HAMMAR South-West Technical Briefing Day

22/04/2026

Fleet Air Museum, Yeovil (RNAS Yeovilton)

Welcome, Introduction & Housekeeping
Fire alarm, phones, toilets.

National Housing Maintenance Forum

Hosts for the day:

Stephanie Lloyd Foxe – Magna Housing (NHMF Chair)

Steve Coles - Abri

Phil Bristow

Julian Ransom – iON-Consultants
(NHMF Man. Committee + HAMMAR Midlands Committee +
Community Housing Cymru Asset Management Community partner)

National Housing Maintenance Forum

HOUSING ASSET MANAGEMENT MAINTENANCE AND REGENERATION

SOUTH WEST HAMMAR

Purpose of HAMMAR:

"Forum for sharing information, improving knowledge and communicating with like minded people in Housing Association Asset Management Maintenance and Regeneration"

NHMF is serviced by

Today's Agenda

Technical Seminar Programme:	
08.30 – 9:00	**Arrival and coffee/ biscuits.**
09.00-09.05	**Welcome**/ Housekeeping. HAMMAR Southwest Committee.
09.05 – 10.30	**A. Asbestos Compliance/ Industry Update:** This compliance refresh will cover updates on current HSE asbestos campaigns/consultation/targets, for reform of the Control of Asbestos Regulations 2012 (WPC recommendations re the use of the NNLW work category, asbestos surveying, + the independence of the four-stage clearance process), experiences from those recently subject to HSE visits, and other acm hot topics, including why treating mould affected textured coatings generally constitutes a NLW task, and contaminated play sand. **B. To 'Non-Licence or Not Non-Licence' – 'the good the bad and the ugly'** : interactive Asbestos Compliance Practical (with two audience 'volunteers') demonstrating how it should/ should not be done. **Catherine Howard - Senior Asbestos Consultant, iON-Consultants.** **Julian Ransom - Director, iON-Consultants** *(facilitating).*
10.30 – 10.45	**Comfort + Refreshments Break.**

10.45 – 12.15	**Transforming Homes Project: 'Hands on Workshop'** Engaging with your residents regarding retro-fit programmes/ options and measures. The Transforming Homes team will lead a 'hands-on' workshop focusing on effective solutions for the transformation of existing homes. Using the design-led approach being developed through this project, participants will work to explore 'beyond-retrofit' solutions, using resources provided by the TH team. This engaging activity, will provide an opportunity to learn about the work being undertaken across the Transforming Homes project and contribute participants own ideas and feedback, to shape the transformation of homes for current and future generations and engage your resident groups in the same way. **Prof Jo Patterson - Cardiff University** **Laura Brain - Cardiff University** **Joel Cady - Cardiff University** **Dr Emma Taylor - University of Bath** **Dr Lucy McFazdean - University of Exeter** **Dr Louise King - University of Bath**

Today's Agenda

12.15 – 12.25	**Fleet Air Museum:** Briefing about the Royal Navy venue & museum.
12.25 – 13.25	**Buffet Lunch and Networking**
13.25 – 14.10	**Decarbonising heating: shared ground loop GSHP systems for Social Housing**. This session will include some key themes including: • Overview of GSHP technology i.e. how does a GSHP work • What is a shared ground loop GSHP system i.e. benefits over individual GSHP • Social Housing: typical landlord and resident benefits - touching on running costs, grid capacity, etc • What does a typical project look like - from design through to installation • Practical case study examples - covering retrofit as well as new build. **Stuart Gadsden - Director - Social Housing, Kensa.**
14.10 – 14.55	**'Unpicking' the Plan for Warmer Homes:** Understanding the new UK Warm Homes Plan, Future Homes Standard (hopefully) and a residential sector low carbon energy overview & update. **Emma Fletcher - Low Carbon Homes Director, Octopus Energy.**
14.55 – 15.10	**Comfort + Refreshments Break.**
15.10 – 15.50	**The 2035 Decent Homes Standard: deadline is a warning, not a window:** The government's overhaul of the Decent Homes Standard (DHS) is welcome and long overdue. No government has substantively updated the standard in more than 20 years, and the proposed changes will take almost another decade to fully implement. The session will examine the changes to the standard and what Landlords should be proactively doing to ensure compliance over the expected implementation timeframe. **Mark Astbury & Kevin Hartshorn – Ridge & Partners LLP.** (working with the affordable housing team)
15.50 – 16.20	**Full Sector Update.** Summary topical social housing/ related sector activity + legislation update. **Andrew Burke – National Housing Maintenance Forum (NHMF).**
16.20 – 16.35	**Open Floor:** Future Topics Discussion & **Closing Address**: HAMMAR Southwest Committee.
	Complete/ hand in feedback forms. *Optional (free) access tour of Fleet Arm Museum .*

09.05-10:30

National Housing Maintenance Forum

Cat Holmes and Julian Ransom iON Asbestos Compliance Update & ‘To Non-License or Not to Non-license🤔?’

Asbestos Compliance Update
&
‘To Non-License or Not to Non-license 🤔?’

HAMMAR SW Technical Briefing Day
Wednesday 22nd April 2026

Presented by:
Cat Howard CoCA MFAAM
&
Julian Ransom (Legend)

Introduction

iON Consultants is an independent multi-disciplinary Safety, Health, Environmental and Quality (SHEQ) consultancy specialising in asbestos assurance, construction safety, ISO management systems, health and safety and training.

Our collective organisation competency offers a unique and impartial approach to supporting duty holders in achieving compliance.

Our mission is to **raise industry standards**, foster ethical business practices and cultivate a sustainable and resilient safety culture.

Our experienced asbestos specialists have worked as consultants, contractors, UKAS assessment managers and duty holders (e.g. as a Housing Association Technical Director). We draw on this comprehensive skill set to support all aspects of asbestos management. Together, we are proud to lead the way in driving quality standards up across the industry.

https://www.ion-consultants.co.uk/

Charity Partner: Mesothelioma UK

Mesothelioma UK are the national charity for anyone affected by Mesothelioma, a **preventable** cancer caused by exposure to asbestos.

