

HOUSING

MANAGEMENT & MAINTENANCE

May 2016



Features this month

Furnishings
Gas Installation & Repairs
Smoke & Fire Protection
Stairs, Balustrades & Balconies

Show Previews

Facilities Show
CIH Housing Conference
& Exhibition

Latest news, events & products

www.housingmmonline.co.uk

Property Management Software Driven by Sage





Features

38 Gas & Electric Installation & Repairs

Hot topic: fires for all properties

Richard Beaman, commercial director for Valor and Robinson Willey, considers the benefits of both gas and electric models to social housing providers and their tenants.

43 Furnishings

Furnishing your property

James Quinn, sales and marketing manager of Fusion Furniture Solutions, discusses the best way to tackle the mammoth task of furnishing your property.

45 Smoke & Fire Protection

Automation innovation in smoke and CO detection technology

Dan Hirst, fire, security and access expert at leading electrical wholesaler YESSS Electrical, looks at the latest home automation technology and product innovations set to hit the market and what this means for home safety in the smoke and carbon monoxide alarms sector.

48 Stairs, Balustrades & Balconies

Levelling the playing field

Adrian Pargeter, head of Technical and Product Development at Kingspan Insulation Limited, discusses the importance of insulation when installing a balcony or terrace.

In this issue...

Industry news	4 - 25
Events.....	9
Product Focus	26
CIH Show Preview	31
Facilities Show Preview	36
Directory	51

Products

Appointments & News	25 - 26
Bathrooms & Wetrooms	28
Boilers.....	27 - 28
Building Products & Services	28 - 29
CIH Show Preview.....	29 - 34
Doors, Windows & Glazing	35
Facilities Show Preview.....	36 - 37
Furnishings	43
Gas & Electric Installation & Repairs.....	38 - 41
Heating & Renewable Energy.....	41 - 44
Lighting	35
Roofing.....	44
Safety & Security.....	47
Smoke & Fire Protection	44 - 46
Stairs, Balustrades & Balconies.....	48 - 49
Water & Air Quality	50
Water & Damp Proofing	50



News Editor:
Patrick Mooney
patrick@netmagmedia.eu

Managing Editor:
James Parker
james@netmagmedia.eu

Publisher:
Lesley Mayo

Editorial &
Production Assistants:
Roseanne Field
Jack Wooler
Shelley Collyer

Senior Sales Executives:
Nathan Hunt
Sheehan Moir-Edmonds

Display Sales:
Courtney Smith

Sales Executives:
Suzanne Easter
Kim Friend

Circulation:
Jane Spice

Managing Director:
Simon Reed

Cointronic House,
Station Road,
Heathfield,
East Sussex TN21 8DF

Advertising &
administration
Tel: 01435 863500
Fax: 01435 863897
info@netmagmedia.eu
www.housingmmonline.co.uk

Editorial features
Tel: 01435 863500
Fax: 01435 863897
james@netmagmedia.eu

Press Releases
editorial@netmagmedia.eu

The manufacturer of the paper used within our publication is a Chain-of-Custody certified supplier operating within environmental systems certified to both ISO 14001 and EMAS in order to ensure sustainable production.

Subscription costs just £18 for 6 issues, including post and packing. Phone 01435 863500 for details. Individual copies of the publication are available at £5 each inc p & p.

All rights reserved

No part of this publication may be reproduced or transmitted in any form or by any means, electronic, mechanical, including photocopying, recording or stored in any information retrieval system without the express prior written consent of the publisher. Although every effort is made to ensure the accuracy and reliability of material published in Housing Management & Maintenance, the publisher can accept no responsibility for the claims or opinions made by contributors, manufacturers or advertisers. Editorial contributors to this journal may have made a payment towards the reproduction costs of material used to illustrate their products.

Printed in England



This product registered with ABC in October 2015 but has not yet issued its first certificate.

Editor's comment

An uncertain future for council housing



Patrick Mooney,
News Editor

The skill and art of a dignified compromise appears to have been forgotten by our politicians who have been at loggerheads over the Housing & Planning Bill until time eventually ran out. The House of Lords (and Bob Kerslake in particular) eventually gave in to the inevitable and stopped tabling amendments, so the Bill could become an Act.

In fairness to them, it's clear the Lords were trying to improve a bill that they saw as flawed, with the potential for making inequalities in housing worse. Ministers say they have a mandate to tackle the housing crisis, their critics say the 'solution' will intensify it.

The Prime Minister even entered the fray by saying his opponents were the enemies of aspiration. This is more than a bit harsh on Lord Kerslake and other peers like Lord Best. They expressed understandable fears that social homes sold under statutory and voluntary right to buy policies will not be replaced on a like for like basis.

In recent years, official figures show the best we have managed is one new council or housing association home for every nine homes that have been sold. And council house stock numbers are already at a low point and continuing to fall.

In a rush

The Chartered Institute of Housing's head honcho Terrie Alafat is well known for taking a non-combative stance to problems. Like Lord Kerslake she was until recently a senior civil servant and clearly knows that Ministers do not like being opposed in public. When she lobbies the Government, she does so in private, behind closed doors.

But even Ms Alafat was driven to distraction and criticised the Bill's authors, saying they must have written the new law in a hurry with insufficient time allowed for consultation, or thinking through the consequences of certain actions.

We must not forget that much of the Bill's content, particularly in terms of tackling rogue landlords and improving conditions in the private rented sector, has been warmly welcomed across the housing sector. It has received almost universal support from politicians and housing professionals alike, including the CIH.

Many thousands of people will also benefit from the Government's drive to encourage more home ownership, whether through Starter Homes or giving housing association tenants a right to buy their home.

Calculations

But a continuing concern is that we have never seen the calculations to demonstrate (let alone prove!) that the money raised from forcing councils to sell higher value homes will adequately fund a replacement council home in addition to funding the extension of the right to buy scheme to housing association tenants.

In a damning report MPs on the Public Accounts Committee recently said that not only had the Government failed to produce their back of the envelope calculations, there was no envelope! In addition Shelter estimated 23,500 council homes will need to be sold each year in order to fund the discounts offered to housing association tenants.

The Lords focused on trying to relax the rules on Pay to Stay and the length of fixed term tenancies, changing the focus on new build for sale and giving more control to local councils over what gets built and where, as well as amending the enforced sale of council homes and how the proceeds are used.

The new Act clearly encourages home ownership and many believe it favours those who can save (or borrow from parents) enough for a deposit over those who rent. The worry is where does this leave council housing and what role will it play in balanced housing markets and mixed communities in the future?

Patrick Mooney
News Editor



On the cover...

The May issue of Housing Management & Maintenance features
©Kingspan Insulation – Daniel Burton Photography

Amblecote Gardens, a new sheltered housing development in Salford provides a good example of how vacuum insulation panels (VIPs) can be used to maintain thermal performance and accessibility for vulnerable tenants. The City West Housing Trust complex includes 66 apartments.

For more information, go to page 48.

Fixed term tenancies extended but questions remain

The Government's decision to relax its decision to replace 'lifetime' tenancies with fixed term tenancies is not as generous as it first seems.

Faced with strong and vocal opposition during the passage of the Housing & Planning Bill, Ministers decided to allow social landlords to offer tenancies of up to 10 years, rather than the five-year term which had been planned.

Opponents of the move to phase out lifetime tenancies initially celebrated the climbdown thinking they had secured an important victory. But their cheers soon turned to jeers when details of the amendment started to emerge.

It became clear that the Government still expects five year tenancies to be the normal maximum term when new tenants sign up to a home with a council or housing association. The ability to issue a 10 year tenancy is restricted to families with school age children and to families with disabled children.

Hollow victory

While the full details of how the fixed term tenancies should be used are not expected until later this year campaigners were left feeling they had secured a hollow victory. But the Government said the change was important and necessary to secure benefits for the wider community.

In its published equalities impact assessment, the Department for Communities and Local Government (DCLG) said "While it is

possible there may be some negative impacts on some members of protected groups, for instance increasing concerns about future security of tenure where their housing need is marginal, this is outweighed by the wider benefits to protected groups as a whole.

"All the protected groups should benefit from better use of the social rented stock and from the regular assessment of tenants' circumstances that should ensure a better fit between the household and their social home."

The Government conceded there could be a negative impact on individuals who are forced to leave their home, but: "The policy will not have a substantial impact on discrimination overall. The policy should have benefits for the wider community by ensuring a fair distribution of a limited, subsidised resource."

"Faced with strong and vocal opposition during the passage of the Housing and Planning Bill, Ministers decided to allow social landlords to offer tenancies of up to 10 years, rather than the five-year term which had previously been planned"

Council housing numbers falling

The Government's determination to force councils to sell higher value homes in order to subsidise voluntary sales discounts for HA tenants will see the diminishing stock of council houses fall even further.

The Housing & Planning Bill includes a requirement on councils to sell a proportion of higher value homes when they become empty and to pay the proceeds over to the Treasury. This money will then be used to refund housing associations for the discounts given to the tenants buying their homes.

Right to buy sales, voluntary sales and demolitions have already seen the stock of council homes fall to a post-war low of 1.6 million. The biggest stock reductions in the last couple of years have come in large

metropolitan cities like Birmingham, Nottingham and Sheffield, as well as in the London boroughs of Lambeth, Greenwich, Southwark and Tower Hamlets.

Although many councils are planning to build replacement homes, they are questioning their ability to replace all of the recently sold properties and the new sales, on a like-for-like basis. This has led to strong lobbying of Ministers and CLG officials during the passage of the Housing & Planning Bill.

The latest figures show the number of council-owned homes dropped by nearly 10 per cent between 2009 and 2015. There were 1.6 million council-owned properties in 2015, a 1.5 per cent decline on figures from 2014 and a 9.7 per cent drop from 2009.

Private rented fitness standards ruled out

An attempt to enforce fitness standards for private rented homes was rejected by the Government as being expensive red tape.

Earlier this year the English Housing Survey found that 1.3 million homes in the private rented sector failed the Decent Homes Standard. During discussion on the Housing & Planning Bill in the House of Lords, an amendment was tabled to place a duty on landlords to ensure homes are fit for human habitation and that they remain so while tenanted.

The amendment, tabled by Labour peer Lord Roy Kennedy, would have amended the Landlord and Tenant Act 1985 as well as giving tenants the power to obtain a civil injunction to force landlords to carry out necessary works.

Rogue landlords

Lord Kennedy said: "The updating of the law will, in the end, be used only against those landlords who do not play fair. The bill features a series of new measures against 'rogue landlords' and the additional proposal failed to attract sufficient support.

When peers voted on the amendment, it was defeated by 170 votes to 64 with the Government pointing out that councils already had the necessary powers to enforce decency standards.

Baroness Natalie Evans, a Government Whip, said the amendment would create "unnecessary red tape and expensive bureaucracy" with the cost passed on to tenants.

Damp problems

She added: "The amendment risks letting rogue landlords off the hook by expecting tenants – sometimes very vulnerable tenants – to accurately inspect the condition of their property and go to the expense and stress of taking their landlord to court where there are failings. This will not tackle rogue landlords and will not help vulnerable tenants who do not have the knowledge or resources."

The English Housing Survey showed that 29 per cent of the private rented sector were non-decent with problems linked to the age of the stock and long periods of under-investment. Private rented dwellings are more likely to have defects to the damp proof course, roof covering, gutters or down pipes, which can lead to problems with rising or penetrating damp affecting at least one room in the property.

Commenting on his proposed amendment, Lord Kennedy had said: "This is a sensible and much-needed device to give tenants the power to ensure that the property they rent is properly maintained and fit for human habitation."

Millennials most likely to fall victim to rogue landlords, research finds



Young adults feel they are being badly treated by private landlords who take advantage of them and do not honour commitments even when they are part of tenancy agreements.

As increasing numbers of 25-34 year olds rely on privately rented homes for their accommodation, Open Property Group decided to find out what members of 'Generation Rent' thought about their landlords and the current housing market. Their research found:

- 50 per cent of people admitted to living in unsatisfactory living conditions in rented properties;
- 54 per cent of 25-34 year olds have had their rented properties sold by landlords without notice;
- Nearly all (90 per cent) of 'millennials' surveyed felt conned by misleading photos they had seen prior to renting the property;
- Over half (62 per cent) of the age group in 'Generation Rent' have had trouble retrieving their deposit back at the end of their tenancy;
- The majority (51 per cent) of people aged 25-34 surveyed, had to take legal action against their landlords; and
- Over half (54 per cent) of millennials surveyed felt that they had been unfairly evicted.

Open Property Group found that it is the millennial generation who have suffered the

most from rogue or criminal landlords.

Since 2011, nearly 3,000 landlords have faced prosecution under the Housing Act 2004. In London alone, the data reveals 2,006 individuals and companies were fined a total of £3m for housing offences.

Figures provided by the Ministry of Justice show that the number of evictions is increasing year on year, rising by 53 per cent since 2010. Figures from the Office of National Statistics shows that the number of people still renting in their thirties is at a record high, while according to the English Housing Survey the private rented sector has doubled in size since 2002.

However, it is not all bad news. Jason Harris-Cohen, Director of Open Property Group, said: "Thanks to Shelter Housing, there is a renewed focus on landlord prosecution with an additional £5m to be shared out amongst councils to take action against landlords.

"The new funding is part of the Housing and Planning Bill; it is great news for tenants needing help to eliminate landlord issues and also provides better living conditions and support for all."

As rents continue to rise, research from the Association of Residential Lettings Agents found that first time buyers who buy a house this year will have spent a total of £52,900 on rent in their lifetime, and that UK tenants spent nearly a quarter (22 per cent) of their wages on rent last year.

Industry urged to reserve judgement on Housing Act

Housing professionals are being urged to take a 'wait and see' approach before making judgement on the Housing and Planning Act until detailed guidance is published.

In a briefing on the Housing & Planning Act issued to its members within days of royal assent being granted, the Chartered Institute of Housing has urged housing workers to wait for the detail of the legislation. The CIH wants to see more homes of all types, including more affordable homes to rent, while also being concerned at the ongoing loss of social rented housing, saying it's "a problem which will be exacerbated by some of the measures in the Act."

There was no such caution from Housing Minister Brandon Lewis MP who hailed the new Act as a landmark piece of legislation that would "contribute to transforming generation rent into generation buy." He said: "Our landmark Act will help anyone who aspires to own their own home achieve their dream. It will increase housing supply alongside home ownership, towards our ambition of delivering 1 million

new homes."

Much of the new Act is directed towards encouraging the building of more new homes for sale and speeding up the planning process. But the CIH clearly wants to see more detail in a number of areas. These include:

- definition of higher value council owned homes that are to be sold when they become vacant;
- how Pay to Stay rules affecting better off tenants are to be applied and rate at which increased rents will apply;
- the mechanism to be used by the Government to calculate the amount owed by each stock retaining authority;
- the detailed regulations requiring starter homes to be included on residential sites as a condition of securing planning permission.

The CIH is predicting a significant reduction in the number of council owned properties as local authorities struggle to replace homes that are sold either to tenants or as they become empty.

A loss of over 7,000 council homes a year is forecast unless more Government funding is

allowed for building their replacements. This is contributing to a predicted reduction of 370,000 in the number of social rent homes between 2012 and 2020.

Less controversial measures exist over new controls in the private rented sector, but housing staff are waiting for more detail over issues including how the blacklist of rogue landlords and lettings agents will be set up and operated, the revised fit and proper person test, rules governing the serving of banning orders, and the use of rent repayment orders.



Investors facing Brexit fears, longer pensioner mortgages

The prospect of a British vote to leave the European Union is causing worries on financial markets with serious concerns voiced over the impact on the housing sector – with jobs, house prices and rents all in the firing line.

The buy to let sector is already set for a cooling off period after the rush to beat the hike in stamp duty. Other policy changes such as a further reduction in tax relief for landlords are due to kick in from 2017.

Investing in buy to let property is on the verge of becoming unaffordable for traditional middle-class savers as stricter lending rules mean they will soon need at least a 40 per cent deposit to qualify for a mortgage.

New, tighter lending criteria set to be enforced from the autumn by the Bank of England are expected to lock large groups of savers out of the rental market, and limit it to an elite club of wealthy investors.

Under the new system borrowers are likely to have to find nearly twice as much money for a down payment on a property than at present, as around half of buy to let mortgages sold today only require a 25 per cent deposit, according to figures from specialist brokers.

Referendum

The independent RICS says that demand from foreign investors for UK commercial property is now at its lowest level since it started keeping records three years ago. Uncertainty about the EU referendum was cited by 38 per cent of RICS members as the reason for that lack of interest.

"There is no doubt that since the EU referendum became a certainty following the General Election last May, we have seen a decline in interest from overseas investors in UK commercial property," said RICS chief economist Simon Rubinsohn.

"At least in the short-term, we know that international retailers and service providers are finding the UK market less attractive." Of the surveyors questioned, 43 per cent said that a UK exit from the EU would have a negative impact on the commercial property sector, while 6 per cent said it would be beneficial.

Pensioners

In an unexpected move several mortgage lenders have announced they are extending the upper age limit for when people can be paying off home loans.

Nationwide is raising its age limit for people paying off mortgages by 10 years to 85, in the latest sign of the impact of rising house prices on buyers. The building society said the increase was due to "growing demand". It means a 60-year-old could take out a 25-year mortgage as long as they prove they can afford the repayments.

The move came after the Halifax increased its

age limit for mortgages from 75 to 80. Halifax said its decision was a response to changing demographics, with people living and working for longer. A recent Halifax survey suggested that one in three 20-45-year-olds expected to be working beyond their retirement age to pay off their mortgage.

The policies of rival mortgage lenders for older borrowers varies. Santander said 75 is its cut-off while RBS' upper age limit is 70. HSBC said it does not turn down mortgages on the basis of age, but reviews applications of those over 75 on "a case by case basis".

There have been calls for the industry to do more to help older buyers after tougher mortgage checks, brought in in the wake of the financial crisis, have made it harder for middle-aged people to get a home loan. Rising house prices have exacerbated the issue, with many people not able to afford to buy their first home until they are in their thirties or forties.

Nationwide said the new age limit would apply to existing customers for all its standard mortgages, but the maximum loan size would be £150,000, and could be no greater than 60 per cent of the property value.

It is unlikely a pensioner mortgagor bought the former garage in Hammersmith, west London that recently sold at auction for £466,000 as the capital's housing market continues to exist in its own bubble.



Regulator downgrades ratings of two housing associations

The Homes & Communities Agency has downgraded the governance ratings of housing associations in London and the North West, but has stopped short of ruling them to be non-compliant.

The downgrades (from G1 to G2) are like a 'ticking off' with the social landlords being told they need to improve, or sterner action might be taken against them.

"The downgrades (from G1 to G2) are like a 'ticking off' with the social landlords being told they need to improve, or sterner action might be taken against them"

West London based Shepherds Bush Housing Association was told to improve the assessment and training of board members and noted shortcomings in its stress-testing strategy.

A spokesperson for Shepherds Bush said: "Our board is fully aware of the already identified work to be done on governance and value for money. Plans are in place for a speedy request to the HCA for a formal review later this year."

Yellow card

Up in the north west, Rochdale Boroughwide Housing was also downgraded to a 'G2' rating due to a number of out-of-date gas safety certificates, caused by failings in a managing agent's handling of a contract.

The landlord had spotted the problem and reported itself to the HCA who concluded that they should have had better oversight.

