



Lunch, Exhibition and break

Back at 13:25

# Andrew Burke

**HAMMAR SW**  
**4 Nov 2025**

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National Housing  
Maintenance Forum

# Topical Update

## NHMF Best Practice

*Andrew Burke*  
*Adviser*  
*NHMF*

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# What we'll cover

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**What's new in 2025?**

**How can the sector respond?**

**What resources are available?**

**Start with residents!**

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# What's new in 2025?

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## Legislation:

- Building & Fire Safety
- Band C & Net Zero Carbon
- Heat Network Regulations
- Awaab's Law

## Sector scrutiny:

- D&M, R&M – Govt, RSH & Ombudsman

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# Building & Fire Safety

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- Building Safety
  - BSR update Oct 2025
  - Building Safety Act,
  - HRBs registered – Building Assessment Certificates
  - Govt response to Grenfell
- Fire Safety
  - Regulatory Reform (Fire Safety) Order 2005
  - Fire Safety (England) Regulations

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# Heat Network Regs

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Heat Network Market Framework Regs:

- [Consumer Protection](#) started Oct 2025
- Ofgem new Regulator Jan 2026
- Technical Standards consultation
- Help & funding

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# Preparing for Awaab's Law



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## Awaab's Law: Getting ready

- Know your tenants
- Know the condition of their homes
- Keep tenants safe & healthy
- Comply with timescales

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# Awaab's Law – compliance



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## **The challenges** – timescales & reliable answers

- Review stock & tenant information
- Resident Engagement
- Review skills & experience

## **Complying with Awaab's Law**

- Holistic risk management & planned work
- New ways of working – AI, technology, etc.

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# Resources

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- [NHMF Best practice](#)
- [Getting ready for Awaab's Law](#)
- [Why Tenants are Key](#)
- [NHMF Conference: Healthy Homes](#)
- [Government statement](#) & [Press release](#)
- [Draft Guidance](#) & [Ombudsman](#)

Contact details: <https://www.nhmf.co.uk/contact/>

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## Best Practice: recent updates

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- [BSR Oct update](#)
- [PEEPs](#)
- [Heat Network Regs](#)
- [Retrofit Standards](#)
- [NHMF Awards 2025](#)
- [DLUHC - Code of Practice: Remediation of Residential Buildings](#)
- [Rethinking Repairs and Maintenance](#)

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# Best Practice: Opportunities

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- [NHMF conference 2026](#) – [Bookings](#) open
- Berlin NHMF Study Tour 2025 – [Summary report](#)
- The [Hague \(Netherlands\) NHMF Study Tour 2026](#)  
Dates 13 to 15 May 2026 – [register interest](#)  
(‘Join Waitlist’)

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# Conclusions and questions

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- Residents are key!
  - Resident engagement strategy
  - Know your residents
  - Listen to them, rebuild trust and cooperation
- Questions

Website: <https://www.nhmf.co.uk/bestpractice>

Contact details: <https://www.nhmf.co.uk/contact/>

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Chartered Environmental Health Practitioner and Member of Institute of Fire Safety Managers

Former Head of Property Safety and Technology at Orbit Group

Former Chair of the National Housing Federation's Building Safety Group ([National Housing Federation - Best practice case studies and resources](#))

Member of Building Regulations Advisory Committee (now disbanded)

Expert advisor to MHCLG on HRB working Group for Building Advisory Committee

Member of Regulatory Reform implementation group

Head of Education and Building Safety @ Totus Digital

Associate of Dataclan



“Changes to the regulatory regime will help, but on their own will not be sufficient **unless we can change the culture away from one of doing the minimum required for compliance,** to one of taking ownership and responsibility for delivering a safe system... “