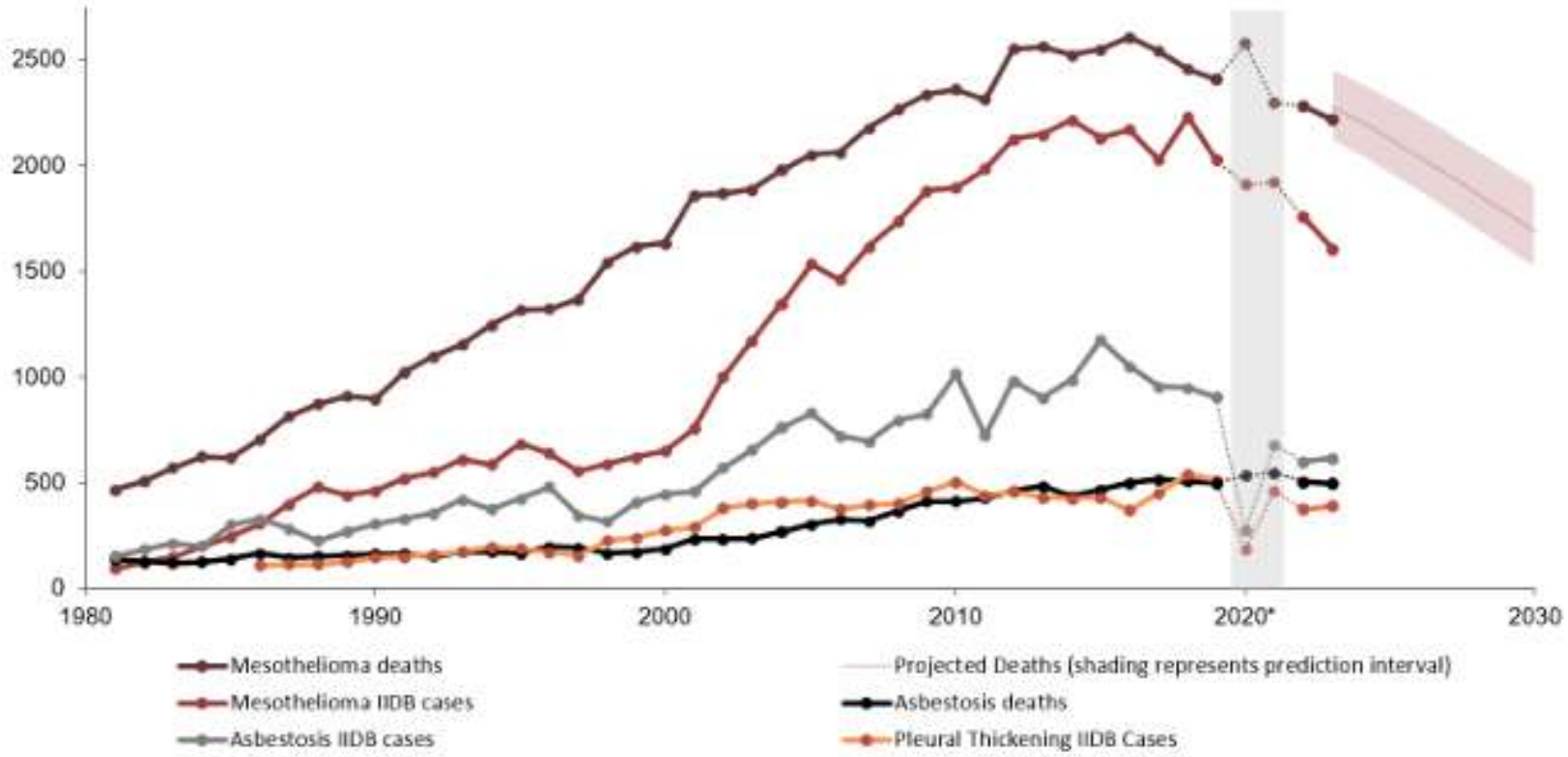
Mesothelioma UK campaign for stronger NHS structures to ensure timely diagnosis, equitable access to specialist care and improved outcomes for patients living with mesothelioma.

This July, **iON Consultants** will take on the Peak District **Ultra Challenge®** to raise funds for **Mesothelioma UK**. We're joining 3,000 other adventurers on a two-day endurance challenge consisting of 100km, 50km and 25km loops with up to 2,150 metres of ascent!

Donate today at **https://lnkd.in/etunkrTx**.
Thank you for your support!

Cases and Death Tolls

Figure 1: Mesothelioma, asbestosis, and pleural thickening: time trends in annual deaths and Industrial Injuries Benefit Disablement (IIDB) cases



Latency periods:

Mesothelioma 15-60 years
Lung Cancer 20-30 years
Asbestosis 10-30 years

NB: Peak imports 1960-1970

NB Figures in the 2025 report are based on statistics up to 2023
*Industrial-injuries-disablement-benefit

Agenda

A. ASBESTOS COMPLIANCE UPDATE

HSE Update
HSE Visit Experiences
Topical Industry News

B. TO NON-LICENSE OR NOT TO NON-LICENSE

A presentation on Non-Licensed work exploring the pros and cons of having ‘in-house’ competency.

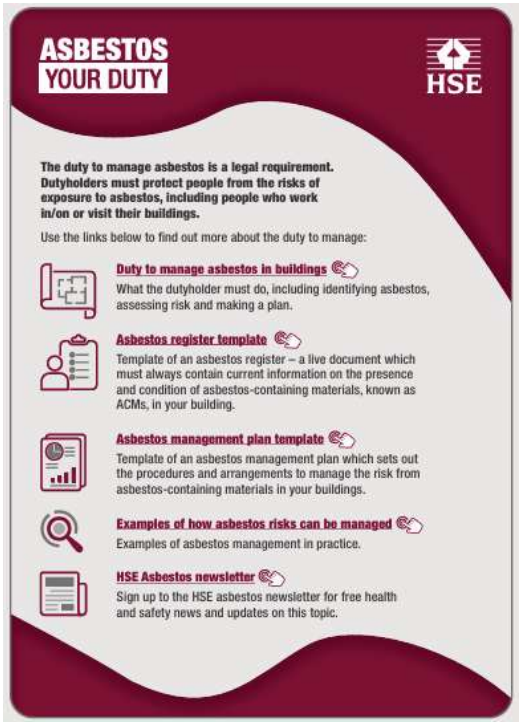
Featuring an interactive Non-Licensed practical demonstration.

Protecting people and places

HSE strategy 2022 to 2032

HSE Update: Campaigns

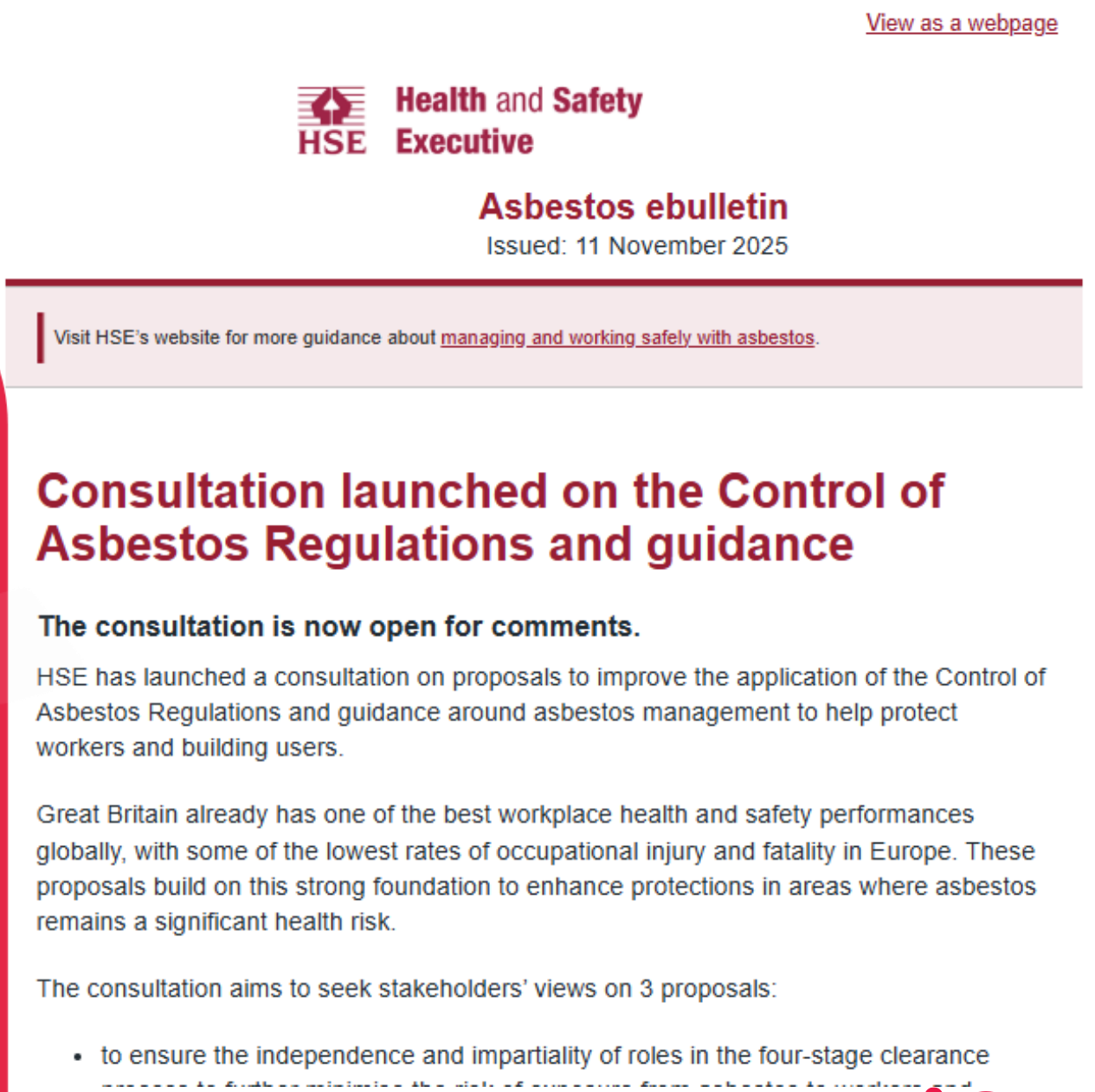
- ✓ Third year of the **'Asbestos & You'** campaign.
- ✓ **AIM:** To help tradespeople understand the risk of exposure to asbestos and how they can protect themselves and others.
- ✓ **'Asbestos Your Duty'** campaign launched Jan 2024.
- ✓ **AIM:** To highlight the risk of asbestos in buidlings and raise awareness of the legal duty to manage those risks.