A spokesperson for Rochdale Boroughwide said it had since ended its management agreement with the managing agent. "RBH is looking forward to working with the regulator to regain our 'G1' rating for governance as soon as possible," it added.

Back in London, the HCA gave a 'yellow card' type warning to Origin Housing, that they were at risk of a downgrade over their reliance on shared ownership and outright sales receipts to service its debts.

A spokesperson for Origin Housing said: "Origin Housing remains committed to the provision of new social and affordable housing in London and our board has agreed a balanced and robust business plan to enable us to achieve this."

Cut in benefit cap could see numbers of destitute people grow further

Contradictory news on the impact of the benefit cap on thousands of tenants has emerged at the same time as it is revealed over a million people are destitute.

The benefit cap currently limits the maximum amount of benefits a household can claim to £26,000 a year. This is due to be cut to £23,000 in London and £20,000 in the rest of the country.

But according to the Department for Work and Pensions the number of households affected by the cap fell to just over 20,000 earlier this year, as more claimants found work. They welcomed the fall as a sign the policy was working by encouraging people to take paid work.

Destitution

At the same time, researchers from the Joseph Rowntree Foundation (JRF) found there were 668,000 destitute households in the UK, containing 1,252,000 people, including 312,000 children. The study said the figure was probably an underestimate and that people in this situation cannot afford to eat properly, keep clean or stay warm and dry.

The JRF study found that 184,500 households experienced a level of poverty that left them

reliant on charities for essentials such as food, clothes, shelter and toiletries.

More than three-quarters of destitute people reported going without meals, while more than half were unable to heat their home. Destitution affected their mental health, left them socially isolated and prone to acute feelings of shame and humiliation.

Destitution was defined by researchers as reliance on a weekly income so low (£70 for a single adult, £140 for a couple with children after housing costs) that basic essentials were unaffordable.

The most common causes of destitution were found to be:

- Ill health and disability;
- High costs of housing and other essential bills;
- Unemployment; and
- A financial shock like a benefit sanction or a payment delay.

Roll out

Although paid work was seen by respondents as a way out of destitution, this was seen by some as hard to come by, while high housing costs meant that, in some cases, having a job was not

enough to stave off severe hardship. One in 20 destitute households had someone in work.

The Government continues with its programme to roll out Universal Credit across the country, but problems continue to beset the system which has combined six benefits into a single monthly payment. So far social landlords in participating areas say that between 80-90 per cent of tenants on Universal Credit are in rent arrears, with the average debt being just over £400.

One major problem reported by landlords is no longer receiving news of changes in claimants' circumstances, with close working relationships with housing benefit teams becoming a thing of the past. They are also having to use more of their own resources in supporting and helping claimants.

Another serious issue is that the monthly payment system method of Universal Credit is making it difficult for tenants to budget effectively. Support from DWP staff is often inconsistent and tenants often do not know they are now responsible for paying rent to their landlord. Unless the DWP can improve its performance the new system could see more evictions for non-payment of rent or landlords income falling as they take the strain.

iCONstant

Clean air thinking 24/7 365



- The quietest dMEV fan available for toilet, bathroom and utility. Suitable for kitchen too.
- From just over £1.00 per year to run on trickle speed.
- You select 6, 8 or 13 l/sec plus boost with 'fine tune' adjustment of running rate.
- Constant air flow - Guaranteed to deliver installed performance.

- The only dMEV fan IPX5 rated for both wall and ceiling installs.
- SAP Appendix Q eligible.
- LED self diagnostic set up with no loss of functionality if the power fails.
- 3 Year warranty.



Call: 01494 560800

Visit: airflow.com





HMM team raises just under £2,000 for charity in mud run



On 9 April, a large team of us took part in the Royal British Legion Major Series, a demanding 5K course full of military obstacles and thick mud, to raise money for the Kids Cancer Charity.

Wading through muddy streams, 'stench trenches', crawling under barbed wire,



aquaplaning down a 50ft water slide and negotiating a number of other obstacles, we all completed the course with only minor scrapes and bruises.

To view more pictures of the team or to sponsor us, visit www.housingmmonline.co.uk and enter the reference number 22446.

Affordable Home Ownership Conference

26 May, London

The Affordable Home Ownership Conference, organised by the National Housing Federation, takes place at the Radisson Blu Portman Hotel in London's West End on 26 May.

Affordable home ownership is a hot topic at the moment, with policies such as shared ownership and right to buy high on the government's agenda. The conference will discuss how housing associations can position themselves to help deliver affordable shared ownership homes and the impact it will have on them.

Speakers at the event will include David Orr, chief executive of the National Housing Federation; Mark Easton, homes editor for the BBC and Andrew Baddeley-Campbell, head of policy and governance for Nationwide. The day will end with a drinks reception, offering attendees a chance to network.

To book a place at the conference, visit the events page on the National Housing Federation website or call the sales team. The conference is priced at £395 for members and £495 for non-members.

www.housing.org.uk/events

Landlord & Letting Show

8 June, Manchester

The Landlord & Letting Show runs throughout the year at various locations, and on 8 June it will be taking place at EventCity in Manchester, having launched in the North West in 2007.

The shows are aimed at anyone working within the property industry – landlords, prospective landlords, letting agents, investors, developers and service providers – with the aim of helping them improve their business. The shows can help landlords find the best products currently available on the market, keep up-to-date with the latest legislation, network with other property professionals and get help and

advice from leading players in the industry.

Each show consists of free seminars, workshops and panel discussions, as well as an extensive product and services exhibition. The show also hosts a Landlord & Letting Awards gala dinner, to be held in the midlands later this year, and categories including Landlord of the Year and Letting Agent of the Year are open for entries until 26 August.

Tickets for the show are free to book online via the Landlord & Letting Show website. For more information on the show or the awards please visit the website.

www.landlordshow.info

Events

Landlord Investment Show

25 May, Stevenage

21 June, London

21 September, West Bromwich

28 September, Norwich

13 October, Manchester

8 November, London

www.landlordinvestmentshow.co.uk

Affordable Home

Ownership Conference

26 May, London

www.housing.org.uk/events

Digital Housing Seminar

26 May, London

www.cih.org/events

Landlord & Letting Show

8 June, Manchester

13 July, Leeds

7 - 8 September, London

12 October, Cardiff

30 November, Coventry

www.landlordshow.info

London Real Estate Forum

14 - 15 June, London

www.lref.co.uk

Facilities Show

21 - 23 June, London

www.facilitiesshow.com

Housing Heroes Awards

27 June, Manchester

www.facilitiesshow.com

CIH Housing Conference & Exhibition

28 - 30 June, Manchester

www.cihhousing.com

Procurement for Housing Live 2016

28 - 30 June, Manchester

www.procurementforhousing.co.uk

RESI Conference

12 - 14 September, Newport

www.resiconf.com

NHF Annual Conference & Housing Exhibition

21 - 23 September, Birmingham

annual.housing.org.uk

UK Construction Week

18 - 20 October, Birmingham

www.ukconstructionweek.co.uk

National Landlord Day

8 November, Edinburgh

www.scottishlandlords.com/events

Social Housing Annual Conference

10 November, London

www.socialhousing.co.uk

Landlords advised to prepare for longer tenancies with better admin

Landlords and property managers should prepare for longer tenancies by improving their paperwork, keeping better records and ensuring tenants have copies of important documents like inventories of fixtures and fittings.

Drawing attention to the average private tenancy has lengthened from three and a half years to four years, the Association of Independent Inventory Clerks (AIIC) says the longer time period makes it worthwhile investing in better administration.

The English Housing Survey also found that almost half of all 25-34 year-olds now live in the private rented sector compared to just a quarter

“Almost half of all 25-34 year-olds now live in the private rented sector compared to just a quarter of this age group in 2004-05”

of this age group back in 2004-05.

Patricia Barber, chair of the AIIC, said: “Despite reports suggesting the average tenant doesn't want a long-term contract, the official statistics show average tenancy lengths are increasing, particularly among families, as people rent for longer.”

Better records

The AIIC say the figures should encourage landlords to think harder about what will make their rental property feel more like a home and what can be done to keep tenants in their property for longer.

Barber also stated that longer-term renting highlights the importance of landlords being organised and on top of their administrative duties to reduce the chances of confusion and disagreement later on.

“The longer time goes on, the more likely landlords and tenants are to forget details from

the tenancy agreement or other important information and that's why stringent administration, including keeping copies of everything and organising it accordingly is so important.”

Detailed inventories

The AIIC reminds landlords of the need for evidence and records, especially for longer tenancies, and that this demonstrates the value of a thorough and professionally prepared inventory carried out at the start of the tenancy.

“A detailed inventory helps landlords and tenants to determine how the property's condition has changed over the course of the tenancy, what can be deemed ‘fair wear and tear’ and what needs to be replaced and deducted from the tenant's deposit.” Should a dispute arise at the end of a tenancy, the AIIC maintains a detailed inventory, which has been signed and agreed by the tenant, is the most important piece of evidence available to a landlord or letting agent. This can be supplemented by copies of digital photographs showing the original condition of furniture, appliances and decorations.

Younger families being priced out of private rentals

Soaring rents are making having children financially prohibitive for young couples in southern England and beyond.

Having a child while living in rental accommodation has become unaffordable for young families in two-thirds of the UK, research from The Guardian newspaper and Generation Rent revealed.

Birmingham, Edinburgh, Bristol and all of south-east England rank among areas where young couples could be financially hindered from having children because they are paying too big a share of their income to their landlord.

Using the average regional full-time wage for workers in their 20s and 30s and the cost of

privately renting a two-bed home in the area, the Guardian study found that young couples would have to spend more than 30 per cent of one full-time earner's wage to keep a roof over their head in 66 per cent of the country.

Affordable places

The only areas that remain affordable for tenants to start a family are in the north-west, north-east and Yorkshire and the Humber. Northern Ireland and Wales also ranked as affordable when measured against the average income for all age groups.

Not surprisingly the most inaccessible place for those wanting to start a family was London, with a two-bedroom rental there costing 60 per cent of the average income for someone in their 20s and 44 per cent for someone in their 30s. This was followed by the south-east, south-west and the east.

“Not only do young adults face renting for a

longer period at a higher cost than their parents, and may never actually buy a home, they are less likely to start a family – a prospect that ought to terrify older generations and policymakers alike” said Betsy Dillner, director of Generation Rent.

Responding to the findings, Richard Lambert from the National Landlords Association said “The cost of housing is high for everyone at the moment, whether you rent or have a mortgage, so frustration about affordability is understandable. However, rents alone are not to blame. They have risen broadly in line with inflation over the past decade.”

He added that the long-term solution lay in building more homes, particularly in the social sector. “Instead the government is preoccupied with championing home ownership, leaving those genuinely in need of affordable rented housing left clinging to tired political rhetoric like rent controls,” he said.

THE SPECIFIER'S
GUIDE | to ceramic tiles
and calibrated
natural stone

www.specifiersguide.co.uk

Go online and subscribe to get your FREE copy

The Specifier's Guide to Ceramic Tiles and Calibrated Natural Stone offers architects, interior designers and other construction professionals a comprehensive guide to the technical and aesthetic properties of ceramic and natural stone tiles.

HA merger mania set to spread across UK

The recent spate of housing association mergers in England is spreading to other parts of the UK, with deals being announced in Northern Ireland and Wales.

Over in Ulster, the boards of Helm and Fold housing associations have approved plans to merge, creating a new organisation with 12,000 homes in management and employing 1,000 staff. The merger is expected to receive formal approval in the next six months and to be completed in 2017.

"Helm and Fold housing associations have approved plans to merge, creating a new organisation with 12,000 homes in management and employing 1,000 staff. The merger is expected to receive formal approval in the next six months"

Liz Cuddy, chair of Helm Housing, said: "In times of record levels of housing need, a new and financially stronger provider will be better placed to build more homes, right across Northern Ireland."

Diana Fitzsimons, chair of Fold Housing, said:

"Both boards have considered the impact of key challenges such as welfare reform, both on our tenants and our businesses. We feel strongly that this collaboration leaves us much better placed to support our tenants, invest in new systems and technology, and grow and expand our service offering."

Preferred partner

Meanwhile in Wales, the troubled Tai Cantref has announced its choice of Wales & West as its preferred partner for a merger, despite opposition from its local government authority, Carmarthenshire Council.

Tai Cantref, which owns 1,400 homes was recently investigated by the Government and lost its chief executive. It has chosen to merge with the much larger Cardiff-based Wales & West Housing Association, which has 9,500 homes. Tai Cantref said it received information from interested organisations across Wales and "rigorously evaluated their submissions".

Kevin Taylor, interim chair of Tai Cantref, said: "Wales & West Housing is our preferred partner, as it has a proven track record, particularly around resident satisfaction and resident engagement."

"It is also committed to preserving Cantref's ethos of a regional and local focus, and recognises the importance of cultural aspects to our business such as the continued use and support of the Welsh language. Importantly, it is

also a very well-respected organisation that possesses lender and regulatory support."

Mega deals

Back in England good progress was being reported on two mega-mergers which will see the creation of very large social landlords, with huge annual turnovers and development plans which rival private housebuilders.

The leadership team was announced for the Sovereign and Spectrum landlord, which will have a combined stock of over 56,000, with Ann Santry, named as chief executive, and Richard Hill, as her deputy. Richard Organ, currently chair of Spectrum, will chair the new organisation.

Formal approval of the merger is expected in the next couple of months. Ms Santry said: "The new organisation will be a stronger social business creating economies of scale, which will allow us to deliver on our commitment to provide local services to our residents and build more homes to help tackle the housing crisis."

But this deal will be dwarfed by the size of another new landlord, which is due to emerge from the proposed merger of L&Q, Hyde and East Thames, which will see a landlord with 135,000 homes and plans to build 100,000 new homes in the following decade, half for sale and half for rent.

Senior executives say they are confident of producing savings of £50m, mainly through their enhanced purchasing power, the re-financing of loans and combining back office functions such as IT. The combined turnover of the new landlord could be in excess of £1bn.

All of this activity coincides with rumours coming out of the regulator that they will streamline the process for mergers to take place, removing some of the red tape and uncertainty that can delay processes from being completed.

HA group's alternative to official merger code includes tenants

A group of housing associations have started work developing an alternative document to the NHF's controversial Mergers Code.

The nine social landlords from across the country are working with consultants Housing Quality Network, TPAS and Anthony Collins solicitors, on their own guidelines. This will rival the original code, published by the NHF in December last year.

Getting input from tenants marks this new project out as very different from the original code prepared by the National Housing Federation, which many landlords felt was too prescriptive even though it is a voluntary code.

Association mergers have been part of the housing scene for a long time but they have recently been given a strong push by the Chancellor of the Exchequer and in recent months a lot of merger activity has been seen. The Chancellor sees mergers as a way of delivering huge efficiencies, a lower salary bill (with fewer chief executives, finance directors, etc) and more new housing.

Independent

The objective of this new project is to assist associations in developing their own strategic visions for the future shape and functions of their organisations, and the types of partnerships which would help them to deliver greater value for money.

The Chair of the group, Soha's Chief Executive Richard Peacock, said "Many associations felt uncomfortable with the original code. Our framework will be the subject of full consultation and will include a set of principles, a 'how to' guide and examples of approaches that individual associations have developed."

The Chief Executive of TPAS, Jenny Osborne, commented "TPAS is delighted to be working with a group of associations who are determined to put tenants at the heart of this critical governance issue. In the past tenants have too often been an afterthought when mergers have been considered. TPAS will be helping to shape the new toolkit, and will ensure

that tenants are fully involved in working it up."

The associations involved in the alternative framework are:

- Bolton At Home
- Community Gateway Association
- Freebridge Community Housing
- Havebury Housing
- Progress Housing Group
- Red Kite Community Housing
- Soha Housing
- South Yorkshire Housing Association
- Wythenshawe Community Housing Group



Another ALMO is scrapped in Nottinghamshire

A Nottinghamshire council has decided to scrap its ALMO, bringing housing services back under its direct control and saving half a million pounds a year.

Following a test of opinion exercise with tenants, Ashfield District Council voted to end its contract with Ashfield Homes for the management and maintenance of its 6,800 homes. The ALMO had managed the council's stock since 2003, but the council is now exercising a break clause in the 25 year contract.

Council leader Cheryl Butler said she was pleased with the consultation outcome, which saw two thirds of respondents supporting the council's plan to bring management of the service back in-house.

An increasing number of councils are scrapping deals with their Arm's Length Management Organisations as financial pressures grow with 1 per cent rent cuts in the next four years being imposed by the Chancellor, and Decent Homes work programmes largely completed.

Savings

Butler added: "For the district, we have to continue to be more efficient, working smarter and providing better value for money, all while still delivering quality council services. Running the housing service as a separate function is costly and not as efficient as it could be. Returning the service to the direct control of the Council means tenants will still get the quality service they need, delivered by the same front line staff, and the money saved will be reinvested in council services."

The savings are expected to come from the deletion of duplicate posts, particularly at senior management levels and in sharing services and office accommodation. As well as improving housing services, the council is hoping to build more new housing in the district and better align housing with its other services and priorities.

The move had been strongly resisted by the ALMO with Peter O'Brien, chair of the Board of Ashfield Homes expressing his disappointment at the decision.

"We will, of course, continue to support and deliver services to our tenants to the highest standard, whilst working with the Council during the transitional period. Whilst we regret the Council's decision, we respect the Council's right to deliver direct services if they consider it to be in the best interests of tenants."

The number of ALMOs delivering management and maintenance services for councils has halved in the last six years and the changes at Ashfield are expected to take effect from next April.

Four London universities see student rent strike

Students from four universities in London have staged a rent strike protesting at the high cost and poor condition of their accommodation.

In the latest action, which organisers say is the largest rent strike in recent years, it is believed over 1,000 students were involved. They were from University College London (UCL), Goldsmiths, Roehampton and the Courtauld Institute.

UCL students were also involved in protest action last year and were awarded large sums in compensation over poor conditions in their halls of residence. The students want recent years' rent increases to be reversed. The latest action started at UCL earlier in the year before being joined recently by students at the other colleges. Their average weekly rent is understood to be about £180 a week.

Their action is being supported by the National Union of Students who are calling on universities to provide affordable accommodation and ensure fair access for every student.

Campaign could spread

They say that London students involved in the action will be touring campuses around the country next year to inform other students of their experiences and to urge them to stage similar campaigns.

Shelly Asquith, NUS vice-president with responsibility for welfare, said: "The NUS fully

supports the actions of the students on rent strike and the wider campaign for fair rents. If a national rent strike for affordable student housing were to happen, the union would support it 100 per cent."

"Their action is being supported by the National Union of Students who are calling on universities to provide affordable accommodation and ensure fair access for every student"

Figures from the National Union of Students show the cost of student accommodation has more than doubled in the past ten years, pushing living costs for a student outside London to more than £12,000 a year.

This could push more students into attending universities closer to home and living with their parents. The Higher Education Statistics Agency reports that over 322,000 full-time students were living in their parents' home in the UK last year, up by 45,000 on five years earlier. The UK still differs from most of the rest of Europe where far more students live at home.



Warnings on risks of under-insurance

A large number of private landlords are putting their properties and finances at risk by failing to purchase adequate insurance on homes they are letting to tenants.

Over one third of such landlords (35.6 per cent) hold standard home insurance products instead of an official landlord policy, meaning they are under-insured and left exposed to risks, according to research by Verdict Financial.