Hackitt Interim report Page 6



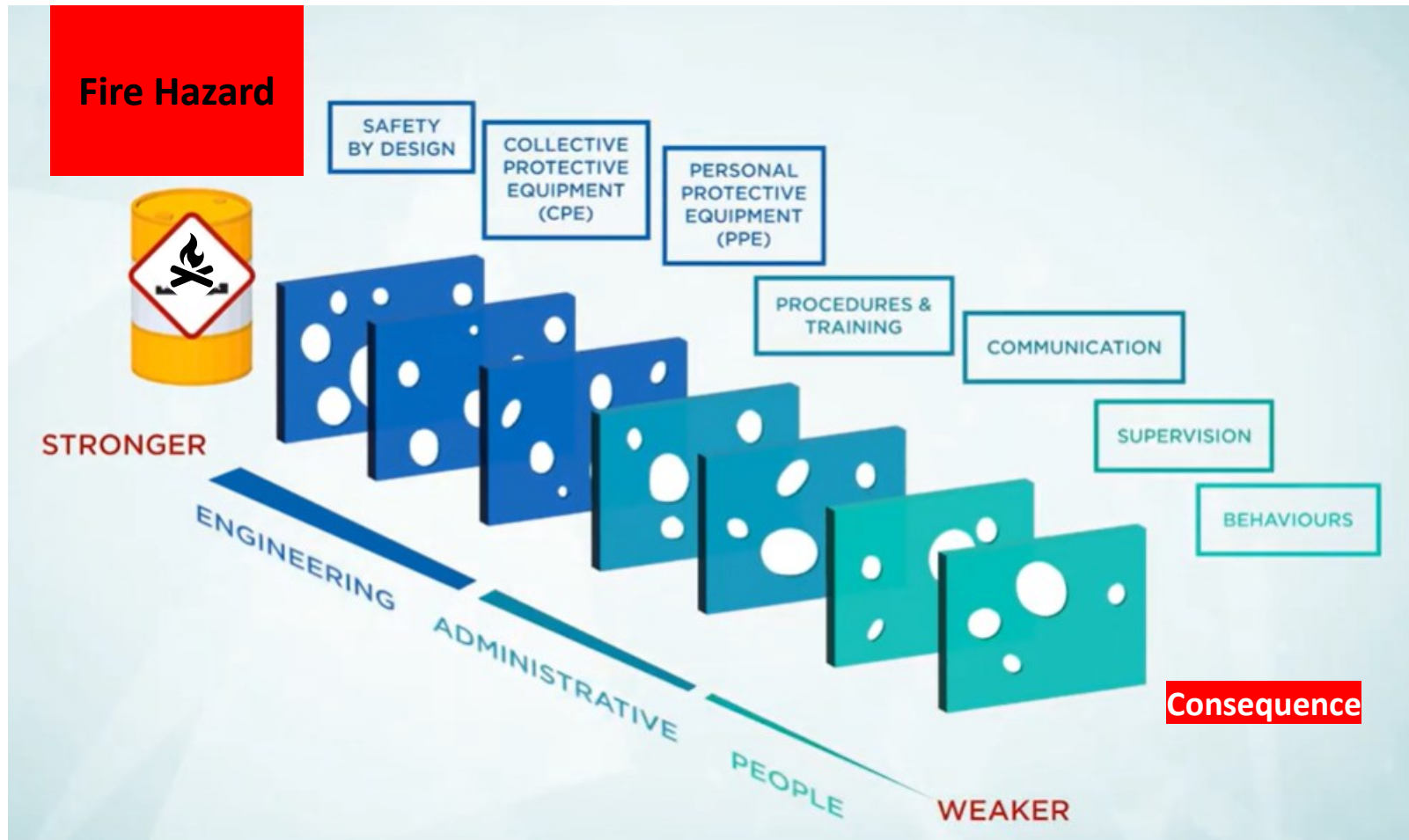


# First Stepping Stone

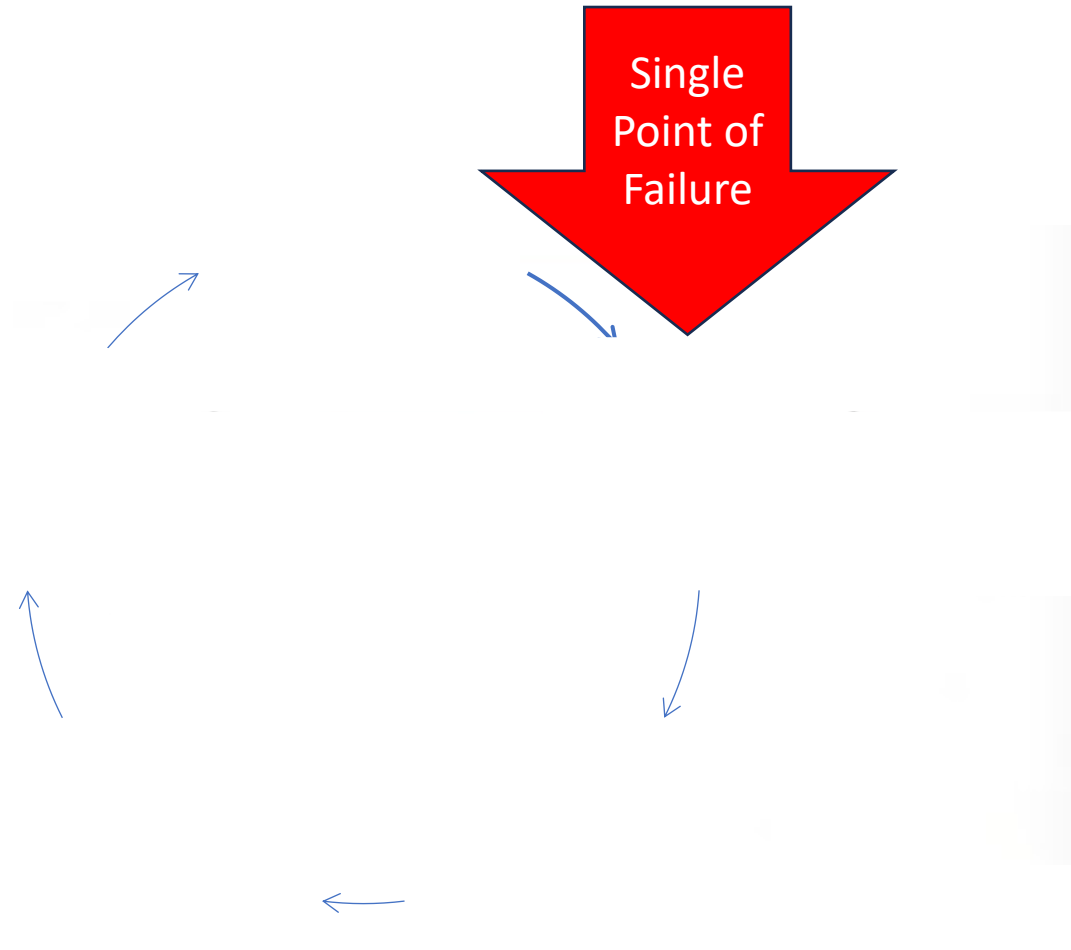


**Change your Philosophy to one of Risk Management.**

## Swiss Cheese Model



# Traditional “Compliance” Cycle







## Summerland Disaster

- Fire in 1973 on Isle of Man
- Building with new type of external wall system set light – cladding and insulation allowed rapid fire spread
- 50 people died – leading to law changes...
- 50<sup>th</sup> Anniversary recently – little/no press coverage

We have trodden this path before!