HSE Update: Consultation

Asbestos HSE Consultation following parliamentary committee review of legislation – now closed.
Three main proposals:

1. Ensure analyst independence/impartiality.
2. Improve the quality of asbestos surveys.
3. Clarify work that constitutes Notifiable Non-Licensed Work.



View as a webpage

Health and Safety Executive

HSE

Asbestos ebulletin

Issued: 11 November 2025

Visit HSE's website for more guidance about managing and working safely with asbestos.

Consultation launched on the Control of Asbestos Regulations and guidance

The consultation is now open for comments.

HSE has launched a consultation on proposals to improve the application of the Control of Asbestos Regulations and guidance around asbestos management to help protect workers and building users.

Great Britain already has one of the best workplace health and safety performances globally, with some of the lowest rates of occupational injury and fatality in Europe. These proposals build on this strong foundation to enhance protections in areas where asbestos remains a significant health risk.

The consultation aims to seek stakeholders' views on 3 proposals:

- to ensure the independence and impartiality of roles in the four-stage clearance

HSE Update: Current Work Stream - Track Back

- ✓ Third party service providers being held accountable for failings.
- ✓ Focus is initially on a series of service providers including **asbestos surveyors.**

HSE Update: Track Back Survey Issues:

- ❑ Caveats – generic and undermining
- ❑ Poor quality provision of information – misleading
- ❑ Lack of Scope of survey
- ❑ No access areas – not marked
- ❑ Accessibility of ACM’s present
- ❑ Conclusions often generic
- ❑ Missing areas
- ❑ Significant cross referencing or presumption

FAAM Trilogy:

1. National Register of Qualified Asbestos Surveyors.
2. Asbestos Survey Buyers Guide.
3. Surveyors Standards Statement.

FAAM
FACULTY OF ASBESTOS ASSESSMENT AND MANAGEMENT

HSE Visit Experiences

- ✓ Domestics left to the SH Regulator.
- ✓ Focus on individual AMPs per buildings – e.g. sheltered accommodation
- ✓ What about common areas/communals?
- ✓ Emergency arrangements
- ✓ Resilience testing

Mould & Damp vs Asbestos

Practical considerations

- Awaab's Law -27th October 2025
- Has the textured coating been sampled and tested for asbestos?
- If yes, does the presence of the mould and the nature of the treatment make this Non-Licensed work?

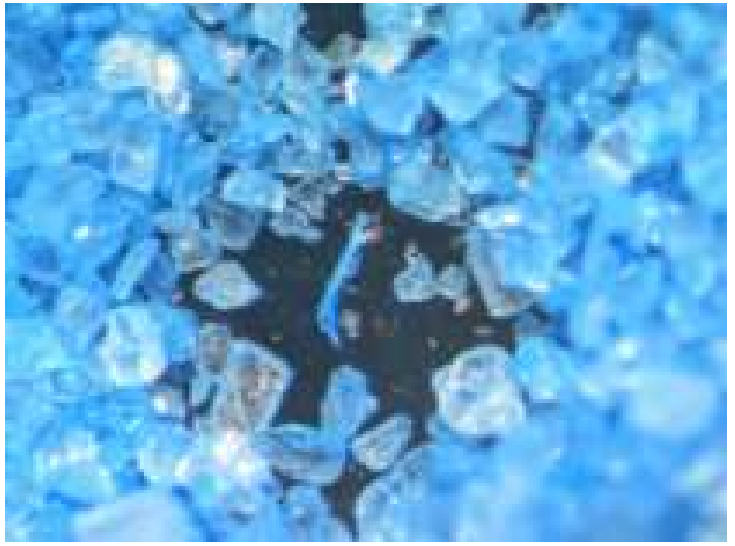
  (Note: there is no HSG210 task sheet*)
- Does treatment solve the issue?
- Is it better to go for full removal?

Asbestos in Play Sand

- **Nov 2025:** Australia issues recalls of childrens coloured sand containing tremolite.
- **Jan 2026:** A British mother recognises the same products on Hobbycraft's shelves. 3 out of 5 test positive, products withdrawn.
- **Mar 2026:** Gov produces technical advisory noteon testing such products for asbestos. Recommends SEM and TEM.
- Recalls now occurring weekly and cleanup/disposal 'advice' is poor.

CASA Environmental Services Ltd

- 56 play and decorative sand samples analysed via Polarised Light Microscopy (PLM).
- 40 samples were positive for asbestos **(71.43%)**
- The asbestos fibre types identified were Either Fibrous Tremolite, or a combination of Fibrous Tremolite and Chrysotile.



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‘To Non-License or Not to Non-license 🤔?’

Kahoot Quiz

- **What do we know about Non-Licensed Asbestos Work?** Let's see what you know in a mini Kahoot Quiz
- 10 questions -winner takes all (Haribo)!
- Up to 20 participants.
- One FAST representative from each organisation perhaps?

Library - Kahoot!