A similar warning has been given to tenants by the price comparison website, Go Compare, who found that many people under-estimate the value of their possessions either deliberately to save money on their premiums, or accidentally because they have failed to update their policy to reflect recent purchases.

Residents who underestimate the replacement cost of their home's contents, or deliberately undervalue them, could end up being thousands of pounds out of pocket if they need to make a claim - making an already stressful experience much worse.

Negligent

The Verdict Financial report, 'UK Residential and Commercial Landlord Insurance 2016', which covers both the residential and commercial property sides of the UK landlord market, states that the risks landlords leave themselves exposed to by taking out standard home building and contents policies include negligent behaviour of tenants, damage on the property, or unwarranted occupancy if the home is left vacant.

Thomas McCourtie, Analyst at Verdict Financial, said: "Insurers have a key role to play in educating customers about the necessity of purchasing insurance which corresponds to the intended use of the property. Quality checks can be implemented at the initial application stage or during the purchase process in order to identify properties that are to be let, and for the buyer to clarify which type of cover is required. This helps to ensure that the correct product is purchased."

"Given that rented accommodation has become the only real affordable option for many people, especially those living in large cities such as London, demand is high, and it is therefore important that the landlords supplying these properties are fully protected with the right cover. It also represents an opportunity for insurers to expand their coverage of the UK housing sector."

Risks

The warning comes as new research reveals that only 48 per cent of home contents policies automatically index-link premiums. While index-linking helps to keep the sum insured in line with increases in prices, it does not take into account any increases in value as a result of new purchases, gifts or inheritances.

Research commissioned by Gocompare.com Home Insurance also found that a quarter of homeowners have been with the same insurer for five years or more while 13 per cent haven't changed insurer for 10 years or more. If they haven't reviewed their insurance needs and kept the value of their home's contents up-to-date, they could find they are underinsured.

Ben Wilson from Gocompare.com Home Insurance commented: "It's surprising how quickly belongings and household contents change over time. And, it's all too easy to fall short on home insurance cover, particularly if you haven't reviewed your arrangements for 5 to 10 years."

Wilson continued: "People should not be tempted to underinsure their home contents order to save some money on home insurance. What many people perhaps don't realise is that if their insurer thinks that they are underinsured - it will pay only the corresponding percentage of a claim. This could result in a shortfall of thousands of pounds. A much better way to get a better deal and save money on your premiums is to shop around using a comparison website like Gocompare.com."

If insurance does not accurately reflect the true value of home contents, any claim settlement may be insufficient to cover losses. This is because insurers can reduce a pay-out by the level of the underinsurance. Known as the average clause, this can reduce the value of a claim by thousands of pounds.

Add value to your new build

A prestige product that will enhance any building, corrosion resistant and very, very low maintenance.

NEW
SL Range

When you've specified quality material throughout your project, why stop at your rainwater system?

The **NEW SL range**, gives you all the quality of **aluminium** with it's lightweight, corrosion resistant and low maintenance properties without blowing the budget.

And of course it's 100% recyclable!

- Gutter 2.0mm Aluminium
- Polyester Powder Coated
- Full range of components
- Stainless Steel Fixings
- Compatible with all below ground drainage



Easy Fix. Available in 100mm and 75mm Dia. Pipe and 125 x 100mm MOG or 125 x 75mm HR gutters.



YEOMAN
RAINGUARD
RAINWATER SYSTEMS

For more information call 0113 279 5854
or email sallyann@rainguard.co.uk

www.rainguard.co.uk

Bleak outlook for jobs in social housing

A survey by a leading audit firm has revealed that almost one in five social housing providers are planning job cuts in the coming year and only three in five are planning salary increases.

The findings from RSM's annual 'Health of the Sector' survey shed new light on how the sector is responding to financial pressures and the housing policy reforms announced in recent Budgets.

Despite improving conditions in the wider UK economy, 58 per cent of social housing providers said they feel they are operating in a recessionary environment with 89 per cent stating that they will be required to make further cost savings.

Cutbacks

Previously protected areas of spending now appear to be at greater risk. Tenant services, protected by many providers in previous years, are now becoming vulnerable, with 41 per cent of respondents saying they have made or plan to make spending cuts in this area, more than double 12 months ago.

In total, 62 per cent of housing providers in England said they expected more than five per cent of their housing stock to be affected by the new voluntary Right to Buy regime. However, fewer than half of respondents (44 per cent) expected each sold home to be replaced on a one for one basis, heightening fears that there will be an overall reduction in the social rented housing stock.

The survey also provides some evidence of a change in focus among providers away from developing homes for social rent in favour of low cost ownership and market rental homes.

Pessimism

In total, 55 per cent of respondents said they have or were considering developing homes for market rent, while 43 per cent said they have or were considering reducing plans for social rental homes.

There was also a degree of pessimism among respondents about the future of the sector with more than three quarters (76 per cent) saying that they feared there were more provider failures to come. Faced with the current policy and financial pressures, more than a quarter indicated that they would consider mergers or strategic alliances.

Gary Moreton, RSM's head of social housing said "Last year, the sector received a series of shocks as the Government announced further reforms to welfare and housing policy. Faced with these challenges, the social housing sector appears to have been remarkably agile and willing to take the difficult operational decisions required to ensure future sustainability."



Common breaches of responsibilities by private landlords

Pprivate landlords could be storing up major disputes and problems in relations with their tenants through lack of knowledge and in the use of poorly worded agreements.

As many as one in ten landlords have no formal tenancy agreement in place with their tenants and even when contracts are in place, many are not legally binding as the landlord has wrongly adapted the wording of earlier versions.

New research from Direct Line for Business has found a series of problems exist, many caused by landlords trying to save money by not using professional advice.

Among the findings are:

- 10 per cent of landlords have no formal tenancy agreement in place with their tenants;
- Among landlords who do not use a letting agent, 58 per cent are using contracts they have adapted themselves and which may not be legally binding as they have not been checked by a lawyer;
- 13 per cent of landlords have experienced disputes arising from a tenants' rental contract in the last two years;
- 9 per cent of landlords have not informed their tenants that their deposit is held in a Government-backed tenancy deposit protection scheme (TDP), despite this being a legal requirement; and
- 4 per cent of landlords have not taken any deposit from their tenants.

Of the landlords who said they had used adapted tenancy agreements, 38 per cent said the forms used either came from old agent contracts or other landlords while 20 per cent said they used a template they found online.

When it comes to rights and protection, 38 per cent of landlords in England said they have never heard of the Government's document 'How to rent: the checklist for renting in England,' which explains the rights and responsibilities of landlords and tenants. Less than a third (29 per cent) of landlords have supplied or directed tenants to this guide.

The research exposes the issue of where contracts are in place, landlords may unwittingly be asking tenants to sign documents that are not legally compliant.

Nick Breton, Head of Direct Line for Business said: "Tenants and landlords need a contract in place to protect both their interests. Contracts, deposits and deposit protection all help to make clear what is expected from each party when renting a property, and which can help minimise disputes where possible. If an old contract is adapted it may not comply with new legislation or be relevant for the current market. Given the volume of disputes arising from tenancy agreements it's important to get the contract seen by a legal professional before it's signed."

Linked to the release of the research findings, Direct Line for Business has launched a new legal documents service, which provides a range of legal documents including tenancy agreements and repossession notices.

Nottingham City Council software deal to tackle fuel poverty by monitoring solar PVs



EkkoSense, the energy management specialists, has won a tender from Nottingham City Council to supply a monitoring system for over 3,000 solar panel installations. This will help to ensure households get the maximum amount of free electricity from the system, reducing their energy bills and tackling fuel poverty issues.

Nottingham City Council has an extensive solar panel programme across its council houses, managed by Nottingham City Homes, and EkkoSense's web-based monitoring system will check each of the council's solar installations daily, providing all of the information needed to claim income generated by the solar panels along with detailed performance data analysis.

Monitoring solar panel installations in this way identifies any repair or maintenance requirements almost immediately. This allows

Nottingham City Homes and EkkoSense to respond very quickly to any problems, often before the resident even knows anything is wrong.

Dean Boyle, EkkoSense CEO, said: "It is fantastic to win the council tender to supply our innovative cloud-based software dashboard to monitor their stock of solar PV installations."

Councillor Alan Clark, Portfolio Holder for Energy and Sustainability said: "Nottingham is a leading city in the UK in terms of energy and low carbon businesses. With over 400 business involved in the low carbon sector, its own energy supply company and the largest district heating scheme in the country it's an ideal start up location for energy related companies to develop and grow."

The EkkoSense solution incorporates monitoring and metering solutions for both the roll-out of the City Council's 3,000 PV panel installations as well as converting its existing portfolio of 1,000 homes with PV panels.

"Monitoring solar panel installations in this way identifies any repair or maintenance requirements almost immediately. This allows Nottingham City Homes and EkkoSense to respond very quickly to any problems"

Cut the grass and garden plants to deter burglaries

A timely reminder that effective property security is about more than just closed doors and windows has been issued by specialist company VPS. Cut the grass and cut the crime is the simple and inexpensive message for landlords and tenants alike.

Spring weather encourages rapid growth in lawns and plants with neglected gardens advertising themselves to thieves, inviting them to see if the property is empty. With 57,000 empty properties in London and over 600,000 vacant homes across the whole of England, there are plenty to choose from.

VPS has highlighted the role that grounds maintenance plays in security. Unkempt lawns, hedges or grounds surrounding such properties

can attract unwanted attention, particularly for properties that are temporarily vacant.

A specialist property management and site security services company, VPS has issued a reminder to landlords and facilities managers that unmaintained, uncared-for environments is a security risk.

"Securing a property that is temporarily vacant is not just about locks, alarms, and CCTV" commented Gavin Pringle, managing director of VPS. "If lawns or grounds around a property are neglected, particularly with the Spring growth, then it attracts fly-tippers, vandals, opportunistic thieves, or even arsonists."

Over 60 fires a day occur in the UK in or by an

empty property, and every 40 seconds an illegal fly-tip takes place. The problem affects private and social landlords, homeowners and buy-to-let investors.

Earlier this year VPS created five new service areas including Grounds Services, comprising a team with 35 years' experience in maintaining properties' immediate environment, including clearing away rubbish, cleaning up graffiti and cutting the grass.

"It is not just part & parcel of managing a good security strategy, but keeping grounds maintained and looked-after will also help find new tenants or buyers far more easily than a neglected, run down exterior," Gavin Pringle added.

More than 225,000 now claim Universal Credit

Figures released by the Department for Work and Pensions show 225,002 households were claiming Universal Credit in March, with 9,500 new claims being made every week.

Universal Credit (UC) combines six different benefits, including housing benefit, into one payment made directly to households in most circumstances. Since its introduction in 2013, the combined benefit payment has been rolled out to different groups of people across the country. However it has been beset with delays and criticised for its high costs, complexity and IT glitches.

Back in 2014, the Government estimated as many as four million people would be claiming UC by this point. The benefit is paid monthly to individual claimants, which in many cases has resulted in rent arrears building up as housing benefit is no longer paid direct to their landlords.

The former Work and Pensions Secretary Iain Duncan Smith, who oversaw the introduction of Universal Credit, has argued with the chancellor of exchequer over cuts in the welfare budget. Duncan Smith claimed these have undermined the original intention of setting up the new system.

Winners and losers

The original aim of Universal Credit was to encourage people to work more hours by letting them keep more of their low wage top-ups as their income rises. The Resolution Foundation think-tank also claimed the new system has been watered down so much that it risks failing to achieve its original purpose.

"On current projections, Resolution estimates that the 1.2 million families who are receiving of tax credits will no longer be entitled to any help under UC"

On current projections, Resolution estimates that the 1.2 million families who are in receipt of tax credits will no longer be entitled to any help under UC, leaving them £41 a week worse off, while a further 1.3 million will qualify for UC, but will be an average of £46 a week worse off. About 2 million families will be £34 a week better off.

Up to eight million people are eventually expected to be claiming Universal Credit by 2021, four years later than originally expected.

Repairs to be brought in-house in Gloucester

A west country housing association has become the latest social landlord to bring its repairs service in house, joining a growing list of housing bodies taking this step.

Gloucester City Homes have announced the move will take effect from April next year, with expected annual savings of £300,000.

Over the next year the association plans to work with their current repairs contractor, Morgan Sindall (formerly Lovell), on transferring staff into the association's workforce.

Michael Hill, Director of Property Services at GCH said: "The decision is no reflection on our repairs partner and will build on the already strong service." The decision followed an independent evaluation of the service future options.

He added: "Currently 99 per cent of tenants say the overall repairs service is excellent or good. This shows the high quality of the service and GCH aims to continue and build on this

once the service is brought back in-house.

Maggie Day, Westgate tenant and GCH Board member added: "Tenants will see no change in an already high standard service when the changes come into effect, however we feel that it is important that our tenants and leaseholders are made aware of the changes as soon as possible." All tenants are being informed of the change in the repairs service set-up by letter.

"Over the next year the association plans to work with their current repairs contractor, Morgan Sindall (formerly Lovell) on transferring staff into the association's workforce"



Tenants on benefits restricted to the very cheapest private rentals

Housing benefit levels are failing to keep pace with rents across the country and private sector tenants are struggling to find accommodation they can afford to live in.

New research from the Chartered Institute of Housing (CIH) has found a growing gap between Local Housing Allowance (LHA) rates, which determines the level of housing benefit payments, and actual rents charged in the private sector.

This is reducing the number of properties available to people claiming benefits, or forcing tenants to top up their housing benefit from other assistance they may be receiving – but which is intended to cover other living costs, such as utility bills or groceries. Researchers found that tenants under 35 were being particularly badly hit.

Analysis conducted by the CIH - focusing on LHA rates since 2012 - found that in some areas of the UK, people are only able to afford to rent in the bottom five or 10 per cent of the private rented sector.

However, the LHA rates were originally intended to ensure that people could access the 'cheapest' 30 per cent of the private market. The situation is set to worsen as LHA rates freeze for four years from April 2016 and housing experts fear this could push more people into homelessness.

Difficulties

CIH chief executive Terrie Alafat said "We are becoming more and more concerned by the lack of correlation between LHA rates and rents, and our research shows that people are going to find it difficult to continue renting in the private sector."

She added: "The institute is calling on the Government to review LHA rates for all categories of accommodation, to make sure everyone is able to access a safe, affordable home."

The release of this research coincides with the passing of the Housing & Planning Act, which will force councils to dispose of more of their properties (to fund right to buy discounts for housing association tenants) while the numbers of homes owned by councils has already fallen to about 1.6 million and demand for social housing has grown.

The cash shortfall between LHA and actual rents affects tenants across the whole of the UK, the study found. In Aberdeen, Scotland, there are very severe cash shortfalls in every LHA category, and in Northern Ireland, 80 per cent of LHA rates have already fallen below the bottom 30 per cent of the market - second only to England.

In Newport, South Wales, the LHA shared accommodation rate would need to be set at £29 per week more for people under 35 to be able to afford the whole of the lowest 30 per cent of the market.

In England, the LHA rate for Chesterfield's broad rental market area is even lower than the lowest rent that the rent officer could find in their market evidence data - in other words, there's no shared accommodation available at the LHA rate.

HMM Stats

Between March 2014 and March 2015, the private rented dwelling stock increased by 125,000 and the owner occupied stock increased by 37,000. The social and affordable rented stock increased by 19,000 dwellings and the other public sector stock decreased by 9,000 dwellings.

A compliant solution to Sub-metering in the Heat Network (Metering and Billing) Regulations 2014!

The new clamp-on heat/energy metering solution from Micronics. Simple, low cost, hot or chilled water energy measurement from outside the pipe. A smarter solution than in-line meters!



The U1000 HM displays energy rate and totalised energy with pulse output and Modbus, so it can be used as a standalone meter or as an integral part of an aM&T or BEM's system.

- Rate and totalised heat/energy demand
- Easy to install
- Clamp-on flow and temperature sensors
- Lower installed cost than in-line meters

www.micronicsflowmeters.com
or call

01628 810456



Suitable for: Steel, Plastic & Copper pipe, 25mm - 115mm OD



High cost of renting revealed

The average cost of renting a property outside London rose by an above-inflation figure of 5.1 per cent in the 12 months to April, while tenants in the capital faced a 7.7 per cent increase, according to the latest figures from specialist lettings firm HomeLet.

Its index, based on new lets agreed by landlords and agents, showed that in the three months to April 2016 the average rent outside London rose to £764 a month. Within London the average monthly rent was £1,543.

“The figures are revealing as they cover the first month since the introduction of higher stamp duty charges on second homes and investment properties, introduced to cool the buy-to-let market and reduce competition for first time buyers”

The figures are revealing as they cover the first month since the introduction of higher stamp duty charges on second homes and investment properties, introduced to cool the buy-to-let market and reduce competition for first time buyers.

HomeLet said rents were rising fastest in Scotland with the average up by 11.4 per cent year-on-year to £704 a month. The next highest rise was in the East Midlands, where new tenancies cost 7.9 per cent more than in April 2015 and were averaging at £646 a month. In contrast rents for new tenants in North West England were down by 1 per cent.

HMM Stats

There were 23.5 million dwellings in England at 31 March 2015, an increase of 171,000 dwellings (0.73 per cent) on the same point the previous year. 14.7 million dwellings were owner occupied dwellings, 4.7 million private rented dwellings and 4.0 million social and affordable rented dwellings.

Ground breaking heating project wins Energy Efficiency Award

An innovative project to provide cost-effective, renewable heating to four tower blocks in North London has been recognised at the Energy Efficiency & Retrofit Awards.

The Exeter Road Retrofit Project is a joint initiative between the London Borough of Enfield, Ice Energy Technologies and Agility Eco aiming to tackle fuel poverty, raise heating standards and improve the local community as a whole. As such, the project was named Regional Large Scale Project of the Year at the awards held at Wembley Stadium on April 11th 2016.

An innovative Ground Source Heat Pump design produced by Ice Energy Technologies utilised a 205 mm deep communal ground loop which accesses stored solar energy beneath the ground. This low-grade heat is then concentrated by individual heat pumps within each flat in order to provide a total heating and hot water solution for the resident.

The ground source heating solution, which is believed to be the first of its kind in the country, is expected to deliver reductions in heating costs of more than 80 per cent and will replace the failing electric underfloor heating previously used in the properties.

Commenting on the project, Councillor Ahmet Oykenen, Enfield Council's Cabinet Member for Housing & Housing Regeneration said: “This innovative solution satisfies all our requirements. It provides warmth and hot water at much reduced cost; harnesses a natural heat source reducing our carbon emissions and replaces an old underfloor heating system. Each borehole will supply a source of heating to four flats and our

residents will really benefit from a reliable system at a reduced energy cost.”

Ice Energy Found and Managing Director, Andrew Sheldon, said: “Exploiting stored, natural, solar energy from the ground is one of the best ways to provide heating and hot water supplies. It is safe and efficient and we are delighted to be contributing to this project which also features remote web monitoring enabling remote diagnostics and on-going efficiency measurement.”

Agility ECO Managing Director, Jon Kimber, said: “This new energy efficient heating and hot water system is part of the council's drive to tackle fuel poverty and provide decent homes for Exeter Road tenants. The fact we can do this using renewable energy is a double benefit and we're looking forward to seeing positive results for nearly 200 Exeter Road households.”