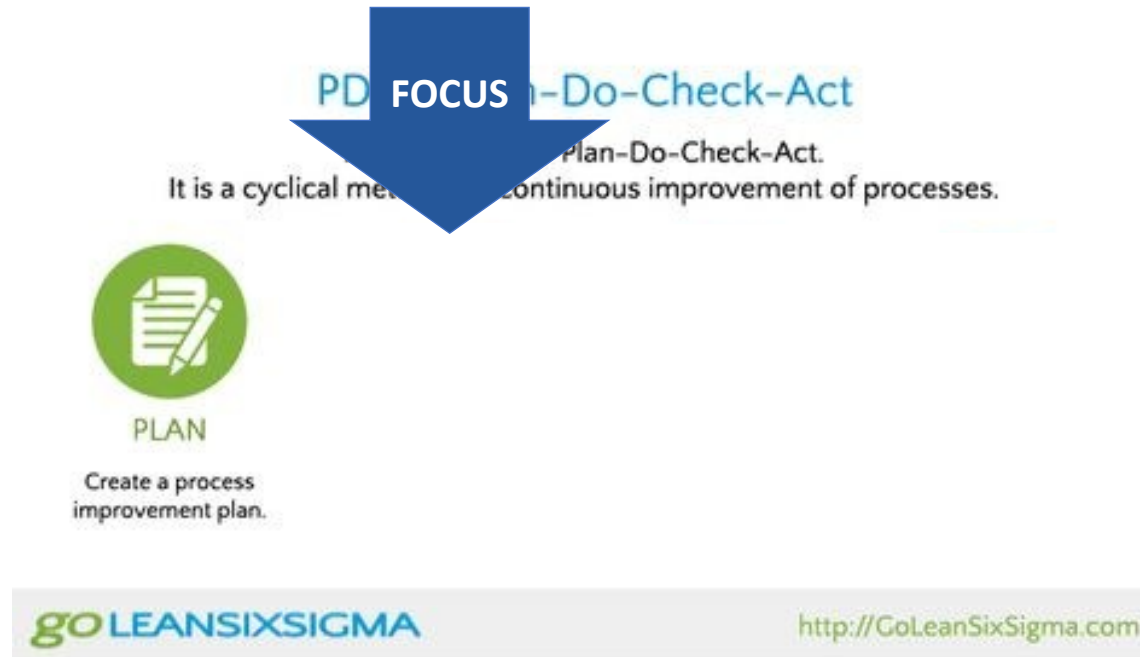


# Health and Safety at work





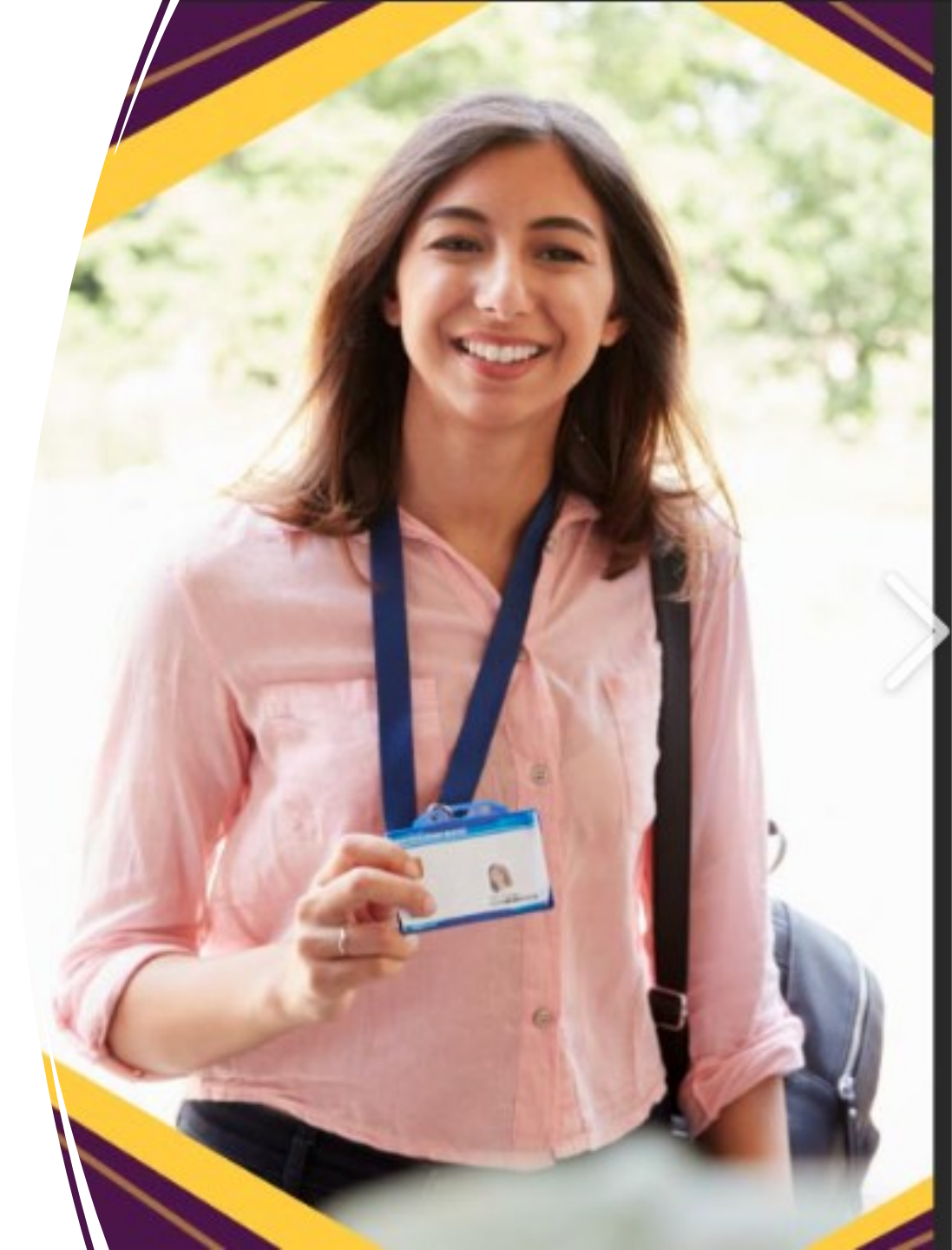
# What is PDCA?



<https://www.nhmf.co.uk/files/bulletin/NHMFBulletin2018.pdf>

# A Familiar Example

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## Second Stepping Stone



**Get serious about Information Management!**

**The idea is we were supposed to become Toyota.**



As old as  
Greek  
Philosophy







We have trodden this path before (again)!



## Building Information Modelling (BIM) under ISO 19650

Organisational Information  
Requirements (OIR)

Information requirements at an organisational  
level.



