODHAS

## 10:10 Plenary one: Europe, the residential sector and the carbon emission reduction target – a match made in heaven?

EU member states are committed to a 20% reduction of greenhouse gas emissions by 2020. With the possibility to increase this target to 30% – depending on international commitment following the Copenhagen Summit in December 2009 – this session will explore what is expected of the residential sector. It will also ask what policies and funding at European Union (EU) level and knowledge exchange facilities are needed to help support the change.

Speakers:

**David Orr**, *Chief Executive*, National Housing Federation and *President*, CECODHAS  
**Rt Hon Caroline Flint MP**, *Minister of State for Europe* (invited)

Active chair:

**Philip Sellwood**, *Chief Executive*, Energy Saving Trust (invited)

## 10:45 Breakout sessions

### S1 Greening your organisation – good practice from housing associations

Housing associations lead the field in environmentally sustainable construction, but is your own organisation as green as your building credentials? This session will give a how-to guide on greening your organisation and look at ideas for best practice. Delegates at this session will also hear about the Sustainable Housing Index for Tomorrow (SHIFT) – an initiative for housing associations to measure and comprehensively assess how they are embedding sustainability in the way that they operate.

Speakers:

**Sally Hancox**, *Director*, Gentoo Green  
**Andrew Eagles**, *Managing Director*, SHIFT

Chair:

**Claire Wilson**, *Sustainability Manager*, Hastoe Housing Association

### S2 The ABC of tapping into European Union (EU) funding to green existing properties

With environmental sustainability high on the EU agenda, funding is available for projects that are linked to energy efficiency. Find out more about EU funding programmes and how to benefit from existing projects such as Powerhouse Europe – a CECODHAS-led project that aims to facilitate knowledge exchange on retrofitting and building to green standards.

Speaker:

**Sorcha Edwards**, *Energy Coordinator*, CECODHAS – Powerhouse Europe

Chair:

**Nicholas Doyle**, *Project Director*, Places for People

### S3 Lessons to learn from Europe

This session will give delegates an invaluable opportunity to hear directly from European colleagues on how they are tackling the same issues in housing. It will cover three broad areas and show different approaches to: accessing finance to enable tenants and private owners to retrofit their properties, the benefits and methods of measuring energy consumption, both for tenants and landlords and the role of housing associations in energy supply.

Speakers:

**Aniko Dobi-Rozsa**, *Managing Director*, Global Environmental Social Business  
**Yann Sauvee**, *Operations Manager*, Mouline Habitat, France  
**Albert Koedam**, *Aedes*, Dutch Federation of Housing Associations

Chair:

**Diane Diacon**, *Director*, Building and Social Housing Foundation



## 11:45 Exhibition viewing and refreshments

### 12:15 Plenary two: greening existing homes and the Low Carbon Homes strategy

With the establishment of the new Department of Energy and Climate Change and a Low Carbon Homes strategy, there is significant momentum to tackle the problem of improving the condition of the 26 million homes we already have in the UK. We all know this is a huge issue and whilst we've made steps in tackling the quality of our new supply, we also need to make improvements to the entire new stock if we are to meet our challenging carbon reduction targets. This session will set out the UK Government's plans for improving the housing stock and discuss the financial options to achieve this.

Speaker:

**Alan Shingler**, *Partner, Head of Sustainability, Sheppard Robson*

**Joanna Averley**, *Director of Enabling, CABE, Implementation Team, Homes and Communities Agency (invited)*

Active chair:

**Jonathan Brearley**, *Director, Office of Climate Change*

## 13:00 Lunch and exhibition viewing

### S4 The Code Level 4 to 6 gap – how to make the jump

### 14:00 Breakout sessions

Housing associations are already building homes to Code Levels 4 and 5. They are finding that the higher the level achieved, the greater the cost and the more challenging it is to get the sustainable design and technology right. But how much does it really cost? What is the easiest way to achieve higher environmental standards? What are the additional requirements for achieving higher levels of the Code? Come to this session to find out the answers to these key questions.

Speakers:

**Pete Trowbridge**, *Development Manager, Raven Housing Trust*

**Tim Yates**, *Research Director, Building Research Establishment*

**Maria Hawton-Mead**, *Consultant (invited)*

Chair:

**Paul Ciniglio**, *Sustainability and Innovation Manager, Radian*

### S5 An idiot's guide to onsite renewables

Whether incorporating into new build or adding to existing stock, onsite renewables are a key ingredient of eco-housing. From panels on the roof to pipes in the ground, this session will help you to get to grips with renewable energy and find out which products best suit your needs and your budget.