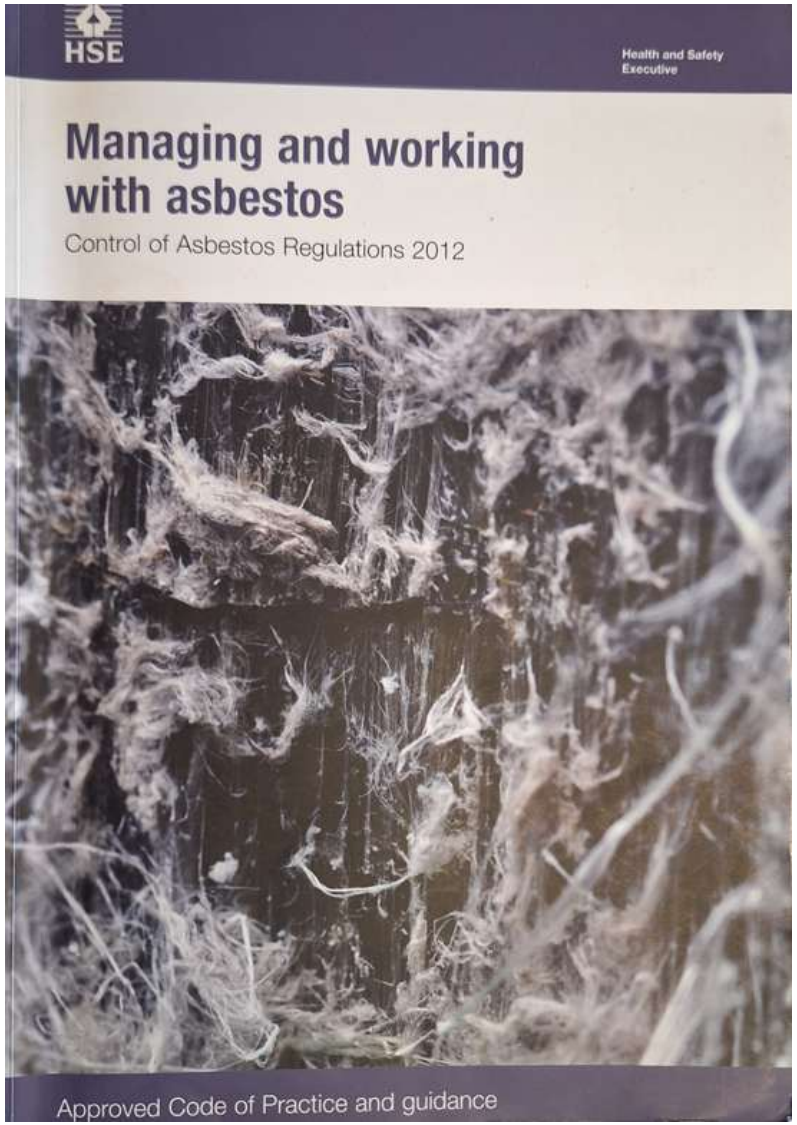
Kahoot!

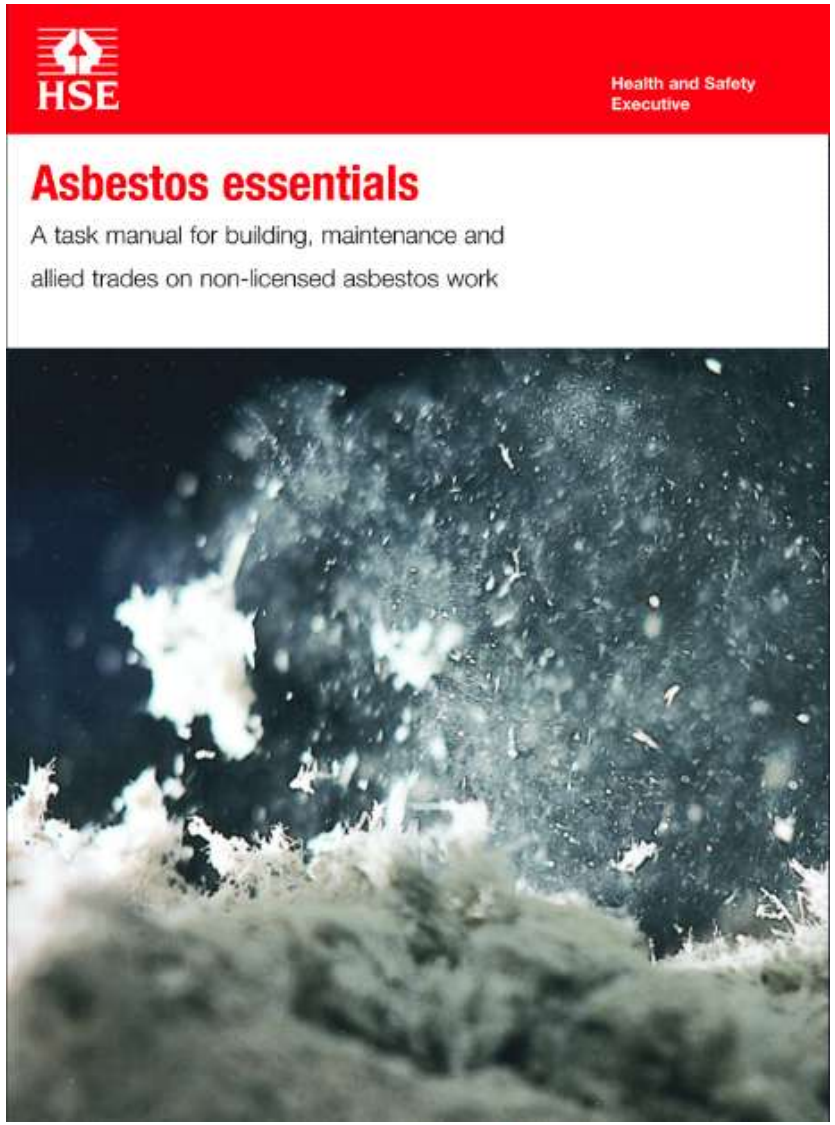
NL:
The Good
The Bad &
The Ugly

As we continue to conduct extensive Asbestos Compliance Reviews for numerous organisations, we see the good, the bad and the ugly so let's start on a positive note with Clint:

'The Good!'

Legislation & Guidance





Legislation & Guidance

HSE

Health and Safety Executive

em5 asbestos essentials

Wetting asbestos materials

Equipment and method sheet

Non-licensed tasks

This information will help employers and the self-employed to comply with the Control of Asbestos Regulations 2012.

It is also useful for trade union and employee safety representatives.

Only carry out work if you are properly trained and have the right equipment.

Remember:

- Asbestos fibres can cause fatal lung disease and lung cancer.
- Check what you're working on before you start.
- Read the safety checklist and sheet a0.
- You must be trained to work safely with asbestos materials.

What this sheet covers

This sheet explains why you must wet asbestos materials before working on them, and how to do this.

The spraying technique can also be used when painting or sealing asbestos materials.

Damp asbestos materials release far fewer asbestos fibres into the air. Don't drench them and create a waste 'slurry'. Electrical equipment in the area needs to be isolated and protected.

Equipment

- Wetting agent – or you could use liquid detergent as an alternative
- Sprayer, either a garden type spray or a low-pressure spraying machine less than 3.4 bar (50 psi)
- Brush or roller

Procedures

- Wet the asbestos materials before starting any work. Don't work on dry asbestos materials.
- Water on its own does not effectively wet asbestos-containing materials, wetting agents should be used.
- Some asbestos materials, eg board/sheet cannot be wetted all the way through so you need additional methods to control dust exposure, eg a Class H vacuum cleaner to shadow vacuum during screw removal.
- Normal dry Class H vacuums can be used for removal of moist or wetted material, but not water.

Spray at low pressure; high-pressure spray could disturb fibres from asbestos paper under these tiles

HSE

Health and Safety Executive

a23 asbestos essentials

Removing asbestos-containing floor tiles and mastic

Non-licensed tasks

Essential information

Important: You must read sheet a0 *Introduction to asbestos essentials*

Also read the following sheets:

em0 Risk assessments and plans of work

em1 What to do if you discover or accidentally disturb asbestos during your work

em2 Information, instruction and training

em4 Using a Class H vacuum cleaner for asbestos

em5 Wetting asbestos materials

em6 Personal protective equipment (including RPE)

em7 Using damp rags to clean surfaces of minor asbestos contamination

em8 Personal decontamination

em9 Disposal of asbestos waste

What this sheet covers

This sheet describes good practice when you need to remove floor tiles that contain asbestos.

These may also have asbestos-paper backing, or be fixed with asbestos-containing mastic.

Removal of floor tiles with an asbestos-paper backing will be notifiable non-licensed work (NNLW) – see sheet a0 *Introduction to asbestos essentials*.

Preparing the work area

- Restrict access – minimise the number of people present.
- Close doors. Use tape and notices to warn others.
- Ensure adequate lighting.

