

# The Excellence in Asset Management Network

| TEAMnet

## In touch with tomorrow

TEAMnet is HQN's unique specialist network run for housing asset management practitioners by housing asset management specialists.

Aimed at ALMOs, councils, housing associations, TMOs, contractor partners and suppliers, TEAMnet keeps members abreast of hot topics and emerging issues across all aspects of asset management and procurement and provides an asset management knowledge base that is nationally recognised as second to none.

For many, TEAMnet has become the first port of call for up-to-the-minute information on asset management-related activities and already boasts a long and growing list of large and small organisations as members.



**hqn**  
teamnet

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## The package

### ■ TEAMnet 'knowledge exchange'

A knowledge base that allows members to source from other members and from HQN's high calibre specialist asset management consultants answers to specific queries. The knowledge exchange also puts members in touch with one another on specific issues and distributes all responses to individual member requests.

### ■ TEAMnet toolkits and resource packs

Uniquely available to TEAMnet members, these provide up-to-date, user-friendly checklists on topical subjects and strategies including asset management, inspection, procurement, aids and adaptations, responsive repairs, stock investment and planned maintenance, resident involvement, gas safety, value for money and direct labour organisation (DLO) development.

### ■ TEAMnet briefings

Concise and up-to-date briefings on asset management-related topics, such as financial, regulatory and environmental issues. These vital publications are written by consultants and nationally recognised contributing authors in the field of asset management.

### ■ TEAMnet publication alerts

A fast and easy way to get your hands on the latest information and research, these alerts help you to identify which asset management articles and publications are valuable and practical in the rapidly-changing world of housing maintenance and management.

### ■ TEAMnet news updates

Specialist news just for asset managers. Keep up to date with the latest news from your peers in professional housing management, plus the trades, architects, environmentalists, regulators and tenants.

### ■ TEAMnet website

A dedicated website – your first port of call for up-to-date best practice and policy development ([www.teamnet.org.uk](http://www.teamnet.org.uk))

### ■ TEAMnet research

Results of research projects and benchmarking exercises undertaken by HQN are made available to TEAMnet members. Don't miss out on the latest figures.

### ■ TEAMnet GPD

The good practice database – signposts members to examples of current and emerging best practice in the asset management world. TEAMnet GPD guarantees to provide the most up-to-date examples arising out of Audit Commission inspection activities, and is continuously updated in the light of housing inspection and other findings.

### ■ TEAMnet consultancy

Through TEAMnet, HQN offers specialist asset management consultancy support on a range of services including interim and project management, training and development, and a wide selection of other innovative services tailored to meet your individual needs. These are provided at an additional cost; however, TEAMnet members benefit from discounted rates.

Services include:

- Strategic and operational maintenance service reviews
- Asset management and procurement strategy development
- Appointment and mobile working solution implementation
- Value for money assessments
- Procurement advice and training
- DLO healthchecks
- Fleet management reviews
- Grounds maintenance reviews
- Contractor performance reviews
- Vehicle fleet reviews
- Performance surgeries
- Partnering and open book reviews
- Performance validation
- Organisational development
- Stock condition validation
- Contract management training
- Reality and sense checks
- Quality assurance and quality control appraisals
- Training, mentoring and coaching
- Board member training
- Tenant/leaseholder involvement in monitoring technical services.

### ■ TEAMnet events

Discounted specialist asset management seminars and training events held regularly on topics chosen by TEAMnet members and delivered by authoritative speakers and best practice practitioners.

All TEAMnet seminars and events are independently certified Continuing Professional Development courses, ensuring you get top quality and high value for your training investment.

## ■ TEAMnet technical training

Bespoke specialist training sessions brought in house for your organisation. Courses offered include: Getting it right first time; Property inspection; Condensation, damp and mould; Common building defects; Caretaker repairs training and more.

## ■ DLO Accredited service

The first accreditation service in the country to value a DLO in the marketplace and accredit the service based on costs and the ability to meet the tenant's and client's needs.