The WHY

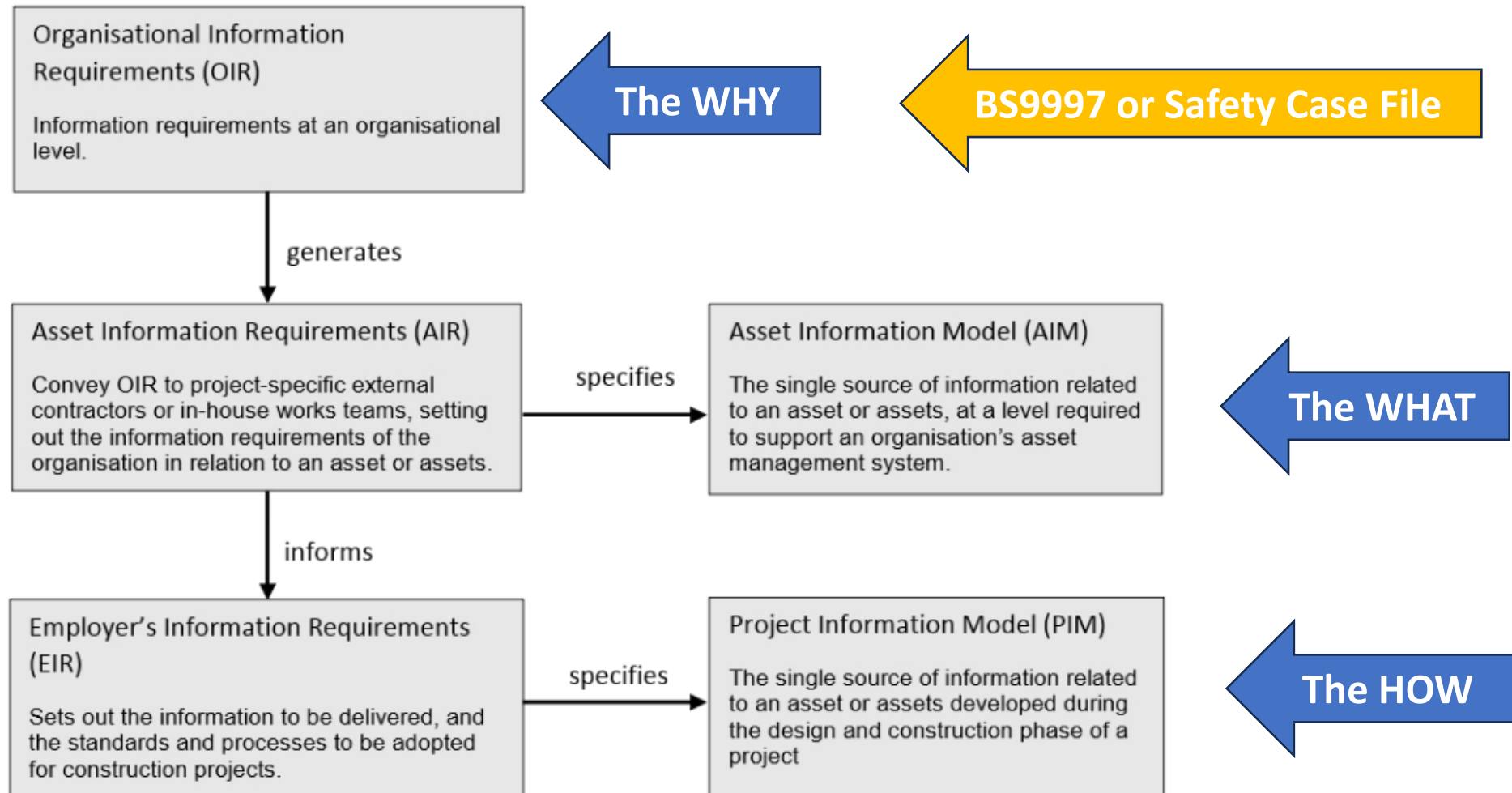


The WHAT



The HOW

## Building Information Modelling (BIM) under ISO 19650





We have trodden this path before (yet again)!