Equipment

- Warning tape and notices
- Class H vacuum cleaner (BS 8520) (if available – see sheet em4) for large areas
- Sharp knife
- Hammer
- Scraper
- Shovel
- Garden-type sprayer containing wetting agent
- Bucket of water and rags
- Asbestos waste bag
- Clear polythene bag

Floor tiles that contain asbestos can also have asbestos-paper backing, or be fixed with asbestos-containing mastic

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Regulation 10: Information, Instruction and Training

Non-Licensed Asbestos Work Training

- ✓Requires: **Training Needs Analysis**
- ✓Asbestos Awareness in place prior to sitting the course.
- ✓Managers need the NL training too.
- ✓Must be refreshed annually or the whole course re-sat.
- ✓Usually, IATP or UKATA endorsed.

Regulation 5: Identification of the Presence of Asbestos

- Requires employers to **identify the presence of asbestos** and its type and condition in a building before any work liable to disturb asbestos begins.
- Requires employers to arrange a survey of the premises.
- Purpose of a survey is to locate (AFAIRP) all ACMs that could be disturbed during normal use/occupation of a building, including any foreseeable maintenance and assess their condition.

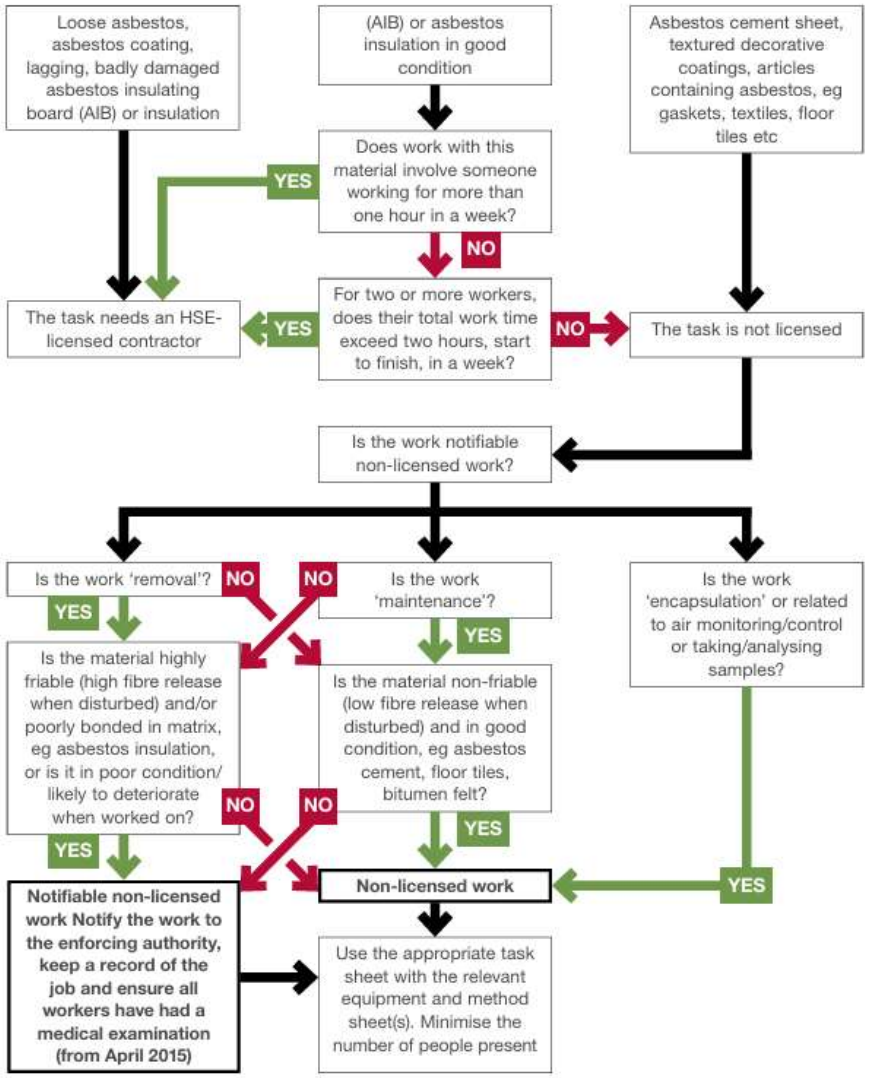
Regulation 3: Application of the Regs

✓Creates a 3-tier system for asbestos work:

- **Licensed Work**
- **Notifiable Non-Licensed Work (NNLW)**
- **Non-Licensed Work (NLW)**

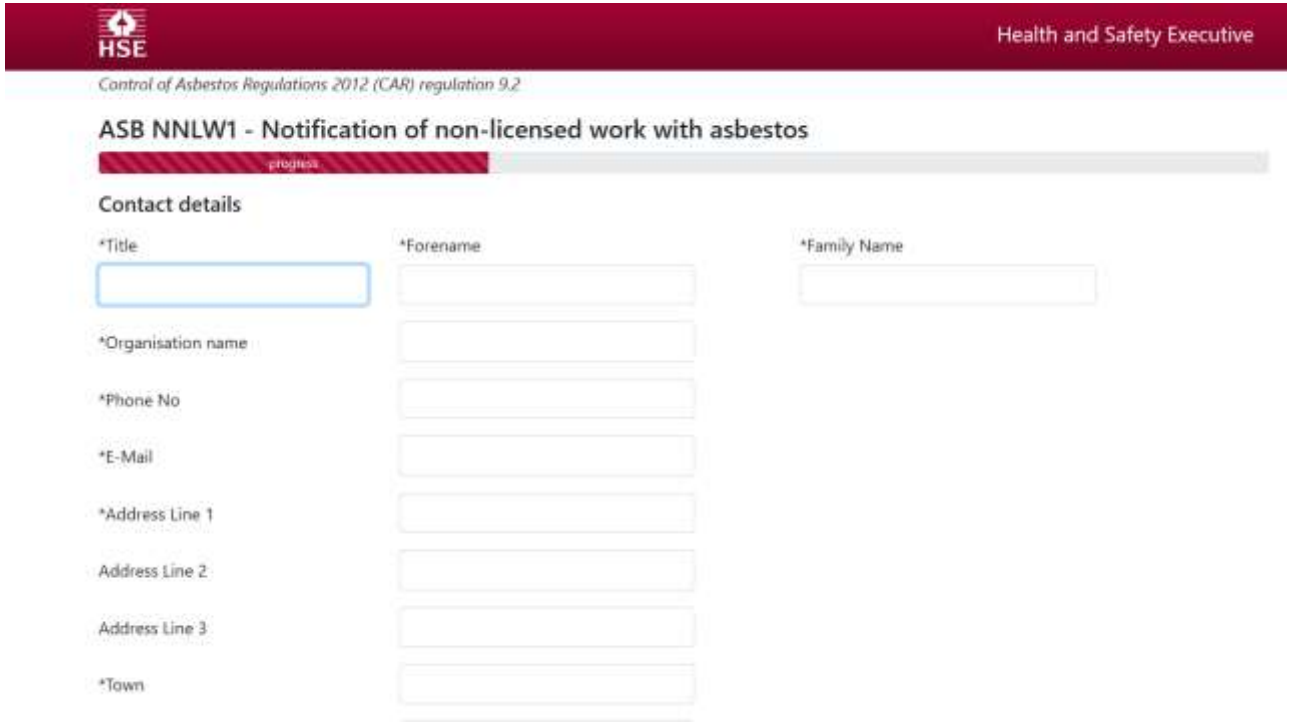
✓Useful decision flow chart in ‘a0’ guidance sheet within HSG210

✓Need to be competent and confident in categorisation.



Regulation 9: Notification of work with asbestos

- **Notifiable** Non-Licensed work requires notification to the HSE on the ASB NNLW1 online form.
- No minimum notification period, just **BEFORE** the work commences.
- Work on materials in poor condition or that will be degraded by the removal method.



