

NHMF Study Tour 2024 HAMMAR: Midland Heart 9 October 2024.

Speaker:

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| Director iON Consultants

iON

| NHMF Management Committee

| HAMMAR Southwest Committee



National Housing
Maintenance Forum



Why a Study Tour?

NHMF Vision

The NHMF is the leading body representing housing providers in delivering excellence in maintenance and asset management services through:



Championing
innovation



Bringing organisations
and people together



Sharing and
celebrating knowledge
and best practice



Collectively improving
standards



Being well managed
and financially
sustainable

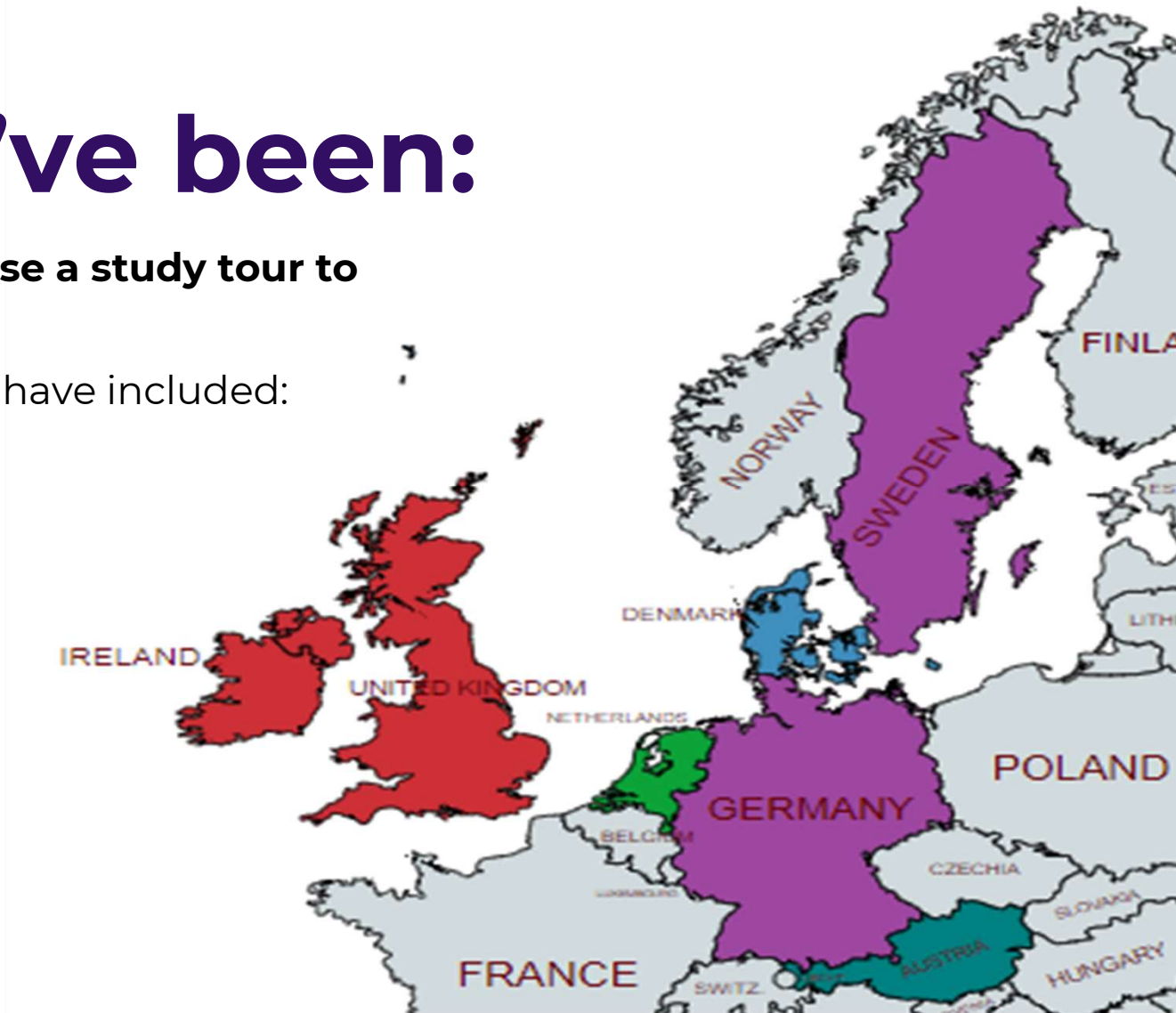


Where we've been:

Every year the NHMF organise a study tour to look at best practice.