Speakers:

**Jerry Percy**, *Head of Sustainability, Gleeds*

**Adrian Hewitt**, *Sustainability Director, Metropolis Green*

### S6 Tricky retrofitting challenges – post-war housing

This session will look at examples of difficult-to-retrofit homes and will show how alternative approaches can allow for challenging homes to be retrofitted, without an unnecessary hit to the purse-holder.

Speakers:

**Russell Smith**, *Managing Director, Parity Projects*  
**Ian Robinson**, *Chief Executive, Affordable Housing Company*

Active chair:

**Liz Warren**, *Consultant, SE<sup>2</sup>*

### 15:00 Plenary three: retrofitting – how to do it and gear up the market

Almost 50% of today's carbon emissions come from existing buildings, 30% of which is generated from existing homes and 87% of which will still be here in 2050. A major programme of retrofitting, to both mitigate against and adapt to climate change, is essential if the target of 80% reduction in carbon emissions across the economy by 2050 is to be reached. There has been a considerable amount of debate and focus on how this can be done, and this session will consider ways in which large-scale retrofitting can be taken forward.

Speakers:

**Professor Mike Kelly**, *Chief Scientific Adviser, Communities and Local Government*

**Anne Power**, *Professor of Social Policy, London School of Economics*

Active chair:

**Paul King**, *Chair, Existing Homes Alliance*  
*Chief Executive, UK Green Building Council*

## 15:45 Exhibition viewing and refreshments

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## 16:15 Breakout sessions

### S7 A zero carbon house with radiators

You've got the house with the latest technology – now how does it work? This session will focus on working with tenants to utilise new technologies and to tackle fuel poverty. It will also look at the importance of engaging with residents when building new homes or retrofitting existing stock.

Speakers:

**Catrin Maby**, *Director*, Severn Wye Energy  
**Andy Jeffrey**, *Research and Development Officer*, South Yorkshire Housing Association

### S8 Back to basics – environmentally sustainable construction methods

This session will look at why greening construction methods and choosing sustainable construction products are central to environmentally sustainable building. It will explore the benefits of different materials giving an overview of what is available, and will consider modern methods of construction, including how they can help make homes more energy efficient and produce less waste.

Speakers:

**Robert Hellyer**, *Board Member*, Royal Institute of Chartered Surveyors  
**Tom Woolley**, *Associate*, Rachel Bevan Architects

## Leadership Lounge

Located at the National Housing Federation's headquarters in Lion Court, the Leadership Lounge is the new meeting point for directors and board members of housing associations. It's a great way to increase your involvement in leading the housing and neighbourhoods policy agenda, both nationally and locally. The Lounge provides a unique, comfortable and well equipped environment for the leaders of the affordable housing movement to meet, discuss and exchange ideas.

For further information, please contact the Leadership Lounge on **020 7067 1192** or email [leadershiplounge@housing.org.uk](mailto:leadershiplounge@housing.org.uk)

### S9 Eco innovative or eco bling – assessing new technologies

The green technology market is still emerging and in recent years there has been an explosion in the number of products available. This session will help delegates to make informed decisions about which products to use, and will explore how to judge what technologies are robust and future proof.

Speakers:

**John Tebbitt**, *Industry Affairs Director and Deputy Chief Executive*, Construction Products Association  
**Ingrid Vogler**, *Energy Use Expert*, GdW, (Federal Association of German Housing and Real Estate Companies)

Chair:

**Sasha Deepwell**, *Development Director*, Plus Housing Group

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## 17:15 Comfort break

### 17:30 Closing plenary: can we still afford to go green?

Food prices are up, house prices are down, and most of us are feeling the pinch. So isn't it time to put climate change on the backburner? One of the United Kingdom's most prominent environmental journalists argues why there has never been a better time to go green.

Speaker:

**George Monbiot**, *Author and Columnist*, The Guardian (invited)

Chair:

**David Orr**, *Chief Executive*, National Housing Federation and *President*, CECODHAS

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## 18:15 Drinks reception and networking

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## 19:00 Conference close



## Related Federation products

### Federation books

#### Standards and quality in development: a good practice guide (2nd edition)

The expanded second edition of this comprehensive guide to developing residential schemes:

- covers the latest changes in standards in the development of new affordable housing
- will help housing associations meet high standards of design and environmental sustainability
- contains both essential and recommended design standards, helping to improve the design quality of new residential schemes.