“The ground source heating solution delivered at the Exeter Road Retrofit project is believed to be the first of its kind in the country, and is expected to deliver reductions in heating costs of more than 80 per cent. It will replace the failing electric underfloor heating previously used at the properties with a total heating and hot water solution”



Number of empty homes at record low

The number of empty homes is at its lowest level since records began according to official figures.

The Government's latest housing statistics bulletin from DCLG reported that the number of empty homes has fallen by a third from 318,642 in 2004 to 203,596 in 2015. The fall in the past 12 months was 2,225, a more modest reduction of 1.1 per cent.

However, these figures relate to long-term empty properties and the figure for all empty homes is a much higher number at 600,179 – although this also represents a fall of almost 10,000 from October 2014.

The figures show a growth in house numbers across all sectors except for the number of

council homes:

- There were 23.5 million dwellings in England at 31 March 2015, an increase of 171,000 dwellings (0.73 per cent) on the same point the previous year.
- 14.7 million dwellings were owner occupied dwellings, 4.7 million private rented dwellings and 4.0 million social and affordable rented dwellings (Private Registered Providers plus Local Authority).
- Between March 2014 and March 2015, the private rented dwelling stock increased by 125,000 and the owner occupied stock increased by 37,000. The social and affordable rented stock increased by 19,000 dwellings

and the other public sector stock decreased by 9,000 dwellings.

The number of owner-occupied homes has increased after seven years of decline, starting in 2007, while the private rented stock has doubled from 10.1 per cent in 2001 to 20.2 per cent in 2015.

Best use

Welcoming the figures Housing and Planning Minister Brandon Lewis said: "We are turning around the housing market and making sure the best use is made of all housing including empty homes. We are very clear that a house should be a home which is why we have taken action to stop homes being bought up and left as an empty investment."

He highlighted various actions being taken to address empty homes, including:

- Rewarding councils for bringing empty homes back in to use through the New Homes Bonus – since April 2011, councils have been allocated over £4.846 billion for providing new homes;
- Providing over 704,000 additional homes, bringing over 106,000 empty homes will be back into use and providing 271,000 affordable homes;
- Giving councils the power to increase Council Tax on empty properties;
- Introducing charges on certain ownership to prevent residential property being held through companies left empty; and
- Ensuring Capital Gains Tax is due on gains made by foreign owners who sell residential property here in the UK (much of which is left empty); this means the same rules apply to residents and non-residents.



Councils call on Government to do more to tackle affordable housing

A report on housing need in the UK published by the Association for Public Service Excellence (APSE) and the Town and Country Planning Association (TCPA) calls for urgent Government action to deliver the homes needed in the UK.

In *Homes for all: Ensuring councils can deliver the homes we need*, 72 per cent of councils think that the viability test laid out in the National Planning Policy Framework (NPPF) has hindered their ability to build social and affordable housing. 11 per cent of councils think that the viability test will provide the numbers that we need to tackle the biggest housing crisis of a generation – an increase of 19 per cent compared to a year ago.

Kate Henderson, Chief Executive of the TCPA said: "With 96 per cent of councils describing their need for affordable homes as severe or moderate, and 89 per cent worried that the extension of Right to Buy will lead to less affordable homes, it is clear that there is a real crisis.

"Councils are concerned that government policy is not enabling them to deliver genuinely affordable housing - we need to have a housing strategy that provides affordable homes to all people."

The report sets out recommendations to tackle the challenges of providing the necessary housing - 96 per cent described their need for affordable housing as severe or moderate, and 87 per cent of respondents did not think that

starter homes will address the problem of affordability. It is recommended that the government puts in place a housing strategy that provides decent homes for everyone in society.

The report also recommends that councils are not forced to sell-off their social housing to fund the extension of Right to Buy – 9 out of 10 councils are worried that the extension of Right to Buy will lead to less housing available for social rent.

The report also showcases innovation in local government, including effective new models of housing delivery, and the report calls for the government to give back control to local authorities over their investment plans, rents and assets.

Private renting policy changes will challenge landlords

Tax increases for private landlords will drive some small landlords out of the sector, while others will try to pass the costs on to their tenants, stretching household budgets and putting homeownership further out of reach.

Taking Stock, a new report by LSE London, analyses the private rental sector and its growing importance to the UK housing mix. The authors Kath Scanlon, Christine Whitehead and Peter Williams find the sector has more than doubled in size in the past 15 years and now accounts for almost one-fifth of all dwellings. It provides an alternative to ownership for those who cannot afford to buy, or prefer not to. Traditionally providing homes for young single

“Irrespective of any regulatory changes, the authors suggest that demand for private renting will continue to rise, with individual landlords remaining the dominant providers. They highlight concerns over whether there will be sufficient landlords”

people, the sector now houses an increasing number of families.

Despite government initiatives to encourage institutional investment, the bulk of properties are owned by individual landlords with only one or two buy-to-let properties.

The government has recently changed the tax treatment of landlords in several ways, including imposing a surcharge on Stamp Duty Land Tax for landlords, removing the wear and tear allowance, and reducing the amount of mortgage interest eligible for tax relief. These changes will hit some categories of small landlord particularly hard.

Irrespective of any regulatory changes, the authors suggest that demand for private renting will continue to rise, with individual landlords remaining the dominant providers. They highlight concerns over whether there will be sufficient landlords to meet continuing growth in tenant demand.

The report finds:

- The growth of buy-to-let is in part a product of the low returns available to investors elsewhere in the market, and that driver is likely to continue.
- High house prices and the need for large deposits make it unlikely that younger

households will enter owner-occupation to the extent they did in the last four decades, increasing their reliance on the private rental sector.

- The proposed new tax treatments will damage landlords' returns and create disincentives to invest in the sector.
- The government's goals for the private rental sector are multiple and sometimes inconsistent.
- Improved data are urgently needed to inform policy.

Kath Scanlon said: “There have been a number of recent changes in the tax treatment of small landlords, and more generally in the tone of policy discussion about the private rented sector.

“These decisions seem to reflect anecdote rather than hard evidence, as there is a striking lack of data about landlords and their business models.

“The current government favours institutional landlords, but even if that part of the sector were to grow rapidly, small landlords would still be the backbone of the industry.

“We need a private rented sector that works for the long term with policies that reflect the housing challenges in the UK faces.”



Structural



Glazing Excellence

www.firmanglass.com



To find out more visit www.firmanglass.com

Firman Glass, 19 Bates Road, Harold Wood, Romford, Essex RM3 OJH

Tel: 01708 374534 Fax: 01708 340511 Email: sales@firmanglass.com



Colorfirm™

FIRMAN TUFF™



Firman

www.firmanglass.com



FACILITIES Show
INSPIRING EXCELLENCE IN FM

@Facilities_Show #FACSHOW



**Connecting and inspiring
excellence in facilities
management.**

**21-23
June 2016**
ExCeL London

With a seventeen year heritage at the heart of the facilities industry, Facilities Show brings you trusted expertise and innovation across all sectors of FM.

- ▶ **Training on processes, solutions and efficiency free of charge:** You and your team will learn from expert trainers in seminar and workshops at the only BIFM supported exhibition. Sessions include 'Managing the cultural shift that comes with flexible working' and 'Recognition in FM'.
- ▶ **Develop specialisms in health & safety, security and fire:** With dedicated events accessible in the adjoining halls with your badge, get training on installations, fire doors and perimeter security, the latest safety legislation updates; including sentencing guidelines and CDM 12 months on, as well as meeting with access control suppliers, CCTV operators and health and safety certification bodies, including IOSH and NEBOSH.
- ▶ **Grow your professional FM network at the world's largest FM event:** Networking groups including Thursday FM, Property Affiliates, The Hills Club and FM North will all host society gatherings at Facilities Show - join them and 11,000 other facilities professionals.

REGISTER FOR THE SHOW AT WWW.FACILITIESHOW.COM

Exclusively supported by



Organised by



Part of



Affordable housing a step closer

Tower Hamlets Council's bid to build genuinely affordable housing in the borough is a step closer.

The council's Housing Policy and Affordability Commission (which first met in December 2015) has published its recommendations, which were approved by Cabinet on 10 May.

The Commission was led by the Mayor of Tower Hamlets, John Biggs and a panel of experts to look at ways to tackle the housing crisis in the borough, with the aim of delivering genuinely affordable housing.

Chaired by Cllr Rachel Blake, cabinet member for Strategic Development, the Commission met three times before putting forward its recommendations, based on evidence from residents, housing providers and industry experts.

The key recommendations of the Commission were as follows:

- To deliver 100 per cent rented housing on new build council schemes combining social target rents and homes at 'living rent'
- To explore reducing rents on S106 schemes to more affordable levels, taking into account impact on viability, and possible reduction in overall affordable housing units.
- To review council policy on commuted sums for affordable housing, with reference to mixed and sustainable communities, and the overall output of affordable housing.

The Commission made a number of other recommendations around low cost home

ownership; making best use of council-owned land; private sector licensing; and developing a multiple occupation model for younger residents.

Mayor Biggs said: "We know there are big challenges ahead if we are to deliver genuinely affordable homes for residents.

The recommendations made by the Housing Policy and Affordability Commission mark the start of what will be a long process in achieving that goal.

Cllr Rachel Blake added: "The Commission has brought together experts from across the housing sector, and we thank them for their time and dedication to this important initiative.

The Commission found that Affordable Rent doesn't work for Tower Hamlets residents, with the cost of renting increasing more than local incomes. Households on average incomes in Tower Hamlets are struggling to afford their rent.

The recommendations help us to achieve our

goal - ensuring that everyone who lives in the borough has somewhere genuinely affordable to call home."



"The Commission found that Affordable Rent doesn't work for Tower Hamlets residents, with the cost of renting increasing more than local incomes. Households on average incomes in Tower Hamlets are struggling to afford their rent"

Universal Credit rollout problems highlighted

Private and social landlords are pushing the Government to improve how the new Universal Credit system is administered as problems beset its roll-out across the country.

Complaints about the performance of staff at the Department of Work and Pensions and their unwillingness to share information on tenants' claims with landlords, are leading to predictions of large increases in both rent arrears and evictions of tenants.

Bill Irvine who provides training for the Residential Landlords Association said "Every week I meet and discuss Universal Credit's implementation and operational nuances, with housing association staff, private landlords and agents. On every occasion, we unveil more and more complexities and anomalies, damaging to rent collection, which, most likely, will create significant rent arrears."

He said landlords are complaining of a DWP administration that is ill-prepared, operating at arms-length, making schoolboy errors, and generally impeding and frustrating

attempts at improving their communication and performance.

Empathy

DWP staff are accused of lacking an appreciation of the complexity and importance of the "housing costs" element and showing a lack of empathy to tenants and landlord staff alike, when problems are encountered.

Recent data sharing regulations which should have helped to improve communications and relations are not always being adhered to, resulting in no or delayed notifications of tenant awards.

Tenant mandates, designed to permit landlord access to claim information, are not being accepted, undermining staffs' attempts to assist those tenants experiencing problems and this is putting tenancy sustainment in jeopardy.

"The roll-out will prove exceptionally challenging for social landlords' staff who will be expected to support tenants through the new

process with little support from DWP or local advice agencies who are already swamped" warned Mr Irvine.

Pledge

The Government's new Work and Pensions Secretary of State Stephen Crabb MP has reportedly pledged to improve Universal Credit procedures this summer, following concerns from social landlords that they are frequently not informed that their tenants are claiming the benefit.

A spokesperson from the DWP said "We have worked closely with social landlords and will be introducing an improved system to address their concerns."

The changes, due to be introduced in the summer, include enabling landlords to be informed via email, rather than post. This should reduce the number of 'lost notifications in the post'.

Why disrepair claims need urgent attention from landlords

For a variety of reasons, landlords are facing more disrepair claims brought by their tenants, both within the Magistrates Courts (by way of criminal prosecution) and/or in the Civil Courts (either by way of defence to rent arrears proceedings or in the form of standalone claims). But what is leading to these increases? Ventive explains more



Despite many landlords conforming to the Decent Homes Standard many years ago, many of these properties have fallen back into states of disrepair, and this can be attributed to cuts in revenues and government grants as well as lack of investment in more energy-efficient technologies for heating, insulation and ventilation – which can prevent homes from slipping back into the poor quality bracket.

Many tenants are struggling to heat their homes adequately and can be reluctant to ventilate (through either window trickle vents or by simply opening a window) properly, which leads to excess moisture which can build up over time. Benefit cuts, the bedroom tax and increases in energy costs are all contributing factors; causing some tenants severe financial hardship. With the introduction of Universal Credit (rolled out during 2015) tenants receiving benefits can exercise the right of consumers and refuse to pay for services that are (in the opinion of the tenant) of an ‘unsatisfactory standard’.

No matter what the cause of the increase, many housing providers are now spending large sums of money either to prove their property is not in a state of disrepair or in defending claims.

According to a Report on Disrepair by Andy Ballard: “The general rule of litigation is that the unsuccessful party usually pays the successful party’s legal costs; in many cases the tenant will be unable to meet that Order for Costs and in effect the landlord funds both sides of the litigation.

“Although many landlord’s will quite rightly argue they can defend such proceedings; the cost of defending them is great and never certain.

“Many tenants are struggling to heat their homes adequately and can be reluctant to ventilate (through either window trickle vents or by simply opening a window) properly, which leads to excess moisture which can build up over time”

“In addition, claims such as these cause significant harm to the reputation of the landlord. Many are reported to the housing provider under the complaints procedure and many get referred to councillors and elected members.

“Lastly there is the issue of Regulation. All are aware of the Homes and Communities Agency (“HCA”) Consumer Standard. Providers can be subject to intervention by the Regulator where:-

‘Standards have or could lead to serious detriment to tenants or potential tenants.’

“These are very difficult times and the number of claims is only likely to increase. So what are the obligations of both the landlord and the tenant?”

The landlord has a number of obligations contained both within their Tenancy Agreement (contract) and within statute (legislation and regulation). These are normally referred to as ‘keep in repair’ and ‘keep in proper working order’ (the structure and exteriors, utility supply for heating and hot water). Many housing providers have inadvertently drafted a Tenancy Agreement that states:- “To keep in good repair”.

Similarly, tenant’s obligations are contained within the Tenancy Agreement. Generally they will be asked to behave in the property in a “tenant like” manner and to report any repair or defect that requires attention. Indeed for a landlord to be “caught” by most of the claims, the landlord must be notified of the defect and given a reasonable time to remedy the defect(s) alleged.

So what are the most common types of disrepair? Many claims will be related to damp (both rising and penetrating), condensation and mould. It is therefore crucial that the landlord seeks to avoid “damp”, “condensation” and “mould” claims. They are very costly both in terms of money and in terms of reputation. Often, it is condensation and mould caused by a lack of either the means of affordable heating to a property, or a lack of ventilation. The provision

of clean fresh air significantly reduces the chances of such claims and (perhaps more importantly) provides tenant well-being.

Despite the fact that most claims can be avoided, it's imperative that landlords take the necessary steps to ensure their properties do not lend themselves to a claim of disrepair situation.

“Despite the fact that most claims can be avoided, it is imperative that landlords take the necessary steps to ensure that their properties do not lend themselves to a claim of disrepair situation”

Condensation is mostly a problem in cold weather – whether it's raining or dry. It appears on cold surfaces and in places where there is little air movement such as in corners, on windows, in or behind wardrobes and cupboards. Mould growth is caused by excess moisture due to condensation through, for example, cooking, showering and drying clothes indoors where there is poor ventilation. Leaking

pipes, rising damp in basements or ground floors or rain seeping in because of damage to roofs or around window frames are other causes.

Improving ventilation in a house is the process of replacing air in any space to provide high indoor air quality (i.e. to control temperature, replenish oxygen, or remove moisture, odours, smoke, heat, dust, airborne bacteria and carbon dioxide). Better ventilation will also remove unpleasant smells and excessive moisture; introducing outside air to prevent stagnation of the internal air.

In summary, the cost implications for a no-win-no fee claim scenario from a tenant, can

leave landlords picking up hefty legal costs along the way if they are found guilty. When we compare this with some of the costs of preventative measures that can be put in place, such as good insulation and aforementioned ventilation systems, such as PVHR; it is clear that landlords are becoming sharper in their approaches to the ongoing maintenance of their properties. In February of this year eight UK Housing Associations were downgraded as a result of alleged breaches of repairing obligations and failing to meet the Homes and Communities Agencies (HCAs) value for money standard.



Nationwide Windows & Doors continues to impress with CCS

Leading new build and public sector door and window partner **Nationwide Windows & Doors** is pleased to once again represent the industry, in conjunction with Nottingham City Homes, with a Bronze award at the Considerate Constructors Scheme's National Site Awards 2016. Daryl Cashmore, Operations Director at Nationwide Windows explains: "The Considerate Constructors Scheme's National Site Awards are presented to construction sites of all sizes which are recognized to have raised the bar in considerate construction. Together with Nottingham City Homes, we were incredibly proud to be rewarded by CCS. That this is the fifth time we have been commended by the scheme makes the achievement special to us, in particular as one of only a few window companies to do so. The site was proven to have shown the highest levels of consideration towards the public, its workforce and the environment through adhering to the Scheme's five-point Code of Considerate Practice: Care about Appearance, Respect the Community, Protect the Environment, Secure everyone's Safety, Value their Workforce, and it was commented within the report that the site 'was a credit to Nationwide Windows & Doors and to the site team'. We have worked closely with Nottingham City Homes for several years now from our dedicated depot in the area, so for us, this award is a fantastic demonstration of our ability to seamlessly integrate within a customer's community."

01788 569 228 www.nationwidewindows.co.uk



THE SPECIFIER'S
GUIDE | to ceramic tiles
and calibrated
natural stone

www.specifiersguide.co.uk

Go online and subscribe to get your FREE copy

The Specifier's Guide to Ceramic Tiles and Calibrated Natural Stone offers architects, interior designers and other construction professionals a comprehensive guide to the technical and aesthetic properties of ceramic and natural stone tiles.

Product Focus

Micronics

www.micronicsflowmeters.com

Clamp-on to a new smarter solution to thermal heat/energy metering and billing from Micronics for significant installation savings and measurement from outside the pipe. Measuring the thermal heat/energy consumption of hot (LTHW) water services to monitor, control and manage energy consumption is key. But the installation process including system drain down, pipe cutting etc has always been a significant cost and barrier to wider application of sub-metering. At last a solution has arrived, the U1000 HM heat/energy meter.



TSG Building Services plc

www.tsgplc.com

TSG Building Services plc is a multi-disciplined building services provider to RSL, local authorities and housing associations and has been established since 1961. TSG Building Services has the expertise to carry out a range of works including: installation, servicing, maintenance and repairs of central heating installations; construction works – new build, alterations, extensions; decent homes – kitchen and bathrooms; electrical (rewiring, testing and upgrades) and renewable installations, servicing and maintenance. TSG Building Services is a national award winning contractor.

KMS

www.residentialaccesscontrol.co.uk

Simplekey Web 4 allows gives you the freedom to be anywhere with a web enabled device and still have control of your communal door administration, saving both time and money. Further reduced costs come from being able to eliminate standalone key and fob based door entry systems, while providing residents with safer living environments. Simplekey Web 4 allows for custom reporting and alarm alerts to reduce anti-social behaviour on residential premises. For more information, please visit the KMS website.