Previous study tour locations have included:

- Netherlands
- Denmark and Sweden
- Ireland
- Scotland
- Germany
- Austria – 2022
- UK - 2023





Where we went 2024

- Sweden > Stockholm in May
- Objectives:
 - Social Housing model/equivalents.
 - Refuge/ immigration issues.
- Net Zero + Retrofit theme.
 - Ecological + sustainability focus.
 - Establish useful links (projects/research).
 - Enjoy historic Stockholm + culture.
- Visit the largest Ikea in the World.

What is Sweden known for?

- ABBA
- Ikea
- Volvo
- Meatballs
- The Nobel Prize
- Herring based dishes....



But also:

- One of the most **progressive** Net Zero / **ecological development strategies** in EU.
- Most visited **flagship eco development suburb** (Hammarby Lake City 90s/2000s).
- Very widespread **Heat network** adoption.
- Amongst the **Lowest Heat pump** install **costs** worldwide.
- **Largest residential development** in Europe (Royal Seaport) with one of the biggest heat pump + biomass plants in the EU.

However:

- Difficult 60s/ 70s concrete block estates (**Million Homes Programme**).
- Highest **gun crime** death rate in EU.
- Blighted **estates/ very real challenges** around immigration.



WHO (our hosts facilitating the visit):

- The City of Stockholm (guided technical tours) + model city.
- City Energy + ecology expert guide.
- Stockholm KTH Royal Institute of Technology (University).
- National and Regional governmental housing bodies.
- Tenant / occupant lead pressure group (Electricity).
- Large public housing Co. (*HA equivalent?*).
- Progressive Energy Design Architects.
- The City of Stockholm Museum.
- Old City walking tours.



National Housing
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DR Lowes (Regulation Alliance Project).

City Model + then Old Stockholm





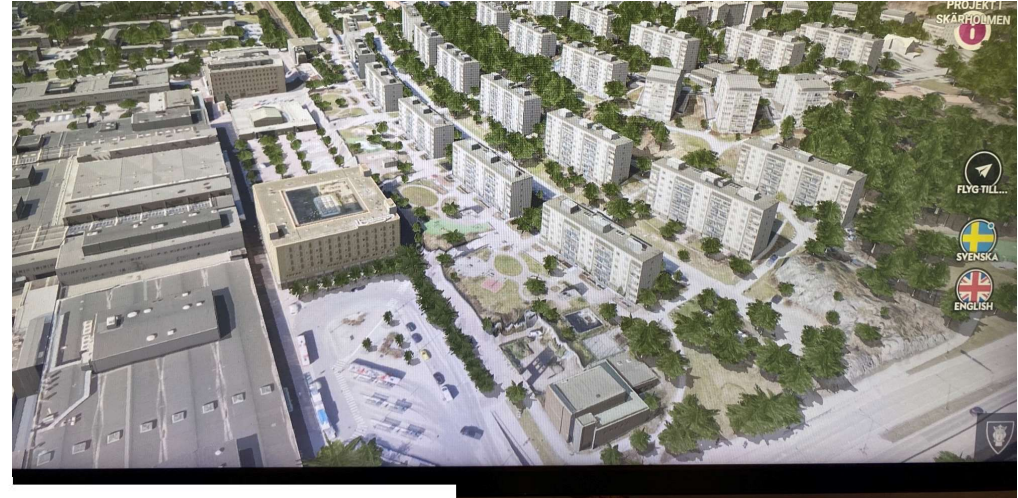
Public Housing in Sweden.

- 1922 to 1932 Swedish experiment with 'Social Housing'. 10,000 homes. BUT Stigmatised / alienated / demeaning so model rejected.
- Rent subsidy system employed instead.
- More than 3 out of 10 million Swedes live in rental housing.
- Over half live in public housing, i.e. municipally owned rental housing.
- However, there are also challenges.
- Million Homes Programme needs extensive improvement work.
- A need to invest in energy efficiency improvements.
- 'Exclusion' needs combating in many residential areas.
- Housing shortage but build costs high.
- Legislation means public housing companies have to combine social responsibility with a business-like approach.