## ■ TEAMnet jobs

Members can place vacancies where maintenance professionals are likely to look first – free of charge!

## ■ TEAMnet salary watch

Want to know how you compare? Salary watch provides information on salary trends across the regions.

## ■ TEAMnet Best Practice Group

New members are always welcome to this informative and valuable group. Led by practitioners, the group meets every two months to discuss best practice in maintenance, and includes specialist speakers on topics such as gas servicing, disrepair, value for money, apprenticeship schemes and housing law. They also make field visits to top practitioners to look at inspection findings and new ways of working. The group is currently undertaking a benchmarking exercise on Decent Homes to investigate models for supply chain and group procurement.

## Membership profile

TEAMnet membership will benefit anyone responsible for, or working in, the field of housing asset management whether they are a client or service provider, such as:

- Repairs and maintenance service providers
- Maintenance procurement staff
- Direct labour organisations
- Board and committee members.

## Membership fees

Details of the TEAMnet membership fees for 12 months' subscription can be found in the enclosed joining form.

Discounts are available for organisations that are already members of other HQN networks. If you would like further details, please email: [teamnet@hqnetwork.co.uk](mailto:teamnet@hqnetwork.co.uk) or call us on **0845 4747 004**.

## The TEAMnet team

### Wayne Hughes

Executive Director of Asset Management and Procurement

Wayne is a professionally qualified and experienced procurement and asset management consultant with over 15 years' experience of working within the social housing sector at a senior level.

As a senior consultant, Wayne has supported and advised many clients on asset management and procurement-related projects and has conducted numerous DLO reviews for stock transfer and arm's-length management topics.

He has represented social landlords on national steering groups and is a regular speaker on asset management topics.

### Alan Hodgkinson

HQN Associate

Alan's background is in operational and performance management. He is responsible for disseminating good practice examples and ensuring that members' queries are answered promptly.

Wayne and Alan have the support of an experienced team of Associates, all of whom are acknowledged leaders in their field; and the backup of a strong administration team at HQN's York offices.

### Linda Spindley

Business Manager

In addition to providing business management services to the asset management consultancy team, Linda develops TEAMnet events, training, and new products for the TEAMnet network.

She has experience working as an interim consultant and business planner for a three-star housing organisation. She has a PGDip in Public Administration, is PRINCE2 Practitioner qualified, and is a member of the Chartered Institute of Housing (CIH).

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## TEAMnet members include:

A1 Housing Bassetlaw  
Acis Group  
Affinity Sutton Group  
Ashfield Homes  
Ashram Housing Association  
Aspire Housing  
Barking & Dagenham London Borough  
Black Country Housing Group  
Blackpool Coastal Housing  
Bristol City Council  
Bromford Group  
Calico Housing  
Cambridge City Council  
Camden London Borough  
Cannock Chase District Council  
Castle Rock Edinvar HA  
Cheshire Peaks & Plains Housing Trust  
Cheshire West and Chester Council  
CIH London Office  
City of London  
City of York Council  
City West Housing Trust  
CLG  
Coast & Country Housing  
Community Gateway Association  
Copeland Borough Council  
Cosmopolitan Housing Association  
Dacorum Borough Council  
Darlington Borough Council  
De Montfort Housing Society  
Derwentside Homes  
Dudley Met Borough Council  
East Midlands Housing Association  
Eastend Homes Ltd  
Eastlands Homes

Elgar Housing Association  
Elmbridge Housing Trust  
Exeter City Council  
Family Mosaic Housing  
Festival Housing Group  
Fife Council  
Glasgow Housing Association  
Golden Lane Housing  
Greenwich London Borough  
Halton Housing Trust  
Harrogate Borough Council  
Helm Housing  
Hightown Praetorian & Churches HA  
Hillingdon Homes  
Homes for Haringey  
Homes for Islington  
Hounslow Homes  
Housing Pendle Limited  
Hyde Housing Association  
Impact Housing Association  
Incommunities Group  
Inside Housing  
Irwell Valley Housing Association  
Kensington & Chelsea TMO  
Kettering Borough Council  
Kier  
Kirklees Neighbourhood Housing  
Lambeth London Borough  
Leeds Federated Housing Association Ltd  
Lewisham London Borough  
Lincoln City Council  
Luminus Group  
Manchester City Council  
Mansfield District Council  
Mears Group