Endorsed by CABE and RIBA, this best-selling, illustrated reference book also covers:

- **the external environment:** Building for Life, the Urban Design Compendium, the Manual for Streets and the companion design guide to PPS3
- **the internal environment:** Level 3 and Level 4 of the Code for Sustainable Homes, which housing associations are required to reach two years ahead of private developers.

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#### Your place or mine? Residents and property services

This guide gives examples of successful practice across the social housing sector of involving residents in the maintenance and improvement of their homes.

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#### Asset management pack

Including *Your place or mine?*, this pack supports the development of new and creative approaches to leadership to address the needs of customers and neighbourhoods.

#### Order details:

View all our titles and order in the online bookshop: [www.housing.org.uk/publications](http://www.housing.org.uk/publications)  
email: [bookshop@housing.org.uk](mailto:bookshop@housing.org.uk), tel: 020 7067 1066, [www.nhfdirectory.co.uk](http://www.nhfdirectory.co.uk)

### Federation training

Did you know that the National Housing Federation offers the following in-house courses?

#### Energy efficiency in social housing

This course will provide delegates with good practice examples of different approaches to energy efficient design and improvement works and sources of funding available to housing associations.

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#### Existing stock and ecohomesXB

With the focus firmly on sustainability for housing providers, this course considers measures to improve sustainability of existing housing stock.

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#### Introduction to Energy Performance Certificates

A key component of the home information packs (HIPs), this course will provide an understanding of the Energy Performance Certificates.

We offer a tailored training service that meets the needs of your organisation – on your premises, saving time and cost of travel for your staff. Prices start from as little as £79 per delegate per day.  
**All Federation courses are VAT free!**

**To enquire about in-house delivery** or to receive a free, no obligation written proposal email: [training@housing.org.uk](mailto:training@housing.org.uk), call 020 7067 1066 or visit [www.housing.org.uk/training](http://www.housing.org.uk/training)

## Federation conferences

### 2009

**28 January**, Crunch Time – Managing Your Risk, Purcell Room, Royal Festival Hall, London

**29 January**, Audit Committees Conference, Wellcome Collection Conference Centre, London

**6 – 8 February**, National Board Members' Conference and Exhibition, ICC, Birmingham

**24 February**, Communications and Marketing Conference and Exhibition, Hotel Russell, London

**27 February**, The Code of Service Delivery and Accountability, Inmarsat, London

**3 – 4 March**, The Leaders' Forum and Exhibition, Hotel Russell, London

**5 March**, Financial Inclusion Conference, Inmarsat, London

**18 – 20 March**, Housing Finance Conference and Exhibition, University of Warwick, Coventry

**19 – 20 May**, Affordable Home Ownership and Intermediate Housing Conference, Marriott City Centre Hotel, Bristol

**2 – 3 July**, Housing Care and Support Conference and Exhibition, University of Warwick, Coventry

**6 – 8 July**, Asset Management and Maintenance Conference and Exhibition, University of Warwick, Coventry

**6 – 8 July**, Development and Regeneration Conference and Exhibition, University of Warwick, Coventry

**23 – 25 September**, Annual Conference and Social Housing Exhibition, ICC, Birmingham

**17 – 18 November**, IT in Housing Conference and Exhibition, Olympia Conference Centre, London

### 2010

**5 – 7 February**, National Board Member's Conference and Exhibition, ICC, Birmingham

**17 – 19 March**, Housing Finance Conference and Exhibition, University of Warwick, Coventry

For further information, please visit [www.housing.org.uk/events](http://www.housing.org.uk/events)

Would you like to receive a brochure on any of these events?  
If so, please email [marketing@housing.org.uk](mailto:marketing@housing.org.uk) stating the conference name and we will send you information.



# How to book your place

## Conference fees and booking information

### How to book your place

**online:** our online booking service is available at [www.housing.org.uk](http://www.housing.org.uk). Instantly secure your place by paying with a credit or debit card online. Online bookings must be made by the individual delegate, rather than on their behalf.

**mail:** please complete and return the conference booking form along with your full payment to: Business Sales and Support, National Housing Federation, 25 Procter Street, London, WC1V 6NY.