Focus Skarholmen: Million Homes Programme.



Focus Skarholmen: Million Homes Programme.





Focus Skarholmen: Million Homes Programme.



Planning Action Area: Gentrification (+40% density)?



Hammarby Sjöstad Eco Suburb
(2004 Olympic Environmental Village model)



Hammarby Eco Suburb / Lake City



Hammarby Eco Suburb / Lake City



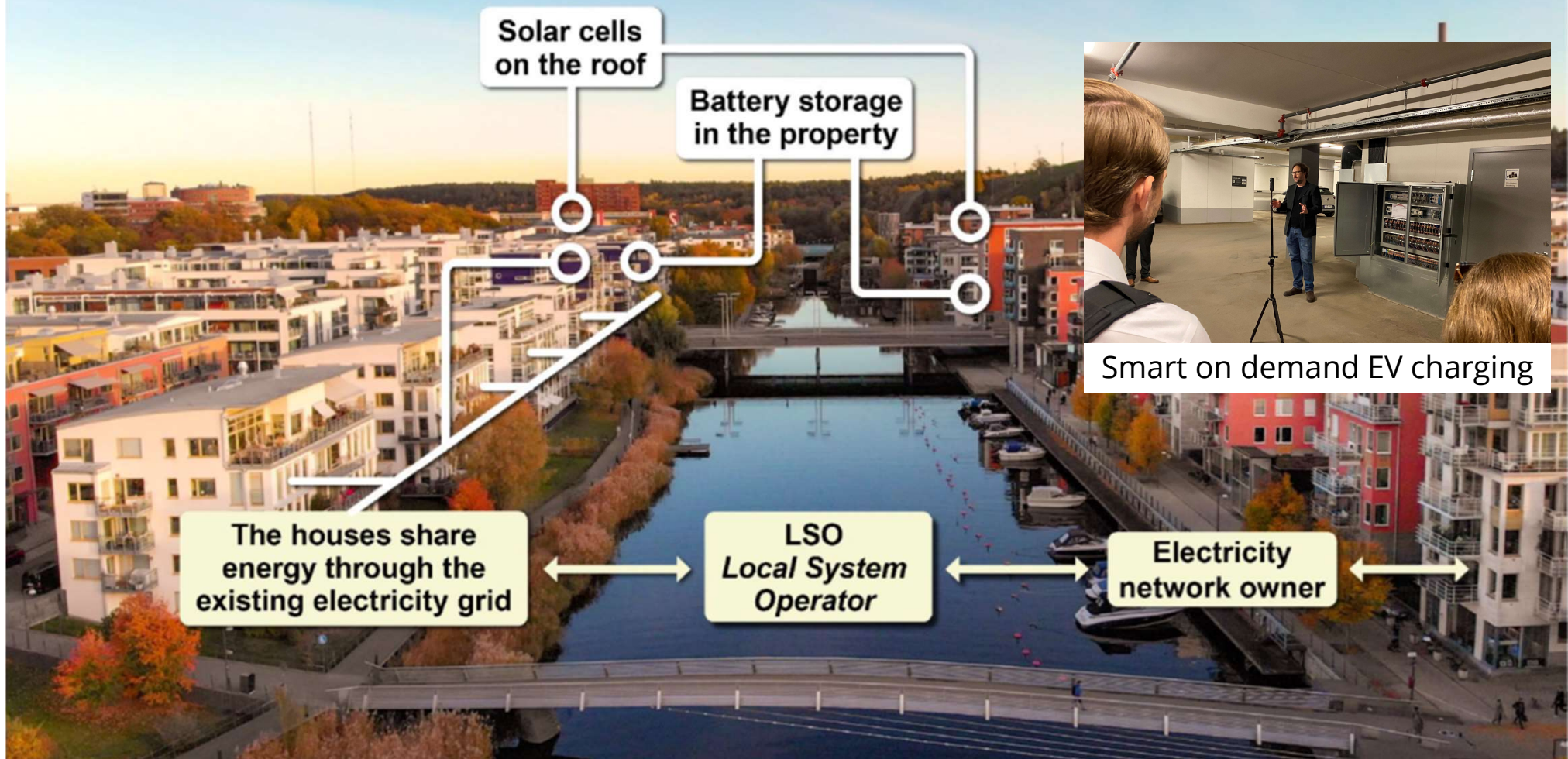


Hammarby 2.0 / Electrocitiy:

- 26 Housing Associations.
- 13,000 residents.
- Resident lead action group. Work Together.
- Original design criteria not met and greater efficiency potential.
- Joint procurement and utilities challenge > smarter working + reduced costs. Cleaning/ Garden Maintenance/ Recycling.
- Energy Group Employed – Microgrid.
- Better data management = demand efficiencies.
- 50% less purchased energy.
- Increased Renewable/ locally produced electricity. Stored and shared.
- Smarter on-demand EV charging > cost.
- Carpool + E Bikes.

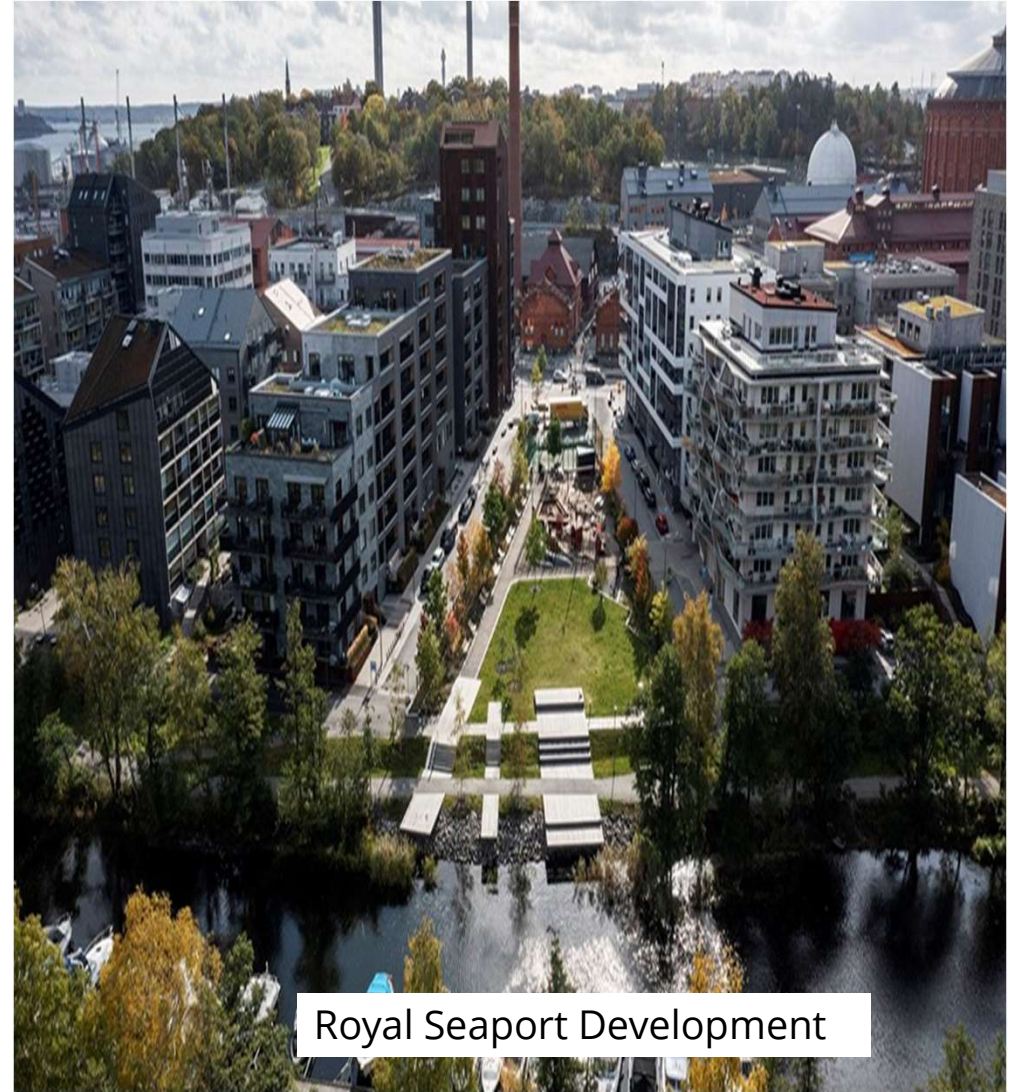
This is how a microgrid works

Hammarby Sjostad
Electrocity Energy Steering Group Initiatives.