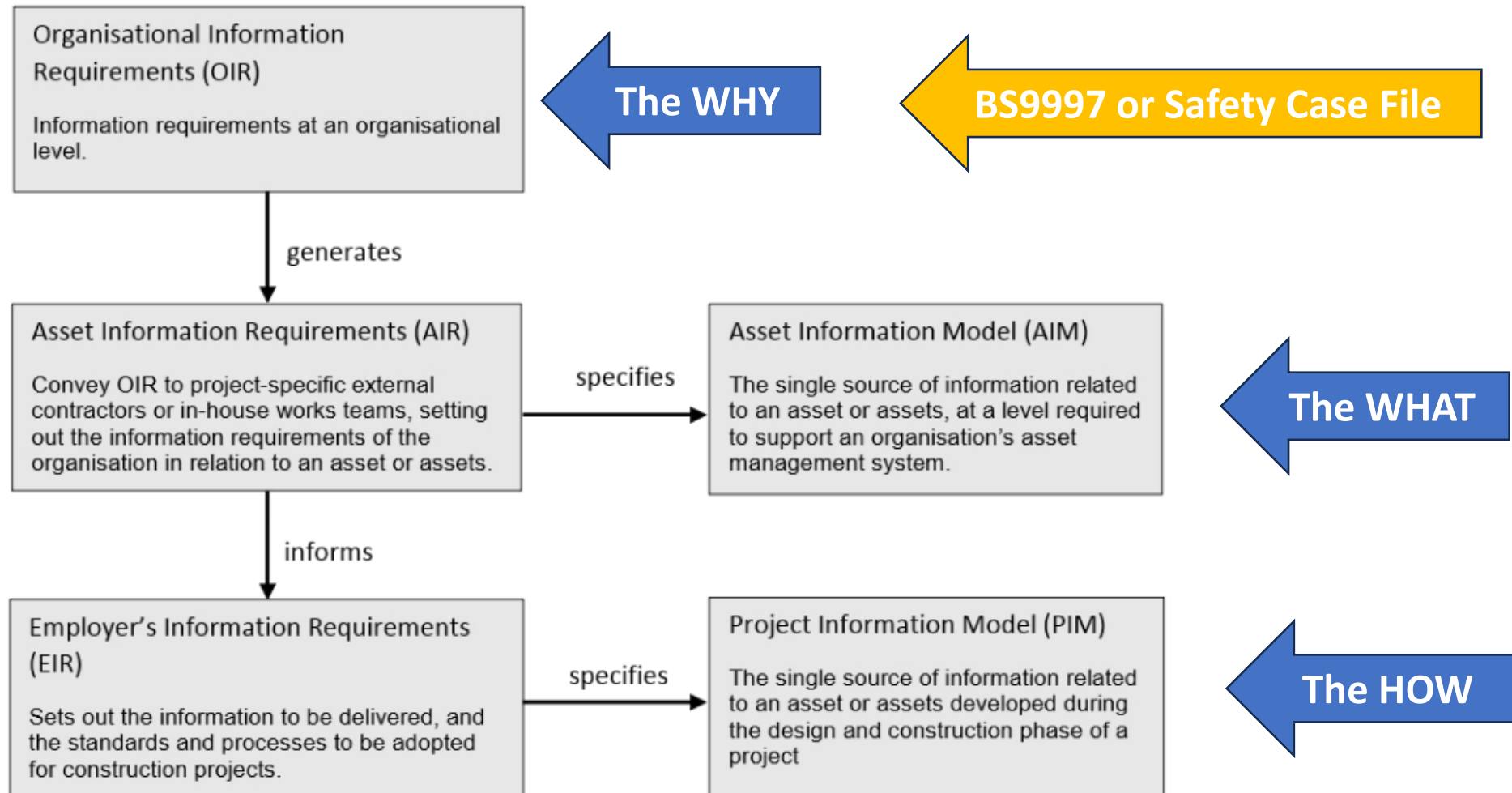


# Why is BS9997 recommended by BSR?

- It is the 'Gold Standard' for fire risk management (FRMS) in the UK
- It was developed as the result of the Rose Park fire tragedy in Scotland.
- It is designed to appreciate that managing fire safety across a large stock is very different to managing fire safety in a single