Mercian Housing Association  
Meres and Mosses Housing Association  
Merthyr Tydfil County Borough Council  
Metropolitan Housing Partnership  
Mid Devon District Council  
Midland Heart Limited  
Muir Group Housing Association  
National Housing Federation  
New Linx Housing Trust  
Newham Homes  
North Ayrshire Council  
North Somerset Council  
Northern Housing Consortium  
Northwards Housing  
NS Housing  
Nuneaton & Bedworth Borough Council  
Oadby & Wigston Borough Council  
One Vision Housing  
Orbit Heart of England Housing Group  
Oxford Citizens Housing Association  
Paradigm Housing Group  
Perth & Kinross Council  
Places for People Homes  
Poole Housing Partnership  
Raglan Housing Association  
Richmond Upon Thames Churches Housing Trust  
Roddons Housing Association  
Rykned Homes  
Sadeh-Lok Housing Association  
Sanctuary Group  
Sandwell Homes  
Saxon Weald Homes  
Sedgfield Borough Homes Limited  
Sevenside Housing  
Sheffield Homes

Six Town Housing  
Solihull Community Housing  
South Lakes Housing  
South Northants Homes  
Southwark London Borough  
Sovereign Housing Association  
Spire Homes  
St Albans City & District Council  
St Leger Homes of Doncaster  
Stevenage Homes  
Stoke-on-Trent City Council  
Sutton Housing Partnership  
Swindon Borough Council  
Synergy Housing Group  
The Scottish Housing Regulator  
TPAS  
Trafford Housing Trust  
Trent & Dove Housing  
Trident Housing Association  
Vale of Aylesbury Housing  
Waterloo Housing Association  
Waverley Borough Council  
Weaver Vale Housing Trust  
Welwyn Hatfield Borough Council  
Wessex Housing Partnership  
West Mercia Housing Group  
Western Challenge HA  
Wherry Housing Association  
Woking Borough Council  
Wolverhampton Homes  
Wrekin Housing Trust  
Wycombe District Council

**We are available for telephone consultation and advice, including pointing you in the direction of others who can help. If you have a query please ring us: 0845 4747 004**

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## JOIN NOW!

TEAMnet – one of a range of specialist networks run by HQN, a leading provider of information-based services to members, designed to help them achieve real improvements in asset management and maintenance services.

Name	
Job title	
Organisation	
Address	
	Postcode
Telephone no.	Mobile no.
Email address	

How did you hear about the network?

TEAMnet membership – 12 months' subscription is £820 plus VAT and I understand that I will be invoiced for this amount upon receipt of my joining form.

Signature

Discounts may be available for organisations that are already members of other HQN specialist networks. If you would like further details, please email [teamnet@hqnetwork.co.uk](mailto:teamnet@hqnetwork.co.uk) or call us on **0845 4747 004**.

Please return to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

Please note that network membership is for individual organisations (or groups) and the staff employed by those organisations (or groups). Tenants and board members/councillors linked to the organisation/group that holds network membership can also access all member benefits, including the website password and published briefings. Members must not share any member benefits with other organisations who are not network members, as this devalues the benefits of membership for paying members. This includes sharing the password and the forwarding of emails, briefing papers or other documents to non-member organisations. HQN reserves the right to terminate network membership in cases of a breach of this code. We are, of course, happy for members to refer to network publications at meetings, etc. If further clarification is required, please contact [hqn@hqnetwork.co.uk](mailto:hqn@hqnetwork.co.uk) and your enquiry will be forwarded to the relevant network manager.

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