UK Worker of the Year 2016 goes live

UK WOTY is in its seventh year and the prizes are better than ever. The competition sponsored by workwear giants Dickies in association with Honda and ASDA has an amazing choice of prizes this year, including £250,000 cash, a Honda Jazz car, a Honda Crosstourer 1200cc motorbike, a Honda Marine Rib boat, a year's free shopping at ASDA, a luxury holiday and many more. This is the seventh year Dickies has run the national competition, with carer and homicide case worker Katie Washbourne coming out on top last year. This year, the Somerset-based workwear company has announced that the 2016 winners' prize will come from its associate sponsor Honda.



01761 419 419 www.dickiesworkwear.com

New Public Sector Housing Specialist

Six years working in public sector housing and a sales career of over 13 years provided Gerflor's new recruit, James Derry, with the experience that the global vinyl flooring manufacturer was looking for to strengthen its UK housing team. Previously Public Sector Housing Sales Manager – England & Wales for the Graham Group, James joins Gerflor's housing team in a position focused on the social housing sector and the specification of Gerflor's dedicated products for new build and refurbishment projects within housing. In his new role, James will support customers through the specification of Gerflor's 'tried and tested' flooring innovations.



01926 622 600 www.gerflor.co.uk

Around two thirds of Brits wouldn't consider working in construction, says survey

Construction plays a major part in the UK economy, as well as providing much-needed housing and infrastructure to the country, but is that how the public sees the industry? At a time when the construction industry has a shortfall of talent, with an estimated 100,000 workers needed to cope with Britain's infrastructure construction demands according to the Government's National Infrastructure Plan for Skills report, the findings of the survey perhaps show the gap between public perceptions of the construction industry and the reality. A YouGov poll of 2,000 members of the public, commissioned by **Construction United**, measured perceptions of a number of industries and found that the vast majority would NEVER consider a career in the construction industry with just 17 per cent saying that they would give it thought. So why do so many people avoid the industry? The words Brits associate with construction may shed some light on this – when questioned, 68 per cent described the work as 'strenuous', and 58 per cent saw it as 'dirty'. Meanwhile, only 11 per cent think the industry is 'exciting'. The industry, however is the driving force behind the biggest investment into British infrastructure since Victorian times. Construction United is a coalition of some of the industry's leading companies and experts, which flies the flag for all of the great things about the sector, while dispelling the myths and outdated perceptions the public may have.

@ConstructionUtd www.constructionunited.co.uk



Tackling the elephant in the room with district heating

Paul Sands of Stokvis Energy Systems reflects on the reasons social housing landlords are returning to the use of centralised heating systems.

2015 was the year that our social housing sector 'rediscovered' an appetite for district heating after decades of adverse publicity and seemingly cheaper alternatives had persuaded many landlords to replace the systems; normally with individual gas boilers.

There was no single 'Eureka' moment but rather a steady stream of economic and technical reasons which emerged, all of which in some way pointed towards the benefits of district communal heating. The most prominent of these was the launch of the new Code of Practice on Heat Networks by CIBSE, as it set out in detail the way in which such schemes can and should perform, the way they should be designed and the very many different heat sources they can draw on.

Even though domestic boilers have improved dramatically in efficiency and reliability – thanks to condensing technology and much better control systems – for housing associations, they remain the elephant in the room. There is the logistical nightmare of annual gas safety inspections, with a percentage of tenants always reluctant to cooperate with access for the heating engineer. There was also the lifespan of most boiler types which remains around 10 years, making their whole life cost very high.

And then there was the announcement by Energy Minister, Amber Rudd, that the UK Government is committed to ending our reliance on not just gas-fired power stations by 2035, but gas appliances in general. In fact, the country's energy policy – with carbon reduction targets set in statute – are the most ambitious in the world and will require radical changes in the way we generate and consume heat. Coal fired stations are being shut down, new nuclear plants remain some years away and most of the investment in renewable energy, as supplied through the grid, can best be described as "intermittent".

So we have to find the most efficient means possible of utilising the gas or other fuel that we do burn: and this can be demonstrated through properly specified district communal schemes either within a block of flats or across larger developments.

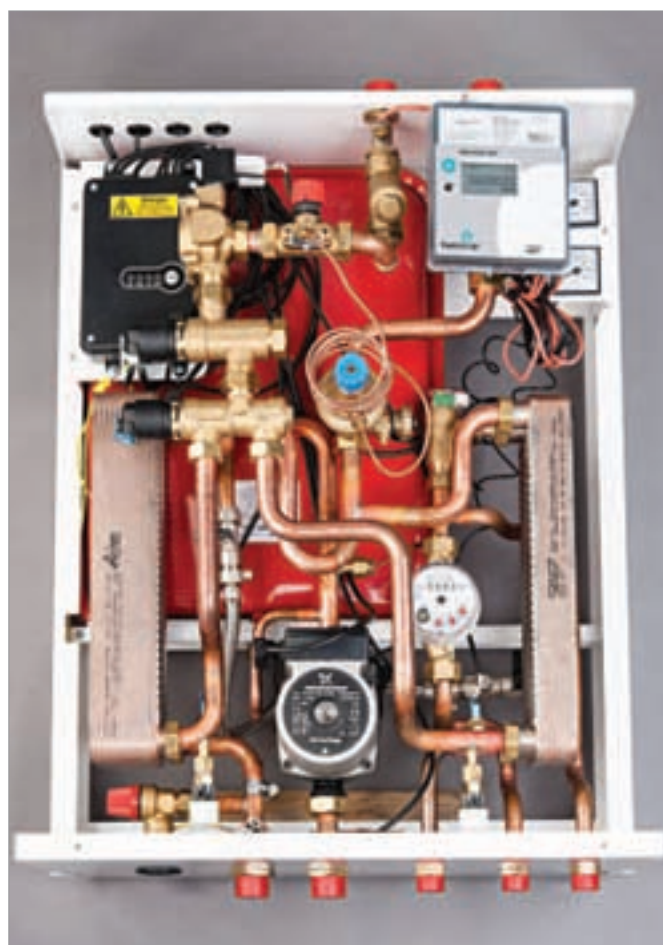
Buried deep within the CIBSE Code of Practice is guidance on the sizing or capacity of systems. When looking at reasonably well insulated properties, it is the domestic hot water consumption, rather than space heating load which generally dictates the output of stand-alone boilers.

Having to consider residents using more than one bathroom simultaneously as a tap is running in the kitchen sees boilers being routinely oversized. However, this tendency can be resisted, or at least mitigated in communal schemes. Specifiers of district heating schemes can not only calculate on a much lower average peak demand when considering 50, 100 or perhaps 500 homes, but they have the option to divide up the load between different technologies. They can meet the base load for a scheme using biomass or a bank of heat pumps; perhaps linked to boreholes or even a water source such as a river.

Solar thermal panels could also be linked into this eco-friendly capacity, able to deal with demand on all but the coldest winter days at which point the system would then switch on a gas fired boiler. Combined heat and power or CHP are also proving popular and a couple of schemes unveiled last year will make use of "waste" heat from incinerators or industry. So, with a highly energy-efficient and hopefully green heat source identified, the other major task is distributing it effectively to residents, which is where HIUs present the ideal answer.

Heat Interface Units facilitate the exchange of energy between the district heating mains and the individual dwellings normally allowing the domestic consumption to be monitored or metered and isolated when maintenance work is necessary. Crucially, there is no annual gas safety inspection and the HIU can be mounted in a landlord cupboard, accessible from outside the dwelling, and even fitted with a wireless link so that the meter can be read remotely.

Changes to benefit payments and funding levels from central government are putting an increased financial strain on housing associations at a time when the demand for affordable housing is rising rapidly. Taken in tandem with the UK's looming energy crisis, district heating schemes, featuring high efficiency and easy to manage heat interface units, offer a valuable means of recovering control over stretched budgets.





Less boiler breakdowns with SystemCare

Since adopting SystemCare, **Sentinel's** water treatment programme for specifiers, a major City Council has drastically reduced boiler breakdowns and boiler-related problems at more than 14,000 properties within its boundaries. The SystemCare schedule of chemical cleaners, corrosion and scale inhibitors, and test kits - in tandem with bespoke training - has proven a real success since it was first taken up by the local authority in 2006. SystemCare truly encompasses the 'Sentinel System', a three-step programme of clean (to prepare for better performance), protect (to prolong system life and efficiency) and maintain (to ensure durable protection) for best practice treatment of heating and hot water systems and unrivalled protection across its lifetime. A key component of SystemCare is testing water quality and inhibitor levels in order to confirm that a system has been correctly treated. In the City Council's case, testing was especially important as it had helped the council successfully negotiate extended warranties with its preferred boiler suppliers.

www.sentinelprotects.com

Care compliance and value in the toilet

Following the government announcement of an almost doubling of funding for the Disabled Facilities Grant, and increases to the Better Care Fund, there is new evidence that a bathroom adaptation can strategically deliver best value. Bathrooms are the most common home adaptation. At least 3/4 million households require some form of toilet adaptation, ranging from changing a seat to provision of an additional or suitable WC. To help all involved in the process of care service provision get it right, **Clos-o-Mat** has produced a guidance paper on domestic bathroom and toilet adaptation. The paper is available for free download from the company's website.

0161 969 1199 www.clos-o-mat.com



You've used the wipes – now try the spray

You've used the wipes – now try the spray with new Multi-Use Wonder Wipes Spray from **Everbuild** – a Sika company – the newest addition to the hugely popular Wonder Wipes range. Ideal for cleaning large surface areas, Wonder Wipes Spray contains exactly the same liquid as that which our Multi-Use Wonder Wipes are soaked in so you can be assured of the same renowned cleaning power you get from the Nation's No.1 Builders Wipe. Available in 1ltr spray bottles, Wonder Wipes Spray has the same eye-catching design builders know and love making it easy to spot on the shelf. For more information, please visit the company website.

0113 240 2424 www.everbuild.co.uk



Wykamol set to help general builders

A range of structural repair products previously only available to specialist contractors is now being made available to general builders by leading property repair and renovation supplier **Wykamol**. Following the highly successful launch in 2014 of its "No more damp" range of products through builders' merchants, Wykamol will now offer its "No more cracks" range as a four-in-one package via the same route to market. The products are supported by eye-catching POS, guides to the non-disruptive application of the products, CPDs, insurance-backed 10-year guarantees, and training courses by Wykamol's sales force, either at a merchants or on-site.

0845 400 6666 www.wykamol.com



The Solid Gear Hydra GTX Safety Shoe

Nowadays, good safety shoes are part and parcel of a day's work on site – just like good working clothes and quality hand tools. The **Hultafors Group's** new 'Solid Gear' brand is revolutionising footwear on site – just look at the new HYDRA GTX trainer-style safety shoe. It's a highly technical safety shoe that integrates modern design with best-in-class materials for water protection, durability and a sporty look. Waterproof and breathable GORE-TEX® lining keeps your feet dry and comfortable, while the Vibram outsole and Cordura ripstop fabric offer great protection and ruggedness. The unique BOA Closure System distributes pressure, ensuring a glove-like fit all day.

info@hultaforsgroup.co.uk





Moisture Meters for building professionals

The 7000 & 7250 meters incorporate a 20-LED bar graph that indicates 'OK', 'WARNING' or 'DAMP' levels making moisture content diagnosis easy



- robust ABS case
- auto-power off & hold functions
- 5 scales - concrete, plaster, reference & two timber

 www.etiltd.com 

Snickers' ALLROUND Work Trousers

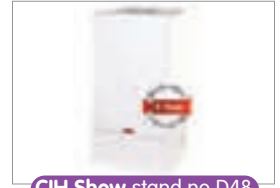
The **Snickers'** Next Generation Work-wear range consists of modern working clothes that combine amazing fit with hardwearing comfort and advanced functionality. The WorkTrousers are in new, contemporary designs, packed with innovative features that focus on fit, comfort and freedom of movement, using hardwearing fabrics for long lasting protection. The new ALLROUND WorkTrousers are the most modern products of their kind, with superior knee protection, built-in leg ventilation and a stretch gusset for extra movement. Made from a hardwearing nylon fabric with Cordura reinforcements, they have a host of handy pockets.



info@snickersworkwear.co.uk

Heating and ventilation solutions

At the Chartered Institute of Housing's 2016 Exhibition, **Johnson & Starley** is exhibiting a comprehensive range of heating and ventilation products that meet the needs of housing associations, local authorities, housebuilders and contractors. Housing professionals involved in the specification of energy efficient H&V solutions will be able to discuss specific project requirements with a company that has unrivalled experience in this market through countless installations of its warm air heating, gas condensing boiler and ventilation products. Full details of all Johnson & Starley products will be available on Stand D48.



CIH Show stand no D48

01604 762881 www.johnsonandstarley.co.uk

SkyVac launches powerful gutter cleaner

SkyVac has launched one of the world's most powerful pole operated gutter cleaners. The SkyVac Industrial is at least three times more powerful than any other model, capable of drawing 8,000 litres of air per minute and lifting water 150. It will remove heavy tufts of grass up to 5 kilos. Celebrating its fifth year of UK production, SkyVac has designed this model for all situations. It has three motors controlled by a power management lever to operate on 6,500 - 8,000 litres suction per minute and to ensure economical use of electricity. Full details of SkyVac products from **Spinaclean** are available on the company's website.



info@spinaclean.com

Visit Designer Contracts at CIH

Designer Contracts works with Social Housing, Local Authority, Public Sector and other commercial organisations providing cost-effective flooring solutions. It is a nominated supplier on the PfH framework specialising in the supply and installation of contract rated and domestic floorcoverings. The company provides a local service across the whole of the UK via its 12 regional centres and huge central distribution facility which holds in excess of £2 million worth of stock. Every floor covering is supplied to the right specification and professionally installed. Designer Contracts is exhibiting at CIH 2016, visit the company on stand P31 to discuss how it can help you.



CIH Show stand no P31

enquiries@designercontracts.com



Do you want to bin ongoing maintenance costs in your recycling areas?



NORMANDY BIN BAY FENCE SYSTEM

- Louvre style panels prevent the build up of unpleasant smells in the bin areas
- Maintenance free
- Easy to clean – jet washable
- Made from Govaplast® - the leading brand of recycled plastic
- Environmentally friendly and aesthetically pleasing
- Available in brown, black, grey, green or beige with choice of panel heights from 1.2m – 1.8m

Each bay is supplied with pre-assembled panels for easy installation and has either galvanised steel ground socket into which the posts are inserted or extended posts for ground anchorage.

For details of our full product range – fencing, decking, seating, planters, bins, bollards, visit the website or contact us today
www.goplastic.co.uk | 02920 864 095

Visit us and see this product on stand E55!



AWARD-WINNING HEAT PUMP SOLUTIONS FOR TOWER BLOCKS

If you are an affordable housing provider seeking to improve heating standards, lower resident energy bills and increase the value of your stock, **Ice Energy Technologies** have developed a solution enabling you to do just that.



Using Ground Source Heat Pump technology, we have developed an innovative design which allows housing providers to access stored solar energy below the ground in order to:

- Provide a total heating and hot water solution
- Deliver potential savings of more than 80%
- Actively target the growing threat of fuel poverty
- Improve heating standards and stock value
- Utilise funding and generate ongoing revenue streams
- Provide remote diagnostic systems for monitoring and issue resolution

This solution has already been recognised with an Energy Efficiency Award and has been shortlisted for two others.

To find out how you and your residents can benefit from heat pump technology call our dedicated Housing Team or visit our website today.



*Savings will vary from project to project & depend upon the solution used and thermal efficiency of stock.

social.iceenergy.co.uk

0808 145 2335

CIH Show stand no C47



Celebrating 100 years of Housing

Housing 2016 is Europe's largest housing event. From 28-30 June, housing professionals from across the UK and beyond will converge on Manchester for three jam-packed days covering all things housing.

Falling just days after the EU referendum, there'll be a lot to talk about with big changes both within and outside the industry affecting the way we operate in the future.

2016 is going to be a huge year for housing. How will the sector deal with the affordable housing rent reduction, the extension of right to buy and deregulation – and what does the future hold? How do we improve the 'housing' brand? Join Housing 2016 in its centenary year to explore the biggest questions our industry is facing and make sure you are at the heart of the debate at Housing 2016.

Speakers include Andrew Rawnsley, Chief Political Commentator at The Observer and Isabel Oakeshott, Former Sunday Times Political Editor who will share their thoughts on what the future policy and legislative environment will look like. In addition there will be a session depicting eight years after the global financial crisis from Simon Rubinsohn, Chief Economist, RICS. In addition to the main housing conference there are many other additional informative features at Housing 2016.

New for 2016 is the Housing Management Theatre, where delegates will focus on the more practical side of key issues facing the sector, such as income management, resident involvement and estate regeneration.

Health, housing & social care conference

Returning to Manchester and aimed at professionals from social care, local authorities, extra care and housing, the conference will be focusing on solutions around the integration of health and housing, inviting organisations to showcase the good work they are doing in this area. This year the conference will run alongside the main programme on all three days and will be fully accessible to all delegates at Manchester.

Delegate of the Future is supported by Affinity Sutton, Incommunities, Stockport Homes, Wheatley Group and Wolverhampton Homes. Following its very successful launch in 2015, Delegate of the Future returns this year.

To ensure younger housing professionals from all housing disciplines have the chance to explore new ideas and hone their thinking, this ground-breaking initiative will see up to 1,000 housing staff, who have yet to attend the sector's flagship annual event in Manchester, offered a free conference pass for Thursday 30 June at Housing 2016.

Step back inside #thetreehouse16 fringe, in partnership with Wheatley Group at Housing 2016. Back by popular demand, this year's Treehouse Fringe will once again provide a platform of innovative sessions delivered through the art of drama, music, debates and networking. The fringe will be located on the exhibition floor and is free to attend for all delegates and visitors. 2016 also sees the launch of a new partnership with the CPD Certification Service, which means all sessions at Housing will be CPD certified, so everyone who attends the sessions can use the hours as part of their CPD requirement.

As usual the week will be kicked off on the Monday evening with the Welcome to Manchester dinner, incorporating the Housing Heroes' awards.



"In addition to the main housing conference there are many other additional informative features at Housing 2016. New for 2016 is the Housing Management Theatre, where delegates will focus on the more practical side of key issues facing the sector, such as income management, resident involvement and estate regeneration"



This year's event will be hosted by Gyles Brandreth. In addition to programme content, the exhibition promises to be busier than ever with over 300 suppliers present and taking part in a series of informative seminars through the Ideas Exchange.

Attending Housing 2016 will be the most useful three days housing professionals will spend out of the office, to listen and network with leading experts to help shape the housing conversation and debate a new reality.