Regulation 22: Health Records and Medical Surveillance

- Employers are to arrange appropriate medical examinations for any employees who carry out licensable work or NNLW.
- Employers must also keep a health record in a safe place for 40 years.
- Should have a medical before commencing **NNLW** and this should be repeated **every 3 years.**
- Does not have to be a HSE approved doctor for NNLW.

Regulation 6: Risk Assessment

- Required prior to works to identify the risk of exposure to asbestos.
- Conducted by a **competent person.**
- Should also address all other potential risks associated with conducting the work.
- Identifies control measures to prevent or reduce the risks.

Regulation 7: Plans of Work

Drawn up by a suitably **competent person.**

The plan of work should include the following:

- ✓**Nature of work**
- ✓**Duration**
- ✓**Riska Assessment**
- ✓**Operatives**
- ✓**Address**
- ✓**Location**
- ✓**Methods**
- ✓**Equipment**

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NON-LICENSED PLAN OF WORK (PoW) & RISK ASSESSMENT

iON EXAMPLE TEMPLATE

WORK OVERVIEW SUMMARY		
PoW and Risk Assessment prepared by (name and role):	Date:	
Job Number:	Start Date of Works:	
Site Work Address:	Precise Location of Works:	
Site Contact (Name):	Site Contact (Number):	
Asbestos Containing Material (ACM) Item Number:	ACM Product Type:	
ACM Condition:	Asbestos Type:	ACM Extent:
Are there any other ACMS which may affect the works? *(if yes, give details)*		
Brief Scope of Non-Licensed Works:		
Site Sketch - illustrating asbestos area and respirator zones:		

iON Non-Licensed Training Plan of Work Example Template Rev 1 01.02.2024 Page 1 of 7

HSE Health and Safety Executive

a23 asbestos essentials

Removing asbestos-containing floor tiles and mastic

Non-licensed tasks

Essential information

Important: You must read sheet a0 *Introduction to asbestos essentials*

Also read the following sheets:

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em1 What to do if you discover or accidentally disturb asbestos during your work

em2 Information, instruction and training

em4 Using a Class H vacuum cleaner for asbestos

em5 Wetting asbestos materials

em6 Personal protective equipment (including RPE)

em7 Using damp rags to clean surfaces of minor asbestos contamination

em8 Personal decontamination

em9 Disposal of asbestos waste

What this sheet covers

This sheet describes good practice when you need to remove floor tiles that contain asbestos.

These may also have asbestos-paper backing, or be fixed with asbestos-containing mastic.

Removal of floor tiles with an asbestos-paper backing will be notifiable non-licensed work (NNLW) – see sheet a0 *Introduction to asbestos essentials*.

Preparing the work area

- Restrict access – minimise the number of people present.
- Close doors. Use tape and notices to warn others.
- Ensure adequate lighting.

Equipment

- Warning tape and notices
- Class H vacuum cleaner (BS 8520) (if available – see sheet em4) for large areas
- Sharp knife
- Hammer
- Scraper
- Shovel
- Garden-type sprayer containing wetting agent
- Bucket of water and rags
- Asbestos waste bag
- Clear polythene bag

Floor tiles that contain asbestos can also have asbestos-paper backing, or be fixed with asbestos-containing mastic

1 of 3 pages

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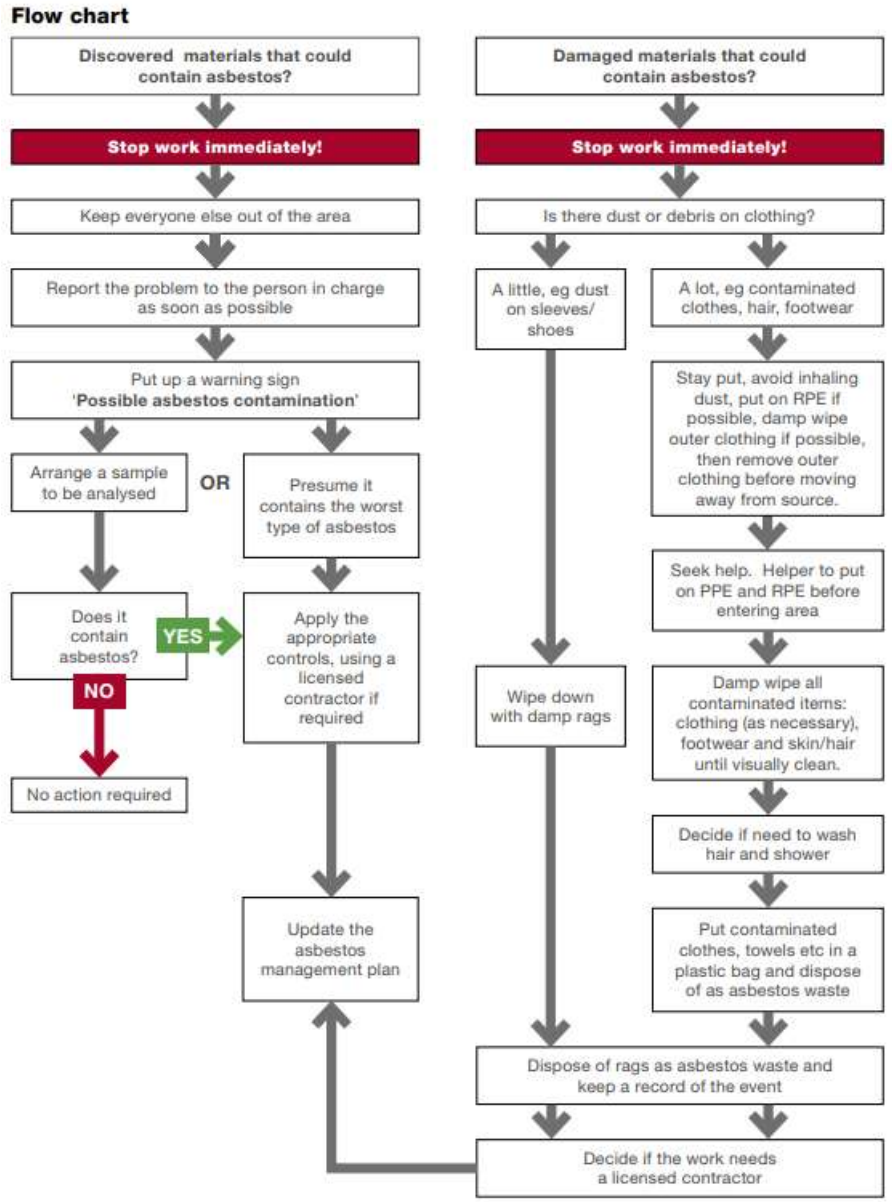
Regulation 15: Accidents, incidents and emergencies

- Employers must prepare procedures on what to do if there is an **accidental, unplanned, uncontrolled release of asbestos fibre.**
- Useful flow chart in Asbestos Essentials Task Manual in EM1.
- Dropped vac, split waste bag
- Discover unexpected higher risk asbestos.



Audience Participation Time

Volunteers Required!

- **Non-Licensed Practical.** So, what does good look like in a practical and regulatory sense on Non-Licensed Asbestos jobs? **Volunteers x 2 please (with no prior experience!):**

1 x Supervisor (Drinks tea, points a lot)

1 x Operative (Grafter)

Regulation 11: Prevention or reduction of exposure

- Employers must **prevent** employees being exposed to asbestos.