**telephone:** secure your place over the telephone by paying with a credit or debit card. Please contact the Federation's Business Sales and Support Team on **020 7067 1066**.

**fax:** send the booking form to 020 7067 1015. You may download extra copies of the booking form from our website at [www.housing.org.uk](http://www.housing.org.uk)

Places are subject to availability and early booking is advised. Please ensure that the names of individual delegates are included as you would like them to appear on the delegate list and their name badge. You should also indicate each delegate's breakout session preferences.

Please note that any delegates whose bookings are received after **11 March 2009** may not appear on the final delegate list.

### Venue and travel information

Joining papers are available on the Federation's website at [www.housing.org.uk/events](http://www.housing.org.uk/events)

### Accommodation

Accommodation in nearby hotels can be booked by using the following websites: [www.lastminute.com](http://www.lastminute.com), [www.expedia.com](http://www.expedia.com) and [www.laterooms.com](http://www.laterooms.com)

### Breakout session choices

Breakout sessions will be strategically focused. There will be opportunities for questions at the end of speakers' presentations. Places at these sessions will be allocated on a first-come, first-served basis, therefore it is important that you indicate your choice when completing your booking form.

### Fees

The conference fee includes attendance at all sessions, lunch and refreshments. Please see the booking form for fees.

### Payment

Please complete the conference booking form and send with a cheque or BACS payment to the National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY, or call the Business Sales and Support Team on 020 7067 1015 with your credit card details. All BACS orders should be accompanied by the transfer remittance note, quoting **GREEN0309**. Alternatively you can book online with a debit or credit card for a quick and easy way to confirm your place.

**ALL BOOKINGS MUST BE MADE WITH FULL PAYMENT.**

### Cancellation

**ALL CANCELLATIONS MUST BE MADE IN WRITING.** Once a conference booking has been made, there will be an administrative charge of £55 per delegate for cancellation of that booking. The full fee is payable for any cancellations received after **11 March 2009**.

### Inserts in conference packs

If you would like to include a publicity leaflet about your organisation in our delegate packs, please contact the Business Sales and Support Team on 020 7067 1066. The cost will be £275 plus VAT.

### Enquiries and contacts

If you have any conference booking queries, please contact a member of the Federation's Business Sales and Support Team:  
tel: 020 7067 1066  
fax: 020 7067 1015  
email: [events@housing.org.uk](mailto:events@housing.org.uk)

### Disclaimer

This programme is correct at the time of going to press. In the event of one or more of the advertised speakers being unable to attend, for reasons beyond the control of the conference organisers, we reserve the right to make alterations or substitutions to the programme as deemed fit. All timings are provisional and may be subject to change. Views expressed by speakers are their own. The National Housing Federation disclaims any liability for advice given or views expressed by any speaker at the event or in notes or documentation provided for the delegates.

## Green Homes Conference and Exhibition 25 March 2009, Novotel London West, 1 Shortlands, London, W6 8DR

### Booking instructions

Book online at [www.housing.org.uk](http://www.housing.org.uk) or complete this form and return with full payment; all places are subject to availability. Please read the conference and booking information before completing ALL sections of this form. Online bookings must be made by the individual delegate, rather than on their behalf.

**For multiple delegates**, please photocopy this booking form and complete one form per delegate in BLOCK CAPITALS.

Delegate name \_\_\_\_\_

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

Organisation \_\_\_\_\_

Address \_\_\_\_\_

Delegate email \_\_\_\_\_

*(you must supply your email address so that you can receive your joining papers)*

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Contact email *(if different)* \_\_\_\_\_

Contact name *(if different)* \_\_\_\_\_

Where did you hear about the conference?

- Direct mail
- email
- Web
- Telephone
- Inside Housing
- Employer
- Federation Customer Relations Manager
- Other *(please specify)* \_\_\_\_\_

My dietary requirements are *(eg vegetarian/vegan/other)* \_\_\_\_\_

My other requirements are *(eg wheelchair access)* \_\_\_\_\_

#### Early booking fee on or before 30 January 2009

- Early bird members – £395
- Early bird associate – £455
- Early bird non-members – £495

#### Booking fee after 30 January 2009

- Standard member – £435
- Standard associate – £500
- Standard non-member – £545

Session choices (delegates can only attend **ONE** session at any time). Sessions are subject to availability at the time of booking. *(please tick)*

