



Your challenges
expertly solved
in partnership

Welcome to the M3User Event 2026



m3h.co.uk



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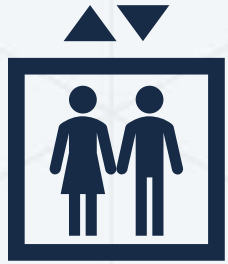


linkedin.com/company/m3housing



Silver
Microsoft
Partner

Housekeeping



Lift and stairs



Toilets



Mobile Phones on silent

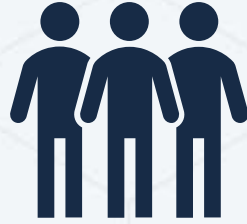


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Housekeeping



Name badges



Assistance



Refreshments



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Housekeeping



Filming



Exhibition hall



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Timetable



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Team Introduction



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Commercial Team



Product Team



Development Team





Finance Team



Marketing Team



Operations Team





Executive Team



David Miller



Paul Flowers



Simon Davis



Ben Virgo



Julie Kimuli



Jon Case



Dominic Higgins

Directors



M3Pamwin Plus



HATC



M3Pamwin Lite



**Our Development
Products**

**M3NHF
Schedule of Rates**

M3NHF SOR App

M3Vision

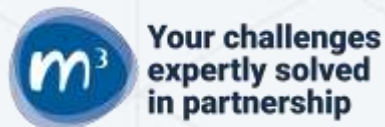
M3Central

**Our Maintenance
Products**





Exhibitors



Now...



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Next up:

Protecting Homes, Empowering Tenants, Ensuring Access

Speakers: Dr Eve Blezard (CIH), Nick Budlender (NHF),
Priya Thethi (Local Government Association)

Facilitator: Craig Oosthuizen (M3)

Social Housing Bill

M3 user event

15 September 2026

www.local.gov.uk

Social Housing Bill

Three core objectives:

- protect existing social housing and incentivise the building of more social homes
- protect social tenants who are victims of domestic abuse by providing greater housing security and stability
- clarify the statute book and reduce unnecessary bureaucracy, so providers can invest in new and existing homes with confidence

Part of overall plan to **deliver a decade of renewal for social and affordable housing** – increase supply, protect stock, reinvigorate council housebuilding, support investment, treat social rent as core part of housing system.

Social Housing Bill

Measures on the Right to Buy

15 September 2026

www.local.gov.uk

The case for change – rising demand, shrinking stock

- Right to Buy has delivered home ownership, but councils are losing social housing faster than it is being replaced
- More than 2 million homes have been sold through Right to Buy since 1980, helping many households achieve home ownership.
- At the same time, more than 1 million households are on council housing waiting lists.
- Replacement has not kept pace with sales. Since 2012, **fewer than 40%** of council homes sold off under Right to Buy since 2012 have been replaced.
- Deep RTB discounts + significant restrictions on how receipts could be used made replacement difficult in practice.
- Meanwhile, councils spent **£2.8 billion** on temporary accommodation in 2024/25

The Social Housing Bill – the most significant reform in decades

- increases the qualifying period from 3 years to 10 years
- substantially reduces discounts
- exempts newly built social homes from RTB for 35 years
- restricts repeat use of RTB
- introduces new anti-fraud powers
- provides greater flexibility around RTB receipts
- prevents RTB where the tenant or their partner already owns another residential property

Likely impact – more retention and replacement of stock

- fewer RTB sales due to reduced discount and increased qualifying period
- greater protection of existing and newly built social housing stock
- More replacement of stock sold due to flexibility to reinvest RTB receipts
- improved confidence for councils planning long-term housebuilding

Government projections suggest these policies will reduce sales to **1,500 homes a year**, down from an average of around 10,500 over the past decade.

What might be coming next?

Recent reporting suggests ministers are considering further reforms, including:

- powers for metro mayors to suspend RTB locally
- geographically targeted restrictions
- temporary suspensions in high-pressure housing markets
- wider devolution of housing powers

Debate is increasingly focused on stewardship of social housing stock.

Domestic abuse: stronger protections

- New routes to remove perpetrators for secure and assured social tenancies
- Allow courts to transfer a joint tenancy into the survivor's name
- Help survivors remain safely in their homes or access suitable alternative social housing
- Prevent perpetrators using a notice to quit to undermine ongoing domestic abuse proceedings

Disposals: retaining homes in the sector

- Require housing associations to notify the relevant local authority and other registered providers before social homes are sold out of the sector
- Give those organisations an opportunity to express an interest in purchasing the home before it leaves the sector
- The precise notification period, information requirements and notification system remain under discussion and consideration

Next up:

What If Procurement Could Do More?

Speaker: Paul Smith (NHMF Frameworx)

What if Procurement could do more?

Because pricing the job is not the same as solving the problem

Paul Smith – Head of Frameworkx

Procurement is the problem



We have become very good at pricing failure.



Repairs



Damp & Mould



Voids



Temporary
Accommodation



Repeat Visits



Disrepair

What if the best price job leaves the underlying problem untouched?



Are we procuring activity, or are we procuring outcomes?



ACTIVITY

A Schedule of Rates helps us buy consistently.



OUTCOMES

Procurement should ask what actually changed.

Procurement should also ask:



Did the resident's life improve?



Did the asset improve?



Did the cost pressure reduce?



A compliant contract can still fail residents.



Properly tendered



Properly evaluated



Properly awarded



Still not deliver what communities need.



The Resident Experience



Repeat visits



Missed Appointments



Problem unresolved



Still leaves residents feeling unheard



Social value cannot be a bolt-on, a hamper, or a photo opportunity.

It needs to be designed into the work:



Apprenticeships



Local Employment



Resident Support



Community
Investment



Prevention



Measurable
Outcomes

A promise made at evaluation is worthless if nobody owns the outcome after award?



If we can procure repairs at scale, why can't we procure prevention at scale?

Homelessness is not just a housing management issue.



Voids



Temporary
Accommodation



Repairs



Furniture



Support



Safety



Decency



Speed



Dignity



The question is no longer

“What rate applies?”

The question is now

“What problem are we prepared to solve?”