OR

- Employers must put in place measures and controls to **reduce exposure** as **low** as is **reasonably practicable.**

Methods to help reduce emissions during NL work include:

✓Training, instruction,

✓RA, PoW/Procedures

✓PPE and RPE

✓Removing products whole

✓Avoid the use of power tools

✓Keep materials thoroughly wet

✓Utilise local exhaust ventilation (LEV) (e.g. cowls and shadow vac)

Regulation 14: Protective clothing

- Employers to provide employees with suitable and adequate personal protective clothing.
- Type 5 Coveralls
- Safety Wellingtons
- Disposable or cleanable gloves (Optional)
- Any other clothing identified for the site in the risk assessment.
- All to be decontaminated and safely stored or disposed of at the end of the job.

Regulation 18: Designated areas

- Employers must make sure that areas where asbestos work is being carried out are separated, clearly marked, and restricted to those required to work in the area.
- **Asbestos Zone** and **Respirator Zone** segregation established during NL works.
- Employers must also provide suitable facilities for employees to eat and drink. **(welfare)**

Regulation 23: Washing and Changing Facilities

- So, a ‘lay down’ / Asbestos Area should be designated for decontamination and changing out of PPE and RPE.
- Look at this fine example of ‘the buddy system’ for decontamination.

HSE

Health and Safety Executive

em8 asbestos essentials

Personal decontamination

Equipment and method sheet

Non-licensed tasks

This information will help employers and the self-employed to comply with the Control of Asbestos Regulations 2012.

It is also useful for trade union and employee safety representatives.

Only carry out work if you are properly trained and have the right equipment.

Remember:

- Asbestos fibres can cause fatal lung disease and lung cancer.
- Check what you're working on before you start.
- Read the safety checklist and sheet a0.
- You must be trained to work safely with asbestos materials.

What this sheet covers

This sheet describes how to decontaminate yourself after work with asbestos materials.

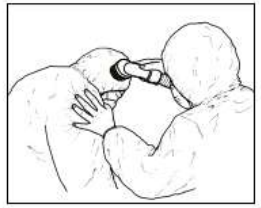
Personal decontamination is easier when you wear the correct personal protective equipment (PPE).

You need to decontaminate yourself properly, otherwise you may take asbestos fibres home on your clothing and expose your family and friends.

Procedures

Removing and decontaminating PPE

- Clean your boots with damp rags – see sheet em7.
- Where available, clean your overalls with the brush attachment on a Class H vacuum cleaner. Vacuum off the brush.
- Otherwise, use damp rags in a gentle ‘patting’ action. Rubbing can disturb fibres.
- Where there are two workers, they can help to clean each other.
- Peel off disposable overalls. They should be inside out when they have been removed. Put them in a suitable asbestos waste bag.
- Bag up reusable overalls for a specialist laundry.
- Finally, remove your respiratory protective equipment (RPE) in accordance with em6.
- Tape the bag closed.



‘Buddy’ cleaning using a Class H vacuum cleaner

Regulation 16: Duty to prevent the spread of asbestos

- Enclosures **not generally used** for NL work, but all surfaces should be protected beneath the working area.
- Enclosures **are required for large scale textured coating.**
- Mini enclosures are useful for containment.
- I’ve seen enclosures (under negative pressure) put to good use for floor tile and bitumen adhesive removal in ‘live’ environments.

Regulation 12: Use of control measures

- Employers must put procedures in place to make sure employees use and apply control measures.

- Employees must make full and proper use of those measures.

Regulation 13: Maintenance of control measures

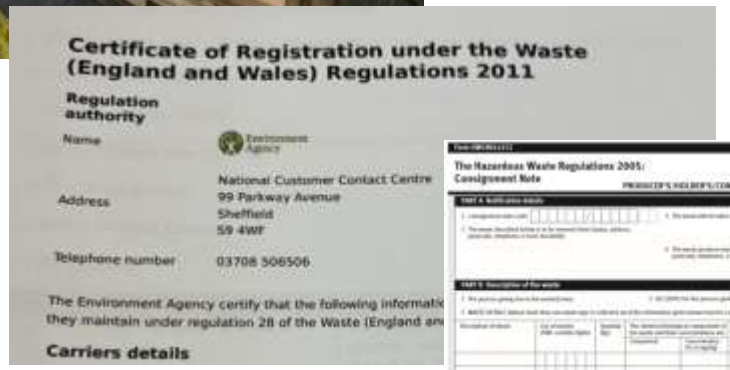
- ✓ **H Type Vacuum Cleaners:** daily, weekly, and 6-monthly DOP test.

Who can empty these?

- ✓ **RPE:** annual face fit, periodic checks by a competent person, pre-use check and collapsed mask check.
- ✓Maintain and retain records.

Regulation 24: Storage, distribution and labelling of raw asbestos and asbestos waste

- ✓ **Double bagged** waste in UN approved waste bags.
- ✓ **Designated and secure waste storage** compartment for transportation of waste.
- ✓ Most, except firmly bonded material subject to the **Carriage of dangerous Goods Regs.**
- ✓ **Waste Carriers License** (up to 5litres if no license)
- ✓ **Waste Consignment Note** – tracks the waste from production to final disposal.



Regulation 17: Cleanliness of premises and plant

How do we confirm this on NL work?

- ✓Handover Form
- ✓Statement of Cleanliness
- ✓Organisational Sign-Off
- ✓3rd Party Audits

em10 – Statement of cleanliness after textured coating removal

Health and Safety Executive

Regarding the removal of textured coating from

Location

Address

on Date

The removal work consisted of (job description):

by (name of contractor)

(contractor's address)

I have checked that textured coating was removed and the area was cleaned thoroughly.
I inspected the following areas to make sure that there were no visible traces of dust or debris:

(Areas inspected)

I am satisfied that the area can be returned to normal use.

Signed

Print name (capitals)

Date

2 of 2 pages

The Bad

The Bad: Frequent issues we see during ‘critical friend’ duty holder audits for clients:

- Poor Training Needs Analysis prior to NL training
- No de-authorisation if training refresher is missed
- Understanding the full implications of NL and NNLW Work
- Poorly considered (or no) resident communication strategy
- Generic PoW and RA
- Poor record keeping
- Lack of consistent NL work
- Emergency procedures
- Pricing discrepancies versus SOR

The Ugly

So, where do organisations go ‘ugly’ wrong?

- **Misconception of NL Training**
- **Working in silos**
- **People managing the work are not trained in NL**
- **Understanding the full implications of NL and NNLW Work**
- **Checking, work handover/sign-off and auditing**
- **Complacency**
- **Poor practice on site (recent unshaven opps, no neg for radio 😮)**
- **Incident Learning**

(Note: fortunately, some organisations don’t have any incidents…) 😟 🧐

Final disappointing fact:

Housing is the ‘bottom of the pile’ in terms of asbestos.

Let down by legislation and specialist service providers.

Alas poor Yorik…

…To Non-License or Not to Non-License?

That is the question!

Need Support?