building – it looks at the swiss cheese model specifically for fire.
- It is based around the Plan, Do, Check, Act Cycle
- You can achieve accreditation to this standard – which is one way to give the BSR confidence you have a well thought out FRMS.



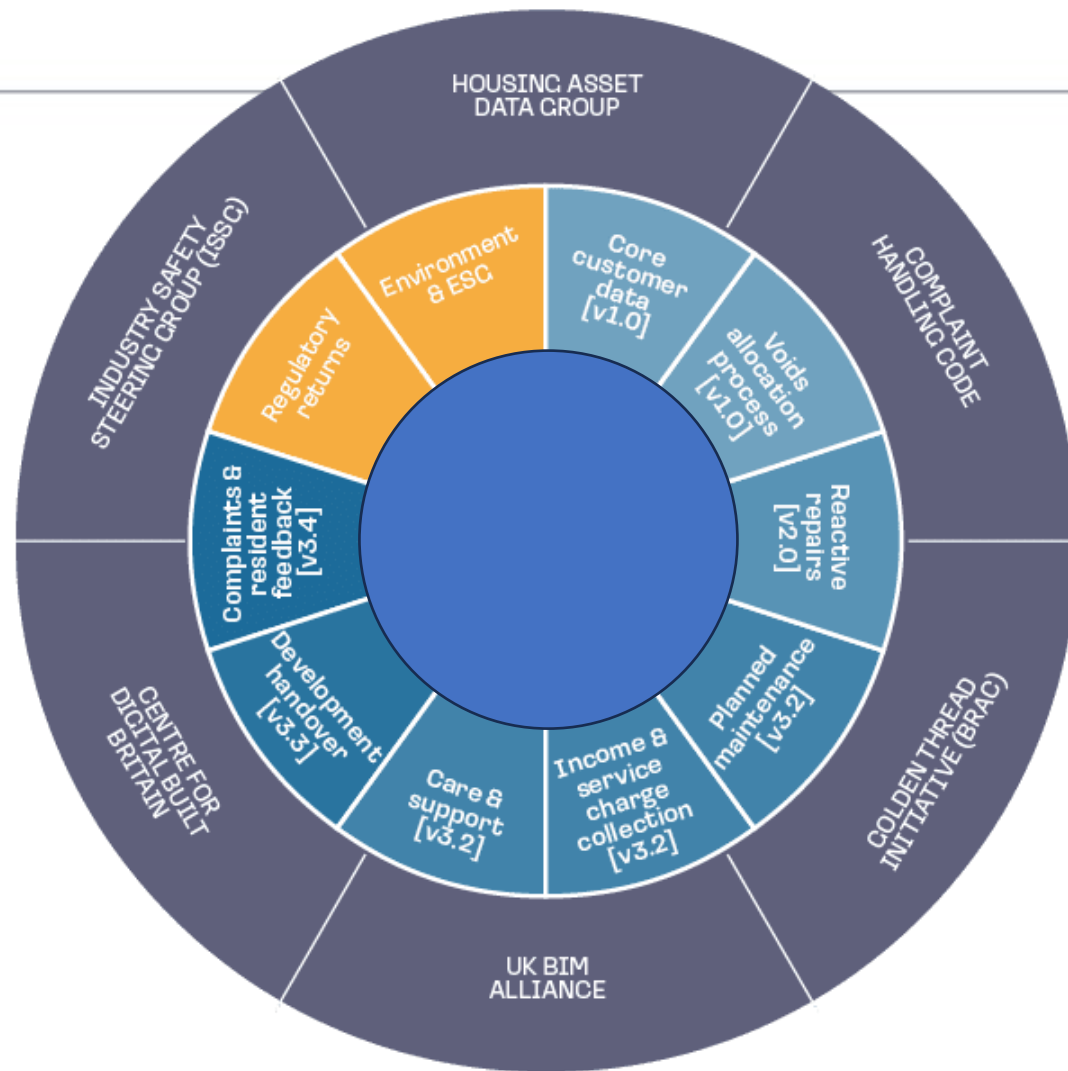
## Building Information Modelling (BIM) under ISO 19650