Book your delegate place now. For more information visit www.cihhousing.com, email conferences@oceanmedia.co.uk or call the events team on **020 7772 8333**

Reasons to attend CIH:

- The largest gathering of housing professionals in the UK – over 2,000 Chief Executives, Directors and Heads of Housing attended in 2015
- 65 per cent of the 7,943 delegates and visitors were involved in the purchasing of products and services
- Three days of interactive conference sessions, from leading sector speakers – and a firm fixture in the Housing Minister's calendar
- Over 300 exhibitors with a co-located exhibition from Procurement for Housing
- A truly national event – all of the G15 attended in 2015
- CIH is celebrating its centenary year – at Housing 2016 we want to recognise the achievements of the profession, and look forward to how we shape the industry over the next 100 years
- Step back inside #thetreehouse16 fringe – back by popular demand, this year's treehouse fringe, in partnership with Wheatley Group will once again provide a platform of innovative sessions delivered through the art of drama, music, debates and networking
- Launched in 2015, the Health, Social Care and Housing Conference is returning
- Following its very successful launch in 2015, Delegate of the Future returns to ensure younger housing professionals from all housing disciplines have the chance to explore new ideas and hone their thinking, this ground-breaking initiative will see up to 1,000 housing staff offered a free conference pass for all sessions held on Thursday 30 June at Housing 2016
- The event will continue to support people in housing – from start to finish – kicking off with the Housing Heroes awards and Rising Stars

Calor exhibits for the first time at CIH

Calor is urging housing associations and developers to take a fresh look at how liquefied petroleum gas (LPG) can offer affordable home energy to rural properties at this year's CIH Housing Conference 2016. For sites located off-grid, developers often find that the high costs of a connection to the mains gas grid are prohibitive and need to consider alternative means of providing space and water heating, such as heating oil, electric boilers or heat pumps. However, says Ian Digby, Specifier Manager at Calor, with LPG offering all the versatility of mains gas, from as little as £500 per plot, it is well worth considering.



CIH Show stand no G35

askcalor@calor.co.uk

Crown paints a picture of support

Representatives from Crown Paints will be on hand at PfH Live to explain how the company can help professionals involved within the social housing sector meet the modern challenges they face. With initiatives including industry-leading colour expertise, sustainable solutions and specialist coatings, the UK paint manufacturer offers an innovative blend of personal service and high quality products all geared-up to meet social landlords' exact needs. Crown Paints will be on stand p14 at PfH Live, part of the CIH Conference, which is being held on the 28-30 June at Manchester Central.



CIH Show stand no P14

0330 0240310 www.crownpaintspec.co.uk

Reliable, renewable heating at CIH

Mitsubishi Electric is bringing its heat pump expertise to the CIH Housing 2016 exhibition to offer social housing providers advice on how to combat fuel poverty while hitting renewable targets. The company will be exhibiting (Stand F4) at the exhibition, held at Manchester Central, 28-30 June 2016 and showcasing its Ecodan range of heat pumps specifically designed for heating domestic buildings. Ecodan has already been installed in thousands of social housing properties across the UK and provides renewable heating to challenge traditional heating solutions, while meeting stringent energy and carbon reduction demands.

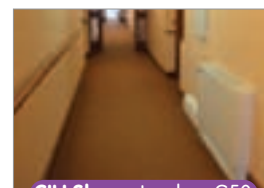


CIH Show stand no F4

01707 282880 www.ecodan.co.uk

Stelrad at CIH Housing 2016

The Stelrad range of radiators remains as popular today as ever it has, with private new build developers and social housing providers. Stelrad offers radiators designs for all heating systems – including its Radical serial feed radiator – offering 10.5 per cent energy saving over standard radiators, its new Aqua range of radiators designed for the bathroom and kitchen and it's sector leading LST – low surface temperature – range, designed for applications where safety is paramount. Full details of the exciting Stelrad Radiator range can be seen on stand G50 or on the company's website.



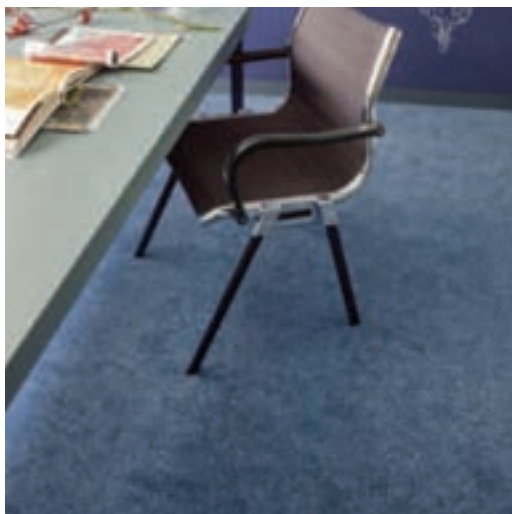
CIH Show stand no G50

0870 849 8056 www.stelrad.com



We're the UK's largest flooring contractor.

Don't specify another floorcovering until you've talked to us.



Across the UK we have many years' experience supplying and installing a huge range of floorcoverings. We are committed to providing exceptional prices and outstanding service; all through a dedicated team at each of our 12 regional centres.

From enquiry through to installation we work with meticulous attention to detail, backed by our National Distribution Centre holding £2m worth of stock for consistent product availability.

So, whether you're specifying for a high profile project or a price-point driven scheme, talk to us today.

Designer Contracts



The UK's largest flooring contractor

Scotland 01324 676100
North East 0191 286 1797
North West & North Wales 01772 705557
Central & Yorkshire 01246 853463
North & West Midlands 0121 359 6083
South & East Midlands 01536 524820
Wales & West of England 01633 279310

Floorcoverings
Curtains & Blinds
Furniture & Lighting
Showhome & Design Services

Email: Enquiries@DesignerContracts.com
www.DesignerContracts.com

North London & Essex 01277 263450
Thames Valley & West London 01753 577935
Thames Medway & South London 01959 572313
Southern Counties 01489 784196
South West 01392 879732
National & General Enquiries 01246 854577

CIH Show stand no P31



PRODUCT OF THE YEAR!!!

Domestic H&V Product of the Year

Intergas Combi Compact HRE



- > Available in four power outputs
- > Virtually no standby losses
- > EST recommended
- > Double high efficiency
- > Only 4 moving parts
- > No diverter valve, no valve motor
- > No auto-air vent
- > No hot water plate heat exchanger
- > No air pressure switch



WINNER



CIH Show stand no F49

The smart choice for heating and hot water

www.intergasheating.co.uk

Part Q compliance with no compromise

VELFAC composite windows, external doors and patio doors deliver the safety performance required by the new Part Q regulations, without compromising the contemporary, slim aluminium/wood frame. The VELFAC system also meets the exacting standards of UK Police flagship initiative Secured by Design (SBD), adding further value to any residential or housebuilding project. To satisfy Part Q, the VELFAC system can resist damage inflicted by burglars using common tools such as crowbars, and also withstand more serious attempts to buckle or deform entry or glazed doors. The VELFAC system delivers high-performance benefits.



01223 897100 www.velfac.co.uk

Chapel Court – Ormskirk

Within walking distance to the vibrant town centre of Ormskirk is Chapel Court Retirement Apartments, part of the Riverside Group. Chapel Court has 41 one-bedroomed apartments for people over 55. At the heart of Chapel Court is the large communal lounge area, an ideal place to meet and catch up on the news. With a refurbishment programme planned, **Luceco**, part of Nexus Industries, provided lighting solutions to improve the lit area in communal spaces, corridors and stairwells. Over 100 Atlas luminaires were used in these areas, an attractive alternative to 28 and 38 watt traditional fluorescent fittings.



01952 238100 www.luceco.uk

CMS helps Council hit milestone

Leading Scottish designer, manufacturer and installer of high performance windows and doors, **CMS Window Systems**, has helped Fife Council hit a significant milestone in its Affordable Housing Programme with their collaboration to deliver windows and doors for 31 new build homes in Orebank Terrace, Thornton. Working in partnership with local architect firm Sinclair Watts, CMS' wealth of experience in the social housing sector saw it awarded the contract for the manufacture and installation of A-rated PVCu windows plus supply and fit high-performance composite doors for Orebank Terrace.



01324 841398 www.cmswindows.com

Global UPVC delivers the perfect remedy

More than 700 high quality windows and doors were supplied and installed by Global UPVC at a prestigious development on the historic Caerphilly Miners' Hospital site. All homes have Legend casement windows and French doors from long-standing local **Synseal** fabricator Global UPVC, whose Managing Director Jon Dowse credits much of the company's ongoing success in the commercial market to the Legend system. He said: "We use only Legend and have done for over ten years, so many of our clients keep coming back and inviting us to bid for more work that we can hardly keep up with the tenders. To me, that is the best possible commendation."



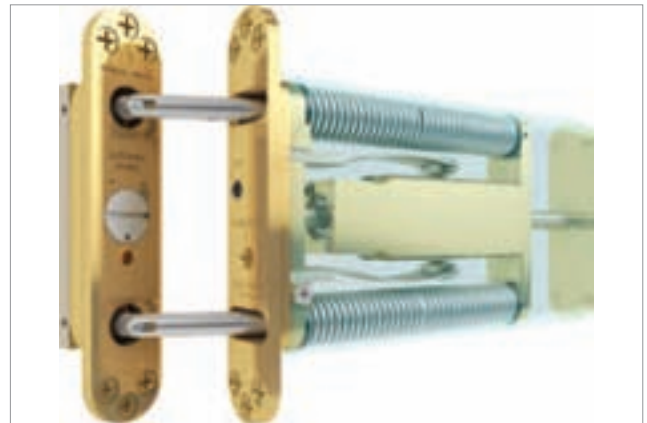
info@synseal.co.uk



A door closer for any weather

Stockport based Bamford Doors were approached by a public sector client to solve a problem they were having at a small housing development with residents of mixed age and ability. If the existing door closer was set so that all the residents could easily open the door, it was not then strong enough to close and properly latch the door in windy conditions. Using its extensive experience of the door closer market, Bamford quickly decided that the LCN 4111 Smoothee®, which is supplied by **Relcross** in the UK, was the ideal product for this installation. It's also a product the company has used many times before and so it had confidence in both its performance and durability. It has been tested to over 10 million cycles and was designed specifically for institutional and other rugged high traffic applications. Bamford installed a complete new door set and an LCN 411. Now all the residents can open the door in all weather conditions confident that it will latch correctly behind them. For further information on LCN door closers, call Relcross or visit the company website.

01380 729600 www.relcross.co.uk



Door closer meets social housing needs

Available in standard and free swing models, Powermatic controlled, concealed door closers from **Samuel Heath** meet all relevant fire and accessibility requirements, but it is their total concealment that delivers additional safety, reliability and low-maintenance benefits for the social housing sector. Powermatic is completely concealed when the door is closed, and not easily visible when open, assuring a more homely, less institutionalised environment for the dwelling. It also significantly reduces the opportunity for the door closer to be vandalised. Together with the fact that the door closer is maintenance-free, this attribute can result in fewer call-outs and reduced maintenance costs. Reduced risk of vandalism also provides significant safety benefits; a damaged door closer can prevent the door functioning altogether, resulting in inconvenience for residents and reducing fire safety. For more information on concealed door closers and the full range of Samuel Heath products, please contact the company directly or visit the website.

0121 766 4200 concealeddoorclosers.com

FM's biggest industry get-together is a chance to share

The largest event in the FM world is almost here. From 21-23 June 2016, FM professionals will descend on ExCeL London to discover the best solutions to meet project requirements and deliver time-saving services at the cutting edge of FM innovation. The Facilities Show is the global meeting place where professionals share best practice.

The Facilities Show will again be held in association with the British Institute of Facilities Management, creating a flagship event supported by the industry that tackles the critical issues facing those working within FM.

Facilities Show features

With over 100 complimentary seminar and workshop sessions and more than 300 forward-thinking suppliers, Facilities Show 2016 is set to be a real show stopper.

Expand your FM network at the Facilities Society Fair

New to 2016, the Facilities Society Fair is another avenue for FMs to expand their professional network by creating contacts within networking groups including Thursday FM, Property Affiliates, The Hills Club and FM North, and 11,000 further facilities professionals.

Pre-book meetings with suppliers through the Meetings Service

This year, visitors can pre-book meetings with the suppliers they want to meet ahead of arriving at the show, with products covering maintenance, mechanical and electrical, cleaning, TFMs, CAFM, catering and more.

Develop fire, security, safety and field management specialisms

Facilities Show badge holders will be able to hone specialisms and source products in security, fire, safety and service management with access to Safety & Health Expo, IFSEC International, FIREX International and Service Management Expo, taking place in the next halls at the same time. Visitors can source suppliers for perimeter security, access control, IOSH or NEBOSH accreditations and more or attend a host of informative education sessions discussing core issues including safety legislation, fire door installations and field service solutions.

Celebrate gender diversity with #SHE1000

#SHE1000 recognises gender diversity in the FM profession, and other industries which protect and manage people and buildings. Open to both men and women, visitors can attend a workshop with networking expert, Heather White, while gaining the opportunity to extend their network over prosecco and cupcakes.

Progress your career and attract the talent of tomorrow with the BIFM Careers Zone

Focusing on helping facilities managers and their teams progress, FMs can meet with the recruitment and HR departments of international TFMs and gain insight to courses, accreditation, best practices and more. Topics include: career progression, negotiating for a pay rise, getting recognition, FM qualifications, how to start your own FM company and creating a learning and development strategy.



Enhance your FM knowledge in the Facilities Show Seminar Theatres

The Facilities Show Seminar Theatres will examine all the key issues in facilities management. Covering the most pertinent topics, the tailored programme delivers insights from industry experts as well as real case studies and developments from Senior FMs.

Commenting on the line up, Charlotte Wright, Senior Content Manager for Protection & Management, said: "A wealth of 18 months of research with the facilities community has resulted in the most focused programme that Facilities Show has ever seen. Stages this year will welcome a mix of inspirational stories from our headline speakers with practical and insightful sessions from top speakers and trainers."

Inspirational Keynotes

Headlining the programme of more than 100 speakers will be keynote addresses from Colonel Tim Collins OBE, Kate Adie OBE and James Cracknell OBE, truly inspirational speakers who have shown grit and determination in the face of adversity. Further facilities focused speakers will cover sector specific case studies, thought leadership, training and legislative updates.

Colonel Tim Collins OBE will speak on Tuesday 21 June from 11.30 – 12.30, Kate Adie OBE will speak on Wednesday 22 June from 11.30 – 12.30 and James Cracknell OBE will speak on Thursday 23 June at 11.30 – 12.30.

Facilities 2020 Strategy Summit: A programme of forward looking content to preparing facilities leadership for the work-places of the future. Topics include: flexible working, workspace optimisation, managing international teams, energy management and sustainability, talent management, as well as sessions on making sure the FM gets a good rep in the board room.

FM Operational Excellence Arena: Tools and best practice for more



efficient cost-effective facilities management, with topics including: office moves and refurb, effective maintenance strategies, health and safety, fire safety, the living wage, Artificial Intelligence and IoT in FM, water market reform, getting the most out of suppliers, security and counter terrorism.

FM in the Real World: Case studies from some of the UK's most inspiring workplaces, including sports stadiums, nuclear sites, luxury shopping centres, airports, zoos, government departments, hotels, universities, schools, corporate offices and retail chains.

Top sessions include:

Facilities 2020 Strategy Summit, 21 June at 14.40

Deep dive panel discussion: Managing the cultural shift that comes with flexible working

- How do you know whether flexible working is right for your business?
- What does flexible working look like? What activities are fit for what spaces? And can everyone be agile?
- How do you work out what ratio you can go down to, desks/employees?
- What are the biggest challenges of implementing flexible working strategies?
- How does it change the cultural of your workspace?
- Experiences with managing the cultural shift

Following the panel discussion the moderator will open this up to floor and turn the session into an interactive group discussion with the audience:

Chris Moriarty, Director, The Leesman Index

Wendy Clark, UK Property Manager, Volvo Group UK Ltd

Richard Hammond, Operations Manager, Surrey County Council

FM in the Real World, 22 June 10.50

Heathrow service partnership and beyond

This presentation will explore the journey that Heathrow Airport and Mitie have been on to deliver service excellence at the airport.

- Heathrow's drive for supplier relationship management and a

true partnership

- Knowing your client, getting into their mind set and aligning your core drivers - Mitie's focus on real stakeholder engagement
- Demonstrating ability to deliver short-term benefits while focusing on long term goals - Benefits and potential pitfalls of a long relationship journey

Simon Priestley, Operational Solutions Director, Mitie Technical Facilities Management

Christopher Howe, Heathrow Buildings Procurement Director, Heathrow Airport

FM Operational Excellence Arena, 23 June, 14.40

Closing keynote: Balancing a career in FM and Olympic sailing

Tim Hancock has worked in facilities for over 30 years, with Serco, Unicorn, Alfred McAlpine, Connaught and now O&G. In parallel to his commercial career has also gained a worldwide reputation as an Olympic class sailor. He has won many world and European championship events and is now the chair of selectors for the Team GBR Olympic Sailing Squad. Tim was also a chief umpire at two Olympic regatta races in 2012 – officiating when Ben Ainslie won his most recent gold medal.

In this closing keynote, Tim will talk about lessons learnt from sport for FM and the importance of culture to ensure best possible performance.

Tim Hancock, Chief Executive, O&G and Chair of Selectors, Team GBR Olympic Sailing Squad

Facilities Show takes place from the 21 – 23 June 2016 at ExCeL London. Visitors can register to attend at:

www.facilitiesshow.com/HMM

Stannah at the centre of the action!

Stannah is centre-stage at the Facilities Show – and sponsors of the FM Operational Excellence Arena. Stannah Lift Services is demonstrating its continuous support of The Facilities Show and to the thousands of facilities professionals who visit the show over three days. In 2016 Stannah is sponsoring the FM Operational Excellence Arena from which a programme of informative talks will offer practical advice on some of the many challenges facing the facilities industry every day. Stannah lift experts will be presenting two sessions in the FM Excellence Arena. On 21 Mike Wells, Stannah Compliance Manager (Lifts) will be covering those awkward questions of what to do if there is a fire in your building and who does what if someone becomes trapped in a lift. Have you got these covered? On 22 Dan White, South West England & South Wales Branch Manager will take you through 'How to get the best out of your service provider'. There will be time for questions at the end of each session and Stannah's experienced engineers will be available on Stand R1450 throughout the three days of the show. Don't forget to pick up your free booklet: 'Lifts - Your Questions Answered' and enter the competition to win a hot air balloon trip for two – the ultimate lift! To find out more, please visit the company website, or call the number below.

01264 339090 www.stannahlifts.co.uk



Facilities Show stand no R1450 & U1250

Hot topic: fires for all properties

Fires remain at the heart of the British home, but with so much choice, including fuel type and product choice, before you even consider the design, it can be difficult for housing providers to know where to start. Richard Beaman, commercial director for Valor and Robinson Willey, considers the benefits of both gas and electric models to social housing providers and their tenants.

With as many as 2.4 million people living in fuel poverty and excess winter deaths on the rise, affordable warmth remains a priority for any housing provider. Gas and electric fires remain a staple heat source for millions of social housing tenants, providing effective single-room heating without having to incur the costs of heating the whole house.

There are a range of benefits with both gas and electric fires – and each can deliver something different for tenants.

Going for gas

Gas fires remain extremely popular in UK homes, boasting high-efficiencies, flexible installation and stylish design. Gone are the gas-guzzling decorative gas fires from the 1980s, replaced with a new generation of gas fires that are capable of delivering heat efficiencies of up to 89 per cent and heat outputs of 4.8 kW – without sacrificing realism and authenticity.

Since the decline of solid fuel as the main heating source, gas fires have become the 'heart' of the British home. Unbeatable when it comes to aesthetics, they offer consistent warmth and comfort. It's clear from customer feedback that the integrity of the flame effect will always be in demand – after all, it is this that sets gas fires apart from their electric counterparts.

Gas fires are available in inset, outset, balanced flue, radiant and stove models, depending on the style of the property, design preference, safety requirements and availability of a chimney/flue.