10:45 – 11:45 **S1**  **S2**  **S3**

14:00 – 15:00 **S4**  **S5**  **S6**

16:15 – 17:15 **S7**  **S8**  **S9**

I understand that payment must be made at the time of booking

Total payment £ \_\_\_\_\_

- I enclose a cheque payable to the National Housing Federation
- I have paid by BACS and attach the remittance advice (Please quote **GREEN0309** on all BACS transmissions)  
National Housing Federation bank account details are:  
LloydsTSB, Kings Cross Branch, 344 Grays Inn Road, London, WC1X 8BX  
Federation Sort Code: 30-94-73  
Account No. 00113238

- Please debit my debit/credit card: Visa / Mastercard / Maestro / Solo / Electron *(We do not accept Diners Card or AMEX)*

Card number

Start date     Expiry date

Issue no *(debit cards only)*

3 digit security code

Name on card \_\_\_\_\_

Card holder's signature \_\_\_\_\_

Date \_\_\_\_\_

If you would like to pay by credit or debit card, you can also book online at [www.housing.org.uk](http://www.housing.org.uk). Alternatively, bookings may be taken over the telephone on 0207 067 1066.

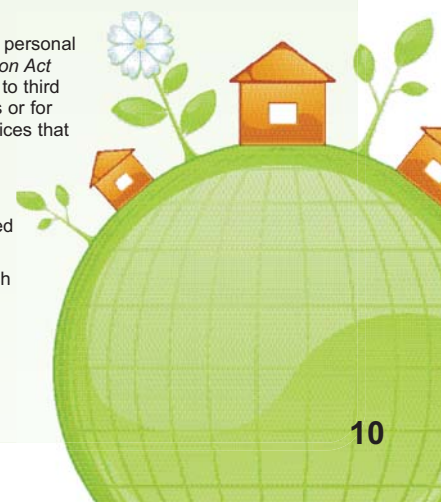
**ALL CANCELLATIONS MUST BE MADE IN WRITING.** Cancellations will be charged a £55 administration fee. The full fee is payable for any cancellations received after **11 March 2009**.

Please return to: Business Sales and Support Team, National Housing Federation, Lion Court, 25 Procter Street, London, WC1V 6NY, tel 0207 067 1066, fax 020 7067 1015. Please note that any delegates whose bookings are received after **11 March 2009** may not appear on the final delegate list.

#### DATA PROTECTION

The National Housing Federation gathers personal data in accordance with the *Data Protection Act 1998*. This information may be forwarded to third parties to be used for marketing purposes or for mailing information about goods and services that maybe of interest.

- Please tick the box if you do not wish to receive information about future products and services provided by the National Housing Federation.
- Please tick the box if you do not wish to have your details passed to third party organisations.



## About us

The National Housing Federation represents 1,300 independent, not-for-profit housing associations in England and is the voice of affordable housing. Our members provide over two million homes for five million people.

The National Housing Federation's Business Services Team provides solutions to support members in their commitment to neighbourhoods, customers and excellence for **iN business for neighbourhoods**, through the provision of conferences and events, training and consultancy and publications. Income generated from our business solutions is used to fund our work in supporting and promoting the work of our members.

Visit the Federation's website to keep up-to-date with details of the full range of business solutions available:

- conference and event programme
- over 300 training courses
- coaching programme
- in-house training and consultancy
- over 100 book titles
- business development advice
- Federation subscriber scheme – for public, third sector and commercial organisations
- Housemark and Procurement for Housing (PfH)
- employee satisfaction surveys
- tenant satisfaction surveys (Feedback)
- data analysis service (Housing Figures)
- Lion Court Conference Centre
- the Leadership Lounge.

### Building for success

The National Housing Federation provides our members with a united voice and one with more influence than simply the sum of their parts. In 2007/08, the Federation...

- persuaded the Government to accept a number of its amendments to the *Housing and Regeneration Bill*
- convinced the Government of the need to invest in the delivery of up to 70,000 new social homes per year
- persuaded ministers to invest £8.4bn for the delivery of new social homes up to 2011
- ran a high profile campaign on fuel poverty, which helped draw a promise from the Chancellor to stop the injustice of higher charges for prepayment meters
- helped persuade ministers that a rural housing target should be reintroduced.

[www.housing.org.uk](http://www.housing.org.uk)

**NATIONAL  
HOUSING  
FEDERATION**

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[www.iNbiz.org](http://www.iNbiz.org)

 **business for neighbourhoods**