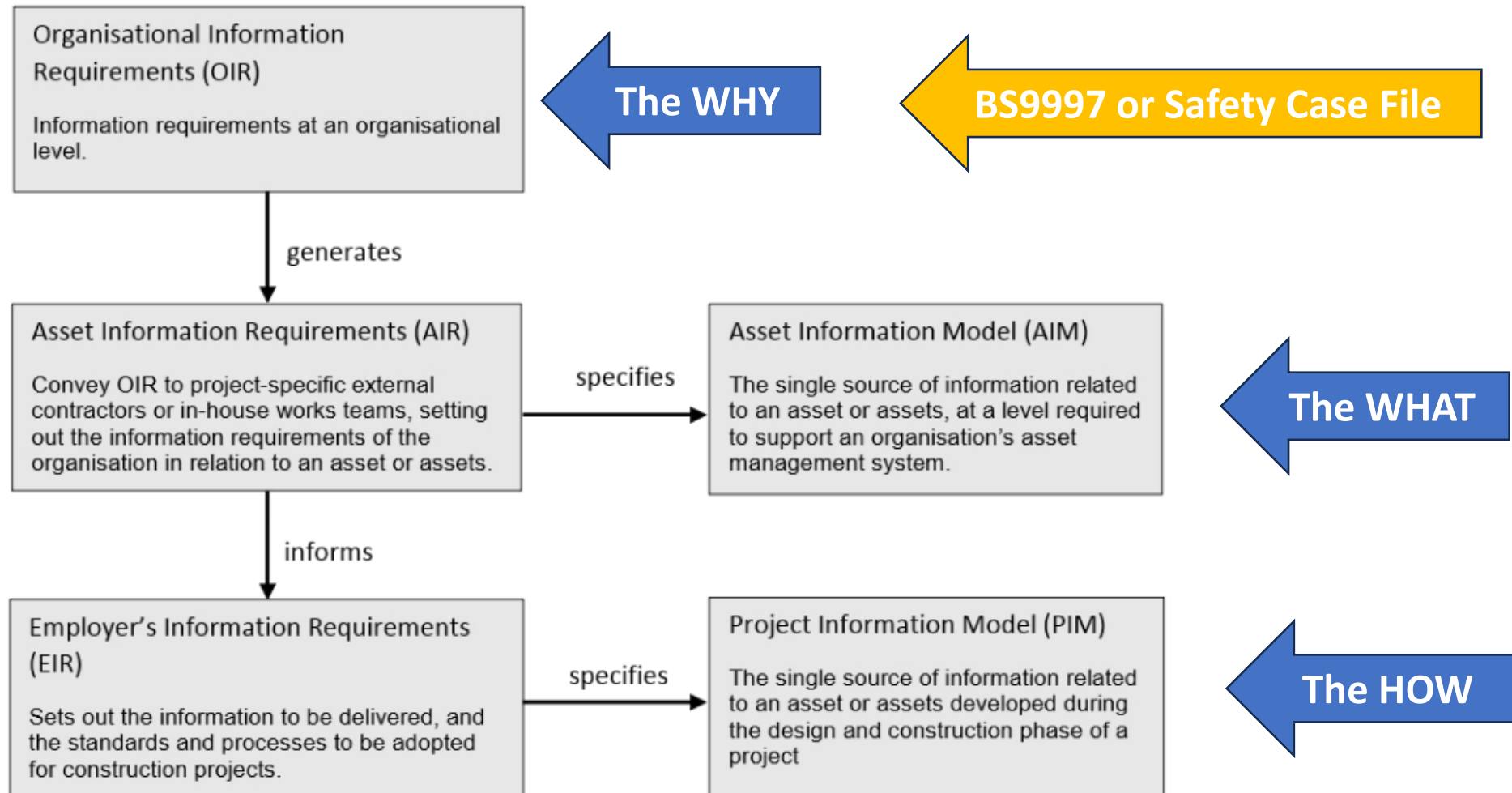
We have trodden this path before (yet again, again)!