They are clean and convenient, with fully controllable heat which can be turned on or off in an instant. Safety is a big consideration of course, so look for manufacturers that can demonstrate the highest standards of testing and safety accreditations.

One of the biggest benefits of gas is in the running costs. Natural gas is still the lowest-cost fuel supplied for the same kW usage and is kinder to the environment with life-cycle CO₂ emissions nearly half that of mains electricity. Models with heat exchangers are ideal when looking for a high heat performance and for those homes trapped in fuel poverty, the low running costs provided by a gas fire as a single room heater is a welcome relief. Households can benefit from all the warmth and comfort of a gas fire without having to worry about excessive bills.

In years gone by, properties could only have a gas fire if they had a chimney, but this is no longer the case thanks to the development of balanced flue gas fires, which include some of the most energy-efficient models on the market.

A balanced flue gas fire simply requires an outside wall for installation, which means housing providers can install a gas fire into virtually any home with a gas point. And with continued innovation in product design, from gas stoves to landscape models, gas fires have never looked better.

Electric avenue

The latest electric fires and suites are cheaper to run, easier to use and safer



“One of the biggest benefits of gas is in the running costs. Natural gas is still the lowest-cost fuel supplied for the same kW usage and is kinder to the environment with life-cycle CO₂ emissions nearly half that of mains electricity”

than ever before, which makes them an increasingly popular heating source for social housing properties.

Electric fires tend to be available as inset or stove models, or as a complete suite incorporating an inset fire within a surround. The heat is provided via a fan heater between 1 kW and 2 kW, which means instant and reliable heat on demand, often with remote control and a choice of heat settings on the latest products.

All electric fires are 100 per cent efficient at point of use, which means all of the energy used is converted into heat, and with no efficiency advantages available, the biggest difference between products from different brands will often come down to the visual effect of the flame. Low-cost models inevitably come with an uninspiring flame effect and it's important to look for unique flame technology when choosing your manufacturer.

Electric fires have a big advantage over any other fuel type because the

“Electric fires have a big advantage over any other fuel type because the flame effect can usually be used independently of the heat”

flame effect can usually be used independently of the heat. This enables the fire to be used all year-round to provide all the atmosphere and ambience of a focal-point fire, even in the summer months when additional heat is not required.

They are also incredibly easy to install because they simply need a plug socket and – in the case of electric stoves – can even be moved from room to room. This can deliver valuable savings on installation, of course, particularly across large property portfolios or in homes that have an obsolete back boiler system, where the costs of removing an old back boiler, bricking up the chimney, plastering, venting the opening and replacing the skirting boards can soon mount up.

As with any appliance, safety is paramount and there are a wide range of models designed specifically to meet the demands of the social housing sector, with features such as thermostats, one-piece moulded fuel beds, kettle plugs and dedicated safety cut-out functions. The result, of course, is added peace of mind that the appliance is fit for purpose, particularly for homes with vulnerable occupants.

For an extra indication of safety, look for independent testing certificates such as BEAB, which means the product has achieved the highest levels of safety, and for certifications such as FSC to make sure it ticks the necessary PPQ requirements demanded by housing providers.

Of course, none of this is relevant unless the products are easy to operate. Manufacturers have taken steps to ensure that electric fires and suites are easy to use and nowhere is this more important than in the



social housing sector, where it is inevitably crucial that all residents can operate their heating products easily and safely.

Any housing provider should demand top side control, which gives elderly residents or those with mobility problems easy access to control their electric fire or suite.



Over 50 years of caring for customers





To see how we can help you
call today on 017107 800 361

Email: enquiries@tsgplc.co.uk



WINNER

Domestic Heating Contractor

Thinking outside the box

With the constant pressure on public sector budgets, Encasement's Managing Director, Martin Taylor, believes local authorities should investigate modern and more cost effective methods of concealing boiler pipe work.

As energy efficient heating system upgrade programmes in social housing is important to reduce emissions and energy consumption, there is also a need to ensure that the updated system is not only safe, but also looks good.

However, just by deciding on which method to use when boxing in heating system and boiler pipework, LAs and HAs can save thousands of pounds on their annual repair, maintenance and improvement budget.

Removing cost and saving budget

By saving time or removing cost from key stages in the pipe casing process, then this will have a positive effect on reducing the overall budget required to achieve the end result.

Essentially, savings can be made in each of the following four sections:

- Manufacture – How is the boxing made?
- Materials – What materials are used in their manufacture?
- Methods – How is the boxing installed and secured?
- Maintenance – How easily can the boxing be removed and replaced?

Manufacture

The traditional and still widely used approach for concealing pipework, is for boxing to be fabricated on site using wood or MDF with nails, screws or adhesive, followed with painting.

Inevitably, this is a time intensive and costly solution.

The Encasement solution is much simpler, quicker and cost effective. Manufactured from pre-formed plywood to exact boiler dimensions and pre-finished with durable melamine or laminate, there's no fabrication or painting required, which provides a consistent finish and saves even more time.

As a result, typical cost savings of around £20 can be made on every casing installed, which equates to a budget reduction of £10,000 on every 500 properties.

Materials

Often the materials used to manufacture pipe boxing and boiler casings aren't a major consideration, yet they should be, as there is a need to comply with the sustainable procurement policies that many local authorities now have in place.

Encasement has already addressed the issue. Only FSC® certified timber is used in the manufacture of our boxing and boiler casings. Encasement are also the UK's only manufacturer and supplier of pre-formed plywood boxing and casings that holds a Forest Stewardship Council FSC® 'Chain of Custody' certification.

Methods

Typically, where site made casings are used, the heating engineer will move on to the next flat once the boiler installation is done, leaving the



fabrication and fitting of site made pipe casings to a joiner. As two trades and different skills are required, this inevitably adds time and cost.

By using a pre-formed boiler casing, which has already been supplied to the correct dimensions, there's no need for fabrication and the freestanding casing just slides into place underneath the boiler, which can be done by a heating engineer.

Maintenance

The 'whole life' cost for site made casings escalates significantly, when routine maintenance visits are factored in to the equation, as they're usually damaged or destroyed during their removal. This necessitates their replacement or re-manufacture, as well as re-fitting, all of which, increases budget.

In contrast, pre-formed casings are self-supporting, allowing them to be easily removed and replaced in seconds, dramatically reducing the time maintenance engineers need to be on site, and the corresponding cost.

Case closed!

When evaluating pre-formed boiler pipe casings against site made alternatives, the comparative fitting costs alone should ensure that the decision to use pre-formed casings is an easy one to make. Yet, when the FSC® compliance and maintenance aspects are also factored in, it becomes, to quote one of Encasement's customers, "...a no-brainer."



01733 266 889
www.encasement.co.uk

THE PENMAN COLLECTION

FIRES & FIREPLACES

The Penman Collection features a wide range of fireplaces and fireplace suites in a variety of styles and materials. All of these can be combined with any of the gas, electric, wood burning or solid fuel fires from the comprehensive list of appliances available within the range.

Suite: New Haven in Portuguese Limestone
Fire: Orion high efficiency glass fronted gas fire



Mantel: Luca in Agean Limestone

Fire: Apollo high efficiency glass fronted gas fire



Mantel: Monza in Portuguese Limestone

Fire: Burlington gas fire with Brava steel plate back panel



Suite: Helmsley in Portuguese Limestone

Fire: Orion high efficiency glass fronted gas fire



Mantel: Albero in Natural Oak

Stove: Vega 100 Clean Burn shown in rustic brick herringbone chamber



Mantel: Galia in Manor Grey painted finish

Fire: Burlington gas fire



PERCYDOUGHTY

A Great British Company since 1952.

www.penmancollection.com



Tel 01204 868550

ELECTRIC BOILERS COMPANY

London's First Electric Combi Boiler

The Electric Boilers Company, Priory House, Marsh Road, Alperston Lane, Wembley HA0 1ES
Tel: 0208 998 2024 Contact us: info@electricboilerscompany.com



Depth 300mm

Elektra - BP
Instant combi + cylinder

- Gives heating and instantaneous hot water 13lt/min at 65°
- Fully double insulated
- Eco & comfort mode



Depth 300mm

Elektra - C
Instant combi boiler

- Gives heating & instantaneous hot water 8lt/min at 40-50°C
- Fully insulated



Depth 300mm

Elektra - N
System boiler

- All components built in
- Fully insulated

- ✗ CARBON MONOXIDE
- ✗ FLUE
- ✗ CONDENSATE
- ✗ SERVICING
- ✗ GAS SAFE CERTIFICATE

Visit our showroom in Wembley for free tutorials and free training



Follow us
[@electric_boiler](https://twitter.com/electric_boiler)

For more information please visit our website

www.electricboilerscompany.com

EHC Solar PV heating trials



EHC have launched a new range of Solar PV Ready Electric Radiators which adopts a different approach to utilising Solar PV gain. The Electric Radiators ensure that the tenant will benefit from every watt of power their panels produce, while improving the heating characteristics of their home, and still allow the Landlord to keep the full export element of the FIT payments.

Managing Director for EHC, Bill Walters explained how they work: "Our new system makes use of an intelligent controller to ensure when the occupant is not using any of the energy being generated by the PV panels it is diverted to either their Hot Water Cylinder or to our ceramic panel Radiators.

"If there is sufficient Solar PV gain from the panels the Radiators will take approximately half an hour to warm up and continue to modulate and provide warmth whilst Solar gain is being achieved.

"We advocate them being used to provide a background heat during daylight hours until the main central heating system is required. It will save the Tenant money on their gas or other energy costs and make the occupied space a more comfortable place to live.

"Significantly the controller can prioritise whether power is diverted to the Radiators or Hot Water Cylinder, however in an all-electric property



there is normally an Off-Peak tariff meter which should ensure the Hot Water is fully charged during Off-Peak hours. The choice is yours."

Where Social Housing Landlords, who have already installed Solar PV panels, the EHC Radiators and intelligent controller can be easily retrofitted, with no need to alter the panels or inverter.

Bill Walters continued: "We are currently cooperating with several UK Local Authorities who have previously installed Solar PV with a view to installing our Electric Radiators and having the system monitored by an Independent Specialist who have experience with other renewable technologies.

EHC would welcome an approach from all Social Landlords interested in our innovative new system who would like to participate in a trial and form part of the study. It is our intention to share the

results of the study to all energy stakeholders and the wider audience." Should you wish to participate in the trials please contact EHC.

01698 820533

www.electric-heatingcompany.co.uk

CO Alarms
CO-9XT-FF

- 7 year battery
- Triple LED display
- Auto self diagnostic check

£13.25

CO-9X-10T-FF

- 10 year life and warranty
- Advanced diagnostics
- Fast fit bracket

£16.95

Smoke Alarm
ST622

- 10 year battery
- Thermoptek™ technology provides response to all fire types
- Features 'sleep-easy'
- Toaster proof

£10.99

Heat Alarm
HT-630T

- 10 year battery

£15.99

ABGO

Tel: 01902 790900 - sales@abgo.co.uk - www.abgo.co.uk

All prices are exclusive of V.A.T. Prices correct at time of printing but may be withdrawn at anytime. E. & O.E.

Furnished with efficiency

James Quinn, sales and marketing manager of Fusion Furniture Solutions, discusses the best way to tackle the mammoth task of furnishing your property.

Once you have acquired a property and undertaken your refurbishment, there is the 'small' task of furnishing your investment. Going out to buy furniture can involve wasting hours – if not days – driving miles through traffic, hunting for a parking space, walking for what seems miles and miles looking at row upon row of furniture items and home accessories. After being consumed by special finance offers, demonstrations by pushy sales staff and alike, the till area resembles the finishing line of a blood, sweat and tears marathon – but the worst part is yet to come.

Then you have to drive home with all these items in your car, often involving the boot half closed and tied together with a long awkward item proudly protruding out of the front window. Other road users and pedestrians look at you with sympathetic eyes as they know, and so do you, that awaiting you is death by flat pack. Attempting to remain positive, you evaluate your chances and soon enough succumb to what awaits – inaccurate, hard to understand instructions, unidentifiable objects and missing parts.

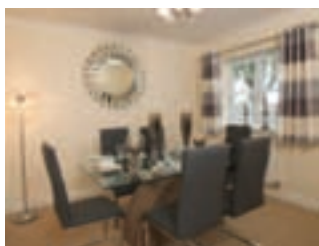
So once you've decided you're opposed to the idea of working through the night armed with an Allen Key and instructions that you can't understand, the next step is to ask: "What is the solution?" Well, the answer is simple.

There are several mantras that are often recited and one commonly heard at seminars, networking events and webinars is that you need to systemise your business and learn to outsource the majority of your projects to experts within the field. For example, unless you are a builder you wouldn't attempt to tackle a stud wall, if you are not a plumber you wouldn't attempt to fit a bathroom and so on. You may be a DIY enthusiast,



but your time is probably better spent focusing on growing your business and sourcing and working on your next property deal, not being a busy fool trying to save a couple of pounds here and there. The same principle needs to be applied when coming to the end of your project when you require furniture.

Make use of the information age we live in and take a moment to browse through the Internet, social media and property investment networking websites. There are many useful Facebook groups you can join and become acquainted with fellow property investors. You may not be aware of it yet, but the property community is unsuspectingly closely knit and landlords and property investors are on the whole very helpful. Simply entering a question into the news feed, such as 'who should I use for furnishing my properties', for example, could pay dividends.



"Make use of the information age we live in and take a moment to browse through the Internet, social media and property investment networking websites. There are many useful Facebook groups you can join"

Within minutes you will have received responses from other property investors that have more than likely suffered the same fate and are only too happy to share their experiences with you. Some will even go as far as quantifying the mistakes that are commonly made and hit you with the reality that you were wasting vast amounts of valuable time.

Drawing from experience, more would advise you it is wise never to become emotionally attached to your project and understand that your energies don't necessarily need to be where you think they do. Furnishing an investment property is one of the simplest tasks you will encounter on your property journey, if done methodically and correctly.

Precision heat metering made simple

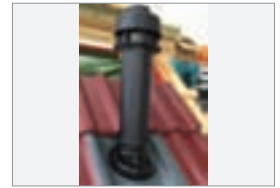
Combining ultrasonic technology with advanced control the new **Danfoss SonoSelect** heat meter makes precision energy metering easy for properties supplied by a district heat network or communal heating system. As well as delivering reliable and consistent energy data, SonoSelect offers a new level of installation and commissioning simplicity via smartphone using the Danfoss SonoApp. Water and dust protected to IP65 and Class 2 MID approved, the compact SonoSelect can be configured to mount on supply or return pipework into each property. With no in/outlet restrictions, and no moving parts, SonoSelect ensures years of reliable operation.



ukheating@danfoss.com

Wakaflex® Uni-Outlet

The new Haus Profi Wakaflex® Uni-Outlet from **Klober** has been designed to provide a flue for gas boilers and can be used on pitches from 17.5 to 45°. Available in six diameters from 25 to 125mm, it is made from durable heat, UV and shrink-resistant EPDM and is a cost-effective option for use with all types of clay and concrete tiles, slates and metal roofing systems. Used with Wakaflex lead-free flashing it provides the perfect combination for quick, effective and lasting installation without the need for a specialist roofer to do the work on double lapped tile and similarly complex roofs. For more information, please visit the company website.



0845 600 4427 www.roof-flashing.info

Long-life low-cost smoke and heat alarms

The latest generation of Firex® hard-wired optical, ionisation and heat alarms from **Kidde Safety** includes options for long-life lithium battery back-up, alongside the usual loose battery and integral rechargeable battery versions. This innovation ensures reliable back-up throughout the alarm life, without the need to change batteries, at a much lower price than rechargeable products. Firex® smoke and heat alarms offer a much lower mains consumption, with substantial energy savings over previous models and significantly lower running costs. Other features include an Alarm Memory Function, identifying which alarm has triggered, as well as dust compensation and bug screens on all optical alarms to minimise nuisance alarms and call-backs. Accessories include a wired, remote 'Test and Hush' switch, and a relay pattress to operate other devices. Firex® alarms can also interconnect with Kidde's 4MCO and 4MDCO hard-wired CO alarms, using the unique 'Smart Interconnect' feature. Here, the alarms have different, distinct alarm sounder patterns for carbon monoxide and fire – an essential facility – supported by different display messages on the 4MDCO model. So, without the need for any further operation of the system, Smart Interconnect automatically alerts occupants throughout the property of the specific hazard that confronts them. It allows them to respond quickly, making the right choice of actions for either fire or carbon monoxide.

01753 766392 www.kiddesafetyeurope.co.uk



**You want a wide
range of pumps.
You can
trust Wilo.**



The Wilo-Yonos PICO delivers great efficiency integrating proven technology, backed by a 5-Year Warranty. You can trust Wilo.

- + Integrated LED display
- + Tool-free electrical Wilo-Connector
- + Unique pump venting function
- + Simple adjustment with pre-selectable speed stages

For more information visit www.wilo.co.uk or call 01283 523000

Pioneering for You

wilo

Safe in the knowledge with automated connectivity

Dan Hirst, fire, security and access expert at leading electrical wholesaler YESSS Electrical, looks at the latest home automation technology and product innovations on the market to deliver safety for occupiers and compliance with the latest legislation.

In October 2015, new government legislation was implemented stating that all landlords in England must install smoke alarms on every floor of their property and have carbon monoxide detectors in all rooms with solid fuel appliances, such as open fires or log burning stoves. The legislation, combined with increased consumer awareness of the importance of home safety, may be the driving force behind many consumer tech experts predicting that 2016 will see a leap forward in innovation in alarm technology.

These predictions have already proven to be accurate, with a noticeable increase in smoke and carbon monoxide (CO) alarm products being brought to market by manufacturers. Following the trend in heating and home automation, Wi-Fi compatibility is the major new technological innovation coming into the alarms and detectors market, allowing for push notifications to be sent to your phone if anything untoward is detected. This new technology allows users to monitor the status of their home wherever they are and, importantly, also alerts homeowners when the battery is running low. This can save lives; statistics show more than 20 per cent of house fires go undetected due to faulty or expired batteries. The app also allows users to remotely silence the alarm should one be faulty – much to the relief of the neighbours!

“Products can now deliver more by working together. With some products if a carbon monoxide alarm goes off, a connected thermostat automatically turns off the gas or oil boiler – a frequent source of carbon monoxide leaks”

Products can now deliver more by working together. With some products if a carbon monoxide alarm goes off, a connected thermostat automatically turns off the gas or oil boiler – a frequent source of carbon monoxide leaks. Or, when a user leaves the home and sets the thermostat to ‘away’, a connected camera can automatically turn on to protect the property.

Some advanced smoke and CO alarms can also provide spoken alerts on what and where the problem is. They can also send alerts to a mobile phone via apps when something’s wrong. As soon as they sense there’s a problem, they sound a friendly warning so the homeowner can address the problem or evacuate the home. Some products also glow with a white to light at night, to show the user’s way in the dark as they pass below.





In addition, looking to capitalise on the growing home security market, wholesalers have recently began to stock security cameras that offer full high-definition (1080p) video quality with motion alerts and night vision, enabling people to keep an eye on what they care about from any location.