Royal Seaport Development



Royal Seaport Development



Royal Seaport Development



Stockholm City + Targets:

- 80 - 85 % of all buildings connected to district heating system.
- The rest have heat pumps.
- Fossil fuel free city by 2040.
- Climate positive city by 2040.
- Fossil fuel-free city organization 2030



Headline 'take home' from Sweden

- Inspirational what can be achieved (capital city), but possible 50-year head start over UK. Takes time to refine.... *UK has allot to do!!*
- Heat networks contribution significant (+ fuel poverty/ >D&M).
- The role of IT / data in maximising carbon reduction.
- Effective resident group model (Electricity). Engagement for UK tenants important for success.
- Issues around immigration/refugees Global warming now demanding a Global solution?
- *Cranberry sauce with Meatballs!*

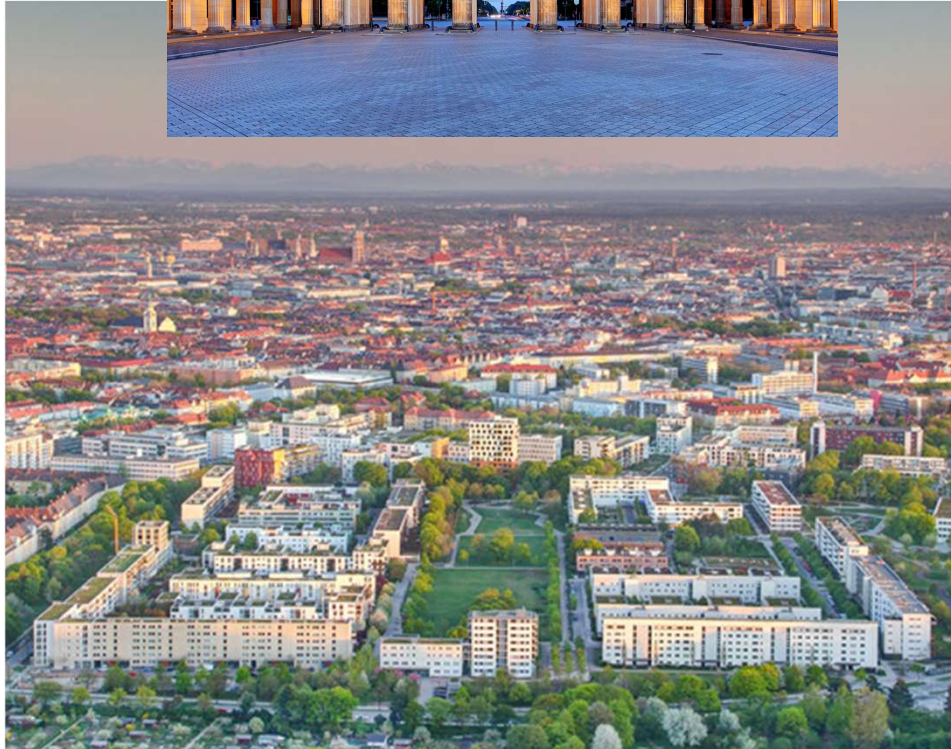


Summary Sweden Report

- 2024 Study Tour Report is now live! You can access the full report by clicking on the NHMF Web Site link below:

<https://www.nhmf.co.uk/files/dmfile/nhmf%2Dstudy%2Dtour%2Dreport%5Ffinal.pdf>





NHMF Study Tour 2025:

- Where: **Berlin/ Germany**
- Focus: **REPAIRS & MAINTENANCE**

CONTEMPORARY EFFICIENCY APPROACHES

- When: **14-16 May 2025**
- Pre visit: November 2024

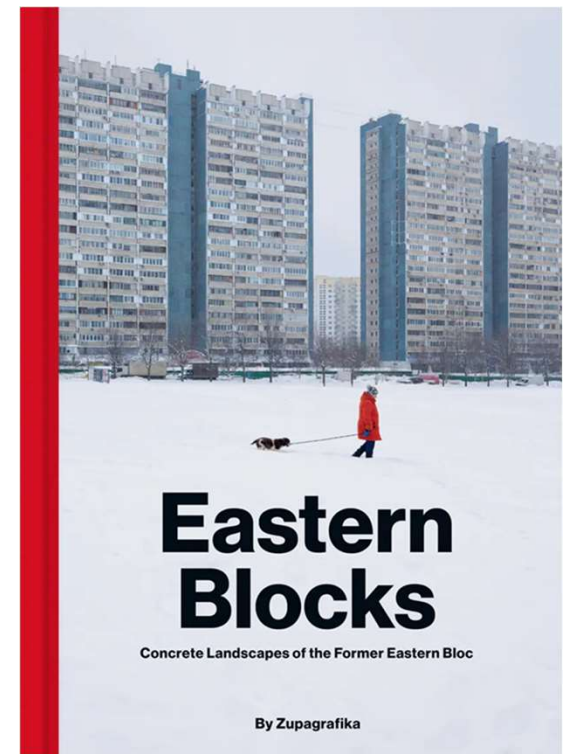


NHMF Study Tour 2025

SPECIFIC FOCUS:

Repairs & maintenance agenda/ parallels (hosted by large social housing provider)

- Efficiency through smart deployment of technology
- Use/ deployment of A.I. + diagnostics
- Procurements/ contract arrangements
- Cost models + comparables
- Call centre management & resident communication
- Materials use (including NZC/ Retro-fit measures)
- Vehicles use
- Voids + relets
- Major works + refurbishment
- NZC road map/ targets/ position
- Differences and similarities of approach



NHMF Study Tour 2025

SPECIFIC FOCUS:



Social Housing model + comparisons

- History and approach (former eastern bloc + western bloc)
- Integration between east & west Germany (especially legacy Eastern Bloc accommodation + infrastructure)
- Housing types/ age & configuration/ challenges
- Funding models
- Tenant/ resident voice + empowerment
- Immigration/ Migration/ Refugees crisis political response currently (Angela Merkel 2015 open boarder + over 1M refugees from Ukraine so far)

Historic berlin / walking tour

- Cold war (checkpoint Charlie + berlin wall/ DDR museum/ post war rebuilding etc)
- Modern + cultural city
- Architecture: including East versus West legacy

NHMF Study Tour 2025

SOME FORMER EASTERN BLOC HOUSING IN BERLIN – CASE STUDIES AVAILABLE



<https://foothill.edu/german-unification-study/housing.html>



Some Events to Watch Out For



Next HAMMAR Southwest Seminar Day:

Focus: Fire Compliance Conference.

- Joint conference hosted by:
 - HAMMAR Southwest
 - National Social Housing Fire Strategy Group
 - Homes for the Southwest Fire Safety Group
- Exhibition space + busy topical seminar program
- Headline national speakers
- Wide networking opportunities (150 delegates in 2024)
- See the regional page of NHMF Web site for further information.
[NHMF: Southwest Regional Group](#)
- Let me know if you/your organisation want an email invitation.
- Please alert colleagues (*let us know who is relevant*).

**23rd October 2024 –
Sandy Park Exeter, Devon**



FORTHCOMING NHMF EVENTS

- **NHMF training day:**
the **NHF Schedule of Rates Form of Contract 2023** - Versatility and detail.
- Tuesday 26 November 2024, Manchester Marriott Hotel Piccadilly 91 London Road, Manchester, M1 2PG | 10:00 - 16:30
- [NHMF: NHMF Training](#) (26th Nov in Manchester)
- **NHMF Maintenance Conference:**
21st & 22nd January 2025, Crowne Plaza, Stratford Upon Avon.
- [NHMF: NHMF Maintenance Conference and Exhibition](#)
- Do please do attend and consider submitting an application for the 'best practice' awards:
- Best Customer Impact / Most Innovative Property Service / Best Net Zero Carbon Initiative / Rising Star Award / Apprentice of the Year / Delegates' Choice Award.

Thank you. Questions?



Contact: julian@ion-consultants.co.uk

Remember
the next HAMMAR
Southwest
Seminar
23rd October
Sandy Park
Exeter.