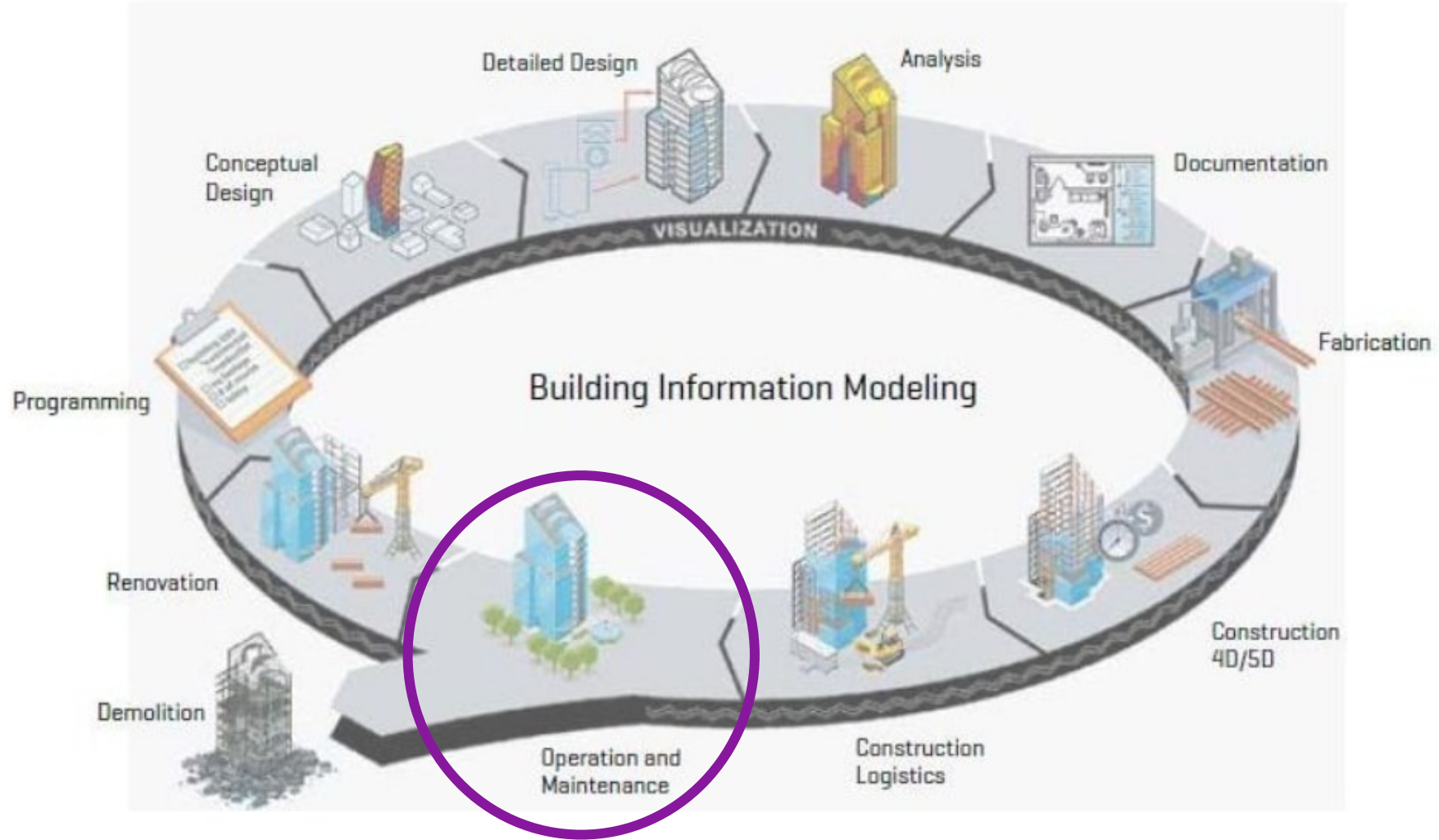
- UK HDS use cases developed and launched
- UK HDS use cases in development
- External validations of UK HDS

## Building Information Modelling (BIM) under ISO 19650





# Another Philosophical Shift Required



# What are Soft Landings? e.g. GSL or BSRIA

BUILDING HANDOVER



## **What are Soft Landings?**

## **Benefits of Soft Landings?**

## **Benefits of Soft Landings?**

OK – so there's one massive big wheel we need to invent



# The evolution of communication

Common Data  
Environment







Tea, Coffee and break

Back at 15:10