“There are few products and technologies in consumer electronics as vital to ensuring human safety as smoke and CO alarms, so all new enhancements to safety should be embraced and promoted by wholesalers and installers”

Many fire safety campaigns have rightly focused on the importance of checking smoke alarm batteries, but now batteries themselves have also undergone a technological makeover. At the Consumer Electronics Show held in Las Vegas in early January 2016, a 9v smart battery was launched which will change the shape of the CO and smoke alarm sector for years to come. The new product can be retrofitted to any existing non-smart alarm or detector in less than five minutes and is able to send notifications to a smartphone whenever the alarm sounds – effectively turning old alarms into smart devices. With five years of battery life, and advance warning of expiry, it also eliminates the annoying ‘battery low’ beeps while heightening protection.

There are few products and technologies in consumer electronics as vital to ensuring human safety as smoke and CO alarms, so all new enhancements to safety should be embraced and promoted by wholesalers and installers. With availability increasing and products becoming more accessible regardless of budget, there is no reason for homes to be left unprotected and it must be ensured that people stay ahead of the curve.

It is important wholesalers are committed to offering their customers access to the very latest and market-leading technologies. Increasing safety and security is of paramount importance and through working closely with customers, manufacturers are confident these products will be well received and make a real difference.



The Communal Door Entry administration made easy!

Most industries are being affected by the advancements in technology, so we should not be surprised that it is now time for the same to happen to communal door entry systems?

The advancement has not happened with just the doors themselves, but more importantly with the administration systems for the key fobs for communal doors, meaning housing managers can control and manage the use of entry fobs more effectively.

A good example of this is seen in social housing, where Registered Social Landlords manage large numbers of multi tenant buildings in any one area. The challenges that they face, with 1000's of contractors and tenants accessing their buildings everyday include; losing and replacing keys and fobs, managing contractor's access to ensure they can conduct their work and Security issues when fobs are being used by people they were not assigned to.

These issues have caused costs to rise year on year and incur valuable employee time with replacements and activations of keys and fobs having to take place on premises. This meant office employees would need to attend sites to deal with all accessibility issues.

Now there is an answer, Key Management Systems (KMS) have developed a web based access management system, Simple Key Web 4, allowing management of communal door entry systems from anywhere that has access to the Internet. So, you could be away from the office and receive a phone call from a contractor who cannot gain access to your premises. Rather than have to go to the site, back to the office or send someone else, you simply open a web browser on your smartphone or tablet, log on to your system and open the door for the contractor, all



while they are still on the phone.

KMS has developed their system to be easy to install either with any existing entry system or as part of the new one or refurbishment. Central to all their work is the aim to make life easy for their customers from the point of installation through the lifespan of the communal door system. The results, their customers have easy to install communal systems that give them a flexible management solution that saves both time and money.

01494 531099

www.residentialaccesscontrol.co.uk

kms.uk.net

KMS

Making access management easy.

Administer fobs, manage when staff/contractors can have access, all from your mobile phone or tablet.

The Simplekey Web 4 System is compatible with all communal access systems and can be installed without any disruption to your building.

To find out how it can save you time and money, see us at CIH Manchester 2016, Manchester Central, 28-30 June, Stand C1.



ISO 9001:2008

call on **01494 531099** or
email **info@kms.uk.net**

Secured by Design





Levelling the playing field

Adrian Pargeter, head of technical and product development at Kingspan Insulation Limited, says that thinner insulation can enable effective design of balconies or terraces for a wide range of properties.

The 2015 Annual Fuel Poverty Statistics Report from the Department of Energy & Climate Change estimated that 2.35 million households in England were in fuel poverty in 2013. The majority of these were in rented accommodation. Meanwhile, the row over the proposed cuts to Personal Independence Payments for people who have a disability has highlighted how vulnerable this section of our society is, both financially and in terms of being able to maintain their independence. Social housing providers are uniquely positioned to provide help on both counts, simply through how they choose to insulate their property portfolios.

It has never been more important to provide support to these most vulnerable members of our society, whether by reducing the burden of heating bills for those at risk of fuel poverty, or by improving accessibility for the 10 million plus people who are limited in their daily activities because of disability. However, achieving both of these goals can pose a number of challenges, as the greater thicknesses of insulation required to achieve the best possible thermal performance can be difficult to accommodate in areas of the building where construction space is at a premium, especially if accessibility is also an issue.

Take, for example, a balcony or terrace with living space below. The options here are to insulate either above or below the balcony deck. Even

“The greater thicknesses of insulation required to achieve the best possible thermal performance can be difficult to accommodate in areas of the building where construction space is at a premium”

with high performance insulation products, insulating above the deck can create a significant step up from the room inside. This can spoil the aesthetics of the balcony and may contravene Approved Document M in England and Wales, or Section 4 (Safety) in Scotland, which govern access to and use of buildings.

Reducing the insulation thickness should allow compliance to be achieved; however, this will increase heat loss and may mean the balcony then fails to meet the requirements of Approved Document L in England

and Wales or Section 6 (Energy) in Scotland.

Insulating below the balcony deck may not adequately solve the issue either as unless the thicknesses of insulation are carefully calculated it can result in problems of interstitial condensation. This can in turn lead to mould growth, damage to the fabric of the building and an unhealthy environment for the occupants. Clearly, this is an even more important factor for those whose health may already be compromised by a chronic condition or disability, or by their economic circumstances.

From a purely aesthetic point of view, this approach may also affect the internal appearance of the construction, resulting in a lower ceiling in the room below, with subsequent loss of headroom and feeling of space, as well as unsightly discrepancies in room height.

The solution

One very effective solution is to install Vacuum Insulation Panels (VIPs) above the balcony deck, a solution which has become increasingly popular on the Continent and in particular Germany, Switzerland and Scandinavia. VIPs are ideal for applications where a lack of construction depth or space is an issue. The minimal thickness of the insulation allows consistency of ceiling height and avoids the need for a step-up between room and terrace.

With an aged thermal conductivity as low as 0.007 W/m.K, VIPs can offer the same thermal performance as the next best alternative, at a fraction of the thickness. For example, a 40 mm VIP with a 25 mm overlay of rigid thermoset insulation can achieve a U-value of 0.18 W/m²K on either a timber deck with plasterboard ceiling or a dense concrete deck with suspended ceiling – almost half the thickness that would be required using rigid thermoset insulation alone. This allows a high level of thermal performance to be achieved, whilst keeping thresholds manageable from both a design and an accessibility point of view.

Case study

Amblecote Gardens, a new sheltered housing development in Salford provides a good example of how VIPs can be used to maintain thermal

performance and accessibility for vulnerable tenants. The complex is owned by the City West Housing Trust and features 66 apartments designed to allow residents to live independent lives whilst still receiving care. In order to allow easy access to three outdoor roof balconies, a VIP system was specified.

Michael Platt, who is managing director of Monorooft, the roofing contractors on the Amblecote Gardens project, commented: "Accessibility was obviously a major consideration for this project and by laying the VIPs system we were able to achieve a compliant U-value on the balcony areas with a total insulation build-up of just 85 mm. This ensured there was an even transition between the internal and external spaces, meeting the requirements of the Lifetime Homes Standard as well as Approved Document M."

Two layers of 30 mm thick VIPs were laid on the balcony along with rigid insulation infill strips of a matching thickness. A further 25 mm layer of high-performance rigid PIR insulation was then overlaid by Monorooft to receive the single-ply waterproof membrane.

Creating a brighter future

The disparity between what the most disadvantaged in our society need and what we can offer them may seem too great to be bridged easily, but thoughtful specification can help to create a more level playing field, providing healthy environments that are easy to keep warm and provide easy access for all. By installing VIPs within areas previously considered too difficult to insulate, it is possible to reduce heat loss without affecting accessibility. There is an opportunity for any social housing provider, whether constructing new or refurbishing existing buildings, to make that difference, and at the same time futureproof their property.



Verifiable performance.

Thermal break technology you can trust.

No need to compromise on performance, quality or service. Schöck products meet full compliance with relevant UK building regulations, are BBA approved and LABC registered. Thermal performance is independently verified by the Oxford Brookes University and the Passivhouse Institute. For more information on our range of products visit www.schoeck.co.uk

Schöck Ltd. | Staniford House | 4 Wedgwood Road | Bicester | Oxfordshire | OX26 4UL | Tel: 0845 241 3390 | www.schoeck.co.uk

Pepenbury chooses EnviroVent

Pepenbury, a charity based in West Kent that provides care and support to people with learning disabilities, has chosen **EnviroVent's** heatSava Single Room Heat Recovery Units to improve indoor air quality, reduce condensation and enhance energy efficiency. The charity approached EnviroVent to recommend an effective ventilation solution for its residential unit which supports 70 people. The heatSava is ideal for retrofitting in social housing and rented properties. The innovative unit recovers up to 75 per cent of heat that would normally be lost on extraction whilst providing continuous all-year-round good indoor air quality, resulting in energy and cost savings.



info@envirovent.com

Waterproofing simplified with Remmers

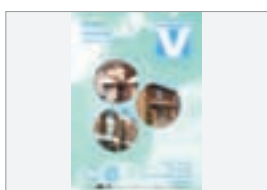
Multi-Tight 2K is a new, flexible, mineral based waterproofing product from **Remmers** which has all the performance properties of polymer-modified thick bitumen emulsions, while being "bitumen free". Using unique rubber granulate filler technology Multi-Tight 2K has a crack-bridging capacity which is five times more effective than standard flexible mineral-based waterproofing systems. The versatility of the product allows it to be used to waterproof below ground externally and internally offering excellent resistance to ground or water pressure. It is quick and easy to apply, has fantastic levels of adhesion and dries in less than 18 hours.



01293 594 010 www.remmers.co.uk

Vectaire's Social Housing Catalogue

Vectaire has introduced a Social Housing Catalogue which details ventilation solutions using a wide range of high performance, low energy, economical, and environmentally friendly products with EC motors, (together with other low carbon products) all of which tackle the problems of condensation and pollution in dwellings. Products provide low level, continuous ventilation, often with heat recovery, with up to 93 per cent heat exchange efficiency, and are for installation into lofts, cupboards, ceiling voids and walls. Shown for the first time are the EVO200DC (a low profile, in-line WHHR) and the ELP1003 (a centrifugal fan for larger rooms).



01494 522333 www.vectaire.co.uk

Vent-Axia improves indoor air quality

Vent-Axia, a leader in low carbon ventilation, has supplied large numbers of its Lo-Carbon™ PoziDry PIV Compact ventilation units and Lo-Carbon™ Quadra fans for a ventilation upgrade as part of a major refurbishment of three high-rise blocks of flats in Smethwick, West Midlands. The Lo-Carbon PoziDry PIV unit is ideal for controlling condensation in homes, particularly in the refurbishment sector. A loft mounted positive input fan draws fresh air from the atmosphere, filters it and gently introduces it into the dwelling via a ceiling mounted diffuser. The Carbon Quadra is a domestic fan suited to through-the-wall or ducted applications.



sales@vent-axia.com



New underground structure's with Mapei

Mapei is pleased to announce the launch of Mapeproof HW. Based on natural sodium bentonite, Mapeproof HW is a high performance waterproofing membrane, ideal for waterproofing concrete structures below ground level. Mapeproof HW consists of 5.5kg/m² of natural sodium bentonite encapsulated between two-geotextiles secured with a special needle-punched system. The upper layer is a non-woven polypropylene fabric and the lower is woven fabric. Bentonite is a natural clay mineral which swells in contact with water, absorbing around 60 per cent of its own mass. Once swollen, the bentonite membrane forms a dense monolithic material creating an effective seal. This new product is a highly effective and simple waterproofing solution and is also a 'green waterproofing product' is not only eco-friendly as it contains no solvents or VOCs but is also not dependent on oil as a raw material. Mapeproof HW is suitable for protecting structures against ingress of ground water. For more information, please visit the Mapei website.

0121 508 6970 info@mapei.co.uk



Glidevale improves universal Versa-Tile

Glidevale, the specialist building products and ventilation solutions provider, has extended its tile ventilator range by introducing a new and improved version of its Versa-Tile G5 tile ventilator and terminal solution. The Versa-Tile G5's universal design provides a single solution for the majority of single lap tiles, resolving the challenges around tile profile matching. With a sleek, new lower profile and guaranteed 20,000mm² ventilation area, it can be used for all roof space ventilation requirements and is the ideal solution for refurbishment projects where retrofit roof space ventilation is required following the installation of increased roof or loft insulation. It can also be adapted into a soil ventilation pipe or mechanical extraction terminal using Glidevale's pipe adaptor and flexible pipe. With the Versa-Tile range proven in use for over 15 years, the Versa-Tile G5 ventilator is suitable for roof pitches between 20° and 60°. It is available in the following UV-stable colours: brown, grey, black, terracotta, red and red streak. The product is AA fire rated.

info@glidevale.com

Bathroom Refurbishment

Clos-o-Mat
Tel: 0161 969 1199
www.clos-o-mat.com

CR Laurence of Europe Ltd (CRL)
Tel: 01706 863600
www.crlaurence.co.uk

Croydex
Tel: 01264 365 881
www.croydex.co.uk

Grant Westfield (Multipanel)
Tel: 0131 290 2862
www.grantwestfield.co.uk

Lecico
Tel: 01234 244030
www.lecico.co.uk

MX Group
Tel: 01684 293311
www.mx-group.com

Norcros Adhesives Ltd
Tel: 01782 524 140
www.norcros-adhesives.com

Saniflo
Tel: 020 8842 0033
www.saniflo.co.uk

Cladding & Façades

Forticrete
Tel: 01909 775000
www.forticrete.co.uk

Trespa UK Ltd
Tel: 0808-2340268
www.trespa.com

Doors, Windows & Glazing

Comar Architectural Aluminium Systems
Tel: 0208 685 9685
www.comar-alu.co.uk

Marlin Specialist Glazing Solutions
Tel: 01535 603909
www.marlinwindows.co.uk

Mila Window & Door Maintenance
Tel: 0808 100 8881
www.milamaintenance.co.uk

Windoer UK
Tel: 0870 0678810
www.windoeruk.co.uk

Wrekin Windows
Tel: 01952 205000
www.wrekinwindows.co.uk

Eco & Green Products

Kedel
Tel: 01282 861 325
www.kedel.co.uk

EV Charging

Rolec Services
Tel: 01205 724754
www.rolecserv.com

Fire & Smoke Protection

Aico
Tel: 01691 664100
www.aico.co.uk

BM TRADA Group
Tel: 01494 569800
www.bmtradagroup.com

Plumis Ltd
Tel: 0208 133 8775
www.plumis.co.uk

Sprue Safety Products
Tel: 02476 323 232
www.sprue.com

Kidde Fyrnetics
Tel: 01753 685 148
www.kiddefyrnetics.co.uk

Flood Control

Floodcheck
Tel: 08443 356 668
www.floodcheck.co.uk

Floors & Flooring

Designer Contracts
Tel: 01246 854 577
www.designercontracts.com

The Deck Tile Co.
Tel: 0118 3740123
www.thedecktileco.co.uk

Flowcrete UK
Tel: 01270 753 000
www.flowcrete.co.uk

Gerflor
Tel: 01926 622 600
www.gerflor.co.uk

Mapei UK Ltd
Tel: 0121 508 6970
www.mapei.co.uk

Osmo UK
Tel: 01296 481 220
www.osmouk.com

Sika Ltd
Tel: 01707 394 444
www.sika.co.uk

Heating & Renewable Energy

Arrow Valves Ltd
Tel: 01442 823123
www.arrowvalves.co.uk

Altecnic Ltd
Tel: 01785 218200
www.altecnic.co.uk

Heating & Renewable Energy

Baxi Heating UK Ltd (Potterton)
Tel: 0844 871 1525
www.baxi.co.uk

Bosch Thermotechnology Ltd
Tel: 01905 752902
www.bosch-thermotechnology.co.uk

Danfoss Ltd
Tel: 0870 608 0008
www.danfoss.co.uk

The Electric Boilers Company
Tel: 0208 998 2024
www.electricboilerscompany.com

Evinox Energy
Tel: 01372 722277
www.evinox.co.uk

Gi Energy
Tel: 024 7667 3131
www.gienergy.net

Ice Energy Technologies
Tel: 0808 145 2340
www.iceenergy.co.uk

Intergas Heating Ltd
Tel: 01527 888000
www.intergasheating.co.uk

Johnson & Starley Ltd
Tel: 01604 762 881
www.johnsonandstarley.co.uk

Kingspan Environmental Ltd
Tel: 028 3836 4400
www.kingspanenv.com

LG Electronics
Tel: 01753 491500
www.lg.com

Minus7 Ltd
Tel: 01922 419405
www.minus7.co.uk

Mitsubishi Electric Europe BV
Tel: 01707 276 100
www.mitsubishielectric.co.uk

Panasonic
Tel: 0344 844 3899
www.panasonic.co.uk

Polypipe Ventilation
Tel: 08443 715 523
www.polypipe.com/ventilation

Stokvis Industrial Boilers International Ltd
Tel: 0208 783 3050
www.stokvisboilers.com

UK Plumbing Supplies
Tel: 0800 622 6855
www.uk-plumbing-supplies.co.uk

Insulation

Remmers UK Ltd
Tel: 01293 594010
www.remmers.co.uk

Safety & Security

KMS
Tel: 01494 531099
www.residentialaccesscontrol.co.uk

Stairs, Balustrades & Balconies

Coillte Panel Products Ltd
Tel: 01322 424900
www.coilltepanelproducts.com

Schock
Tel: 01865 290 890
www.schoeck.co.uk

Water & Air Quality

Airflow Developments Ltd
Tel: 01494 525252
www.airflow.com

EnviroVent Ltd
Tel: 01423 810810
www.envirovent.com

ESS Ventilation
Tel: 01428 751646
www.esscontracting.co.uk

Greentherm Solutions Ltd
Tel: 01708 720190
www.uksprayfoam.co.uk

Nuaire Ltd
Tel: 0292 085 8486
www.nuaire.co.uk

Poujoulat UK Ltd
Tel: 01483 461700
www.poujoulat.co.uk

Space Air Conditioning
Tel: 01483 504 883
www.spaceair.co.uk

Spirotech UK Ltd
Tel: 0208 4513 344
www.spirotech.co.uk

Total Home Environment
Tel: 0845 260 0123
www.totalhome.co.uk

Urban Environments
Tel: 01732 743003
www.urbanenvironments.co.uk

Vent-Axia
Tel: 08448 560 580
www.vent-axia.com

Wavin
Tel: 0844 856 5152
www.wavin.co.uk



LEVATO MONO porcelain paver system

The Levato Mono porcelain paver system is the pinnacle of external raised flooring technology; enabling the specification of lightweight, slip resistant and attractive raised flooring solutions, combining incredible technical properties with uncompromising aesthetics; making them the ideal choice for commercial and domestic use alike.



Bristol Airport East Terminal Extension

Just a few of the benefits at a glance:

- 20mm porcelain pavers 40x80 45x90 60x60 75x75 30x120 40x120 60x120
- 'Floating floor' – installation over single ply membranes
- Eternal product - zero maintenance required – offering massive over-life savings
- Highly abrasion and stain resistant
- Highly slip resistant ; R11 and achieved up to +65 wet in the BS pendulum test
- Lightweight – 45kgs per m²
- High load bearing and impact resistance
- Timber & stone effects ; 40+ finishes available
- Ideal for balconies, roof terraces and piazzas, for both commercial & residential use
- Completely non porous
- Fire & frost proof
- Height-adjustable support from 9mm up to 550mm

t: 0845 2700 696 e: info@thedecktileco.co.uk

www.thedecktileco.co.uk

dtec
the deck tile co. ltd.