Contact Us

t: +44 (0) 845 862 3840

e: catherine@ion-consultants.co.uk
Julian@ion-consultants.co.uk

a: First Floor, Aldford House,
Bell Meadow Business Park, Chester, CH4 9EP

w: iON-Consultants.co.uk

iON Consultants Ltd, Registered England & Wales, Company No: 12069739
Registered Address: Unit 10 Edison Court, Ellice Way, Wrexham Technology Park, Wrexham, LL13 7YT

10:45-12:25

National Housing Maintenance Forum

Laura Brain
Joel Cady
Emma Taylor
Lucy McFazdean
Louise King

Transforming Homes

10:15-12:25

National Housing Maintenance Forum

Briefing about the Royal Navy, Venue and Museum

12:25-13:25– Lunch & Networking *(+ Aircrafts!)*

National Housing Maintenance Forum

13:25-14:10

National Housing Maintenance Forum

Stuart Gadsens

Kensa

Decarbonising social housing with GSHP

Decarbonising social housing with GSHP

HAMMAR Southwest Technical Briefing Day

Presented by: Stuart Gadsden, Kensa

About Kensa

British

made in the UK, reducing supply chain risks

15 years

experience in social housing, taking residents out of fuel poverty

Turnkey solution

manufacturing, design, installation

17,000+

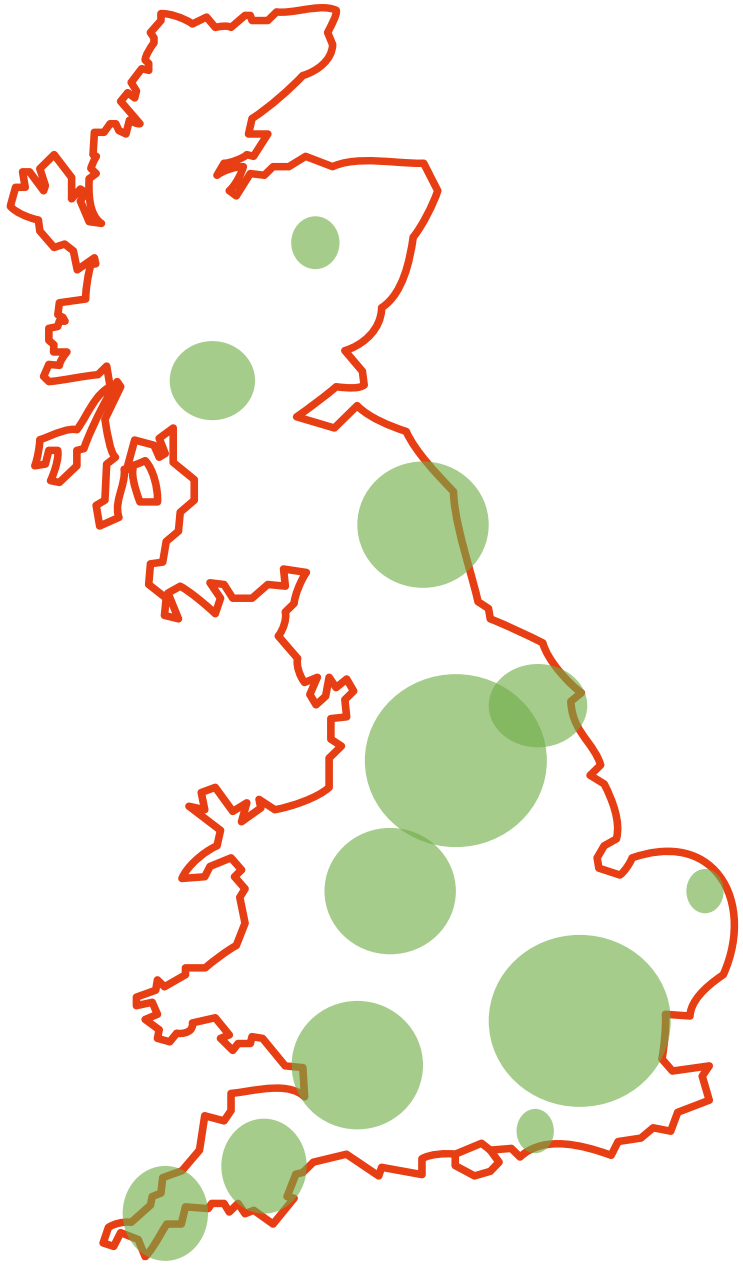
heat pumps installed to date

1 million+

tonnes of CO_2 will be saved from installed Kensa heat pumps over their lifespan

Legal & General

octopus energy



100 new build development projects and counting

Funded CapEx model delivers the best outcome for developers.

215 social housing retrofit projects and counting

Largest and most established player across social housing.

More than 30 high rise building retrofits

Most experienced at ‘hard to decarbonise’ high- and low-rise flats.

Extensive experience in social housing

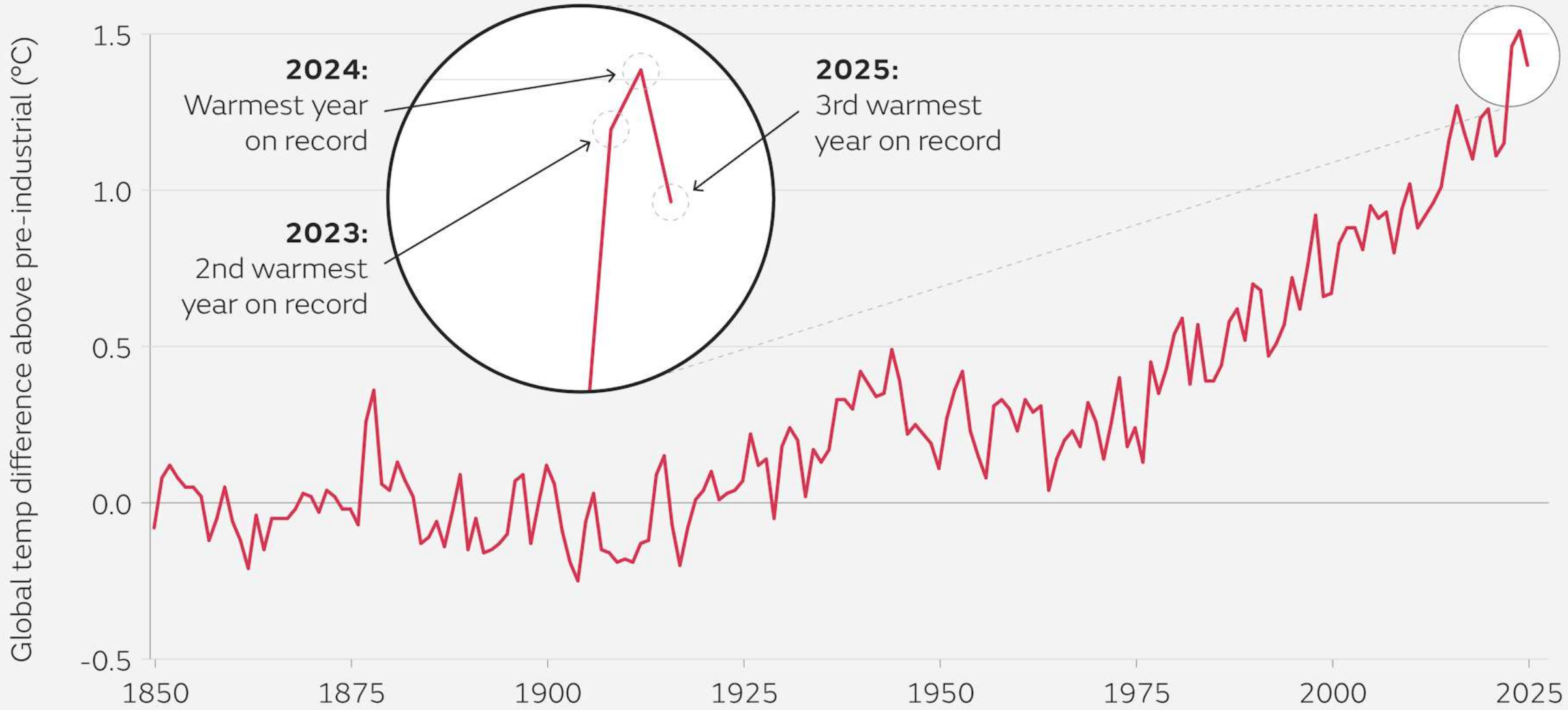
Kensa has wide experience supporting local authorities and housing associations with large-scale retrofit and new build projects.

What’s a more important problem to solve: fuel poverty or climate change?

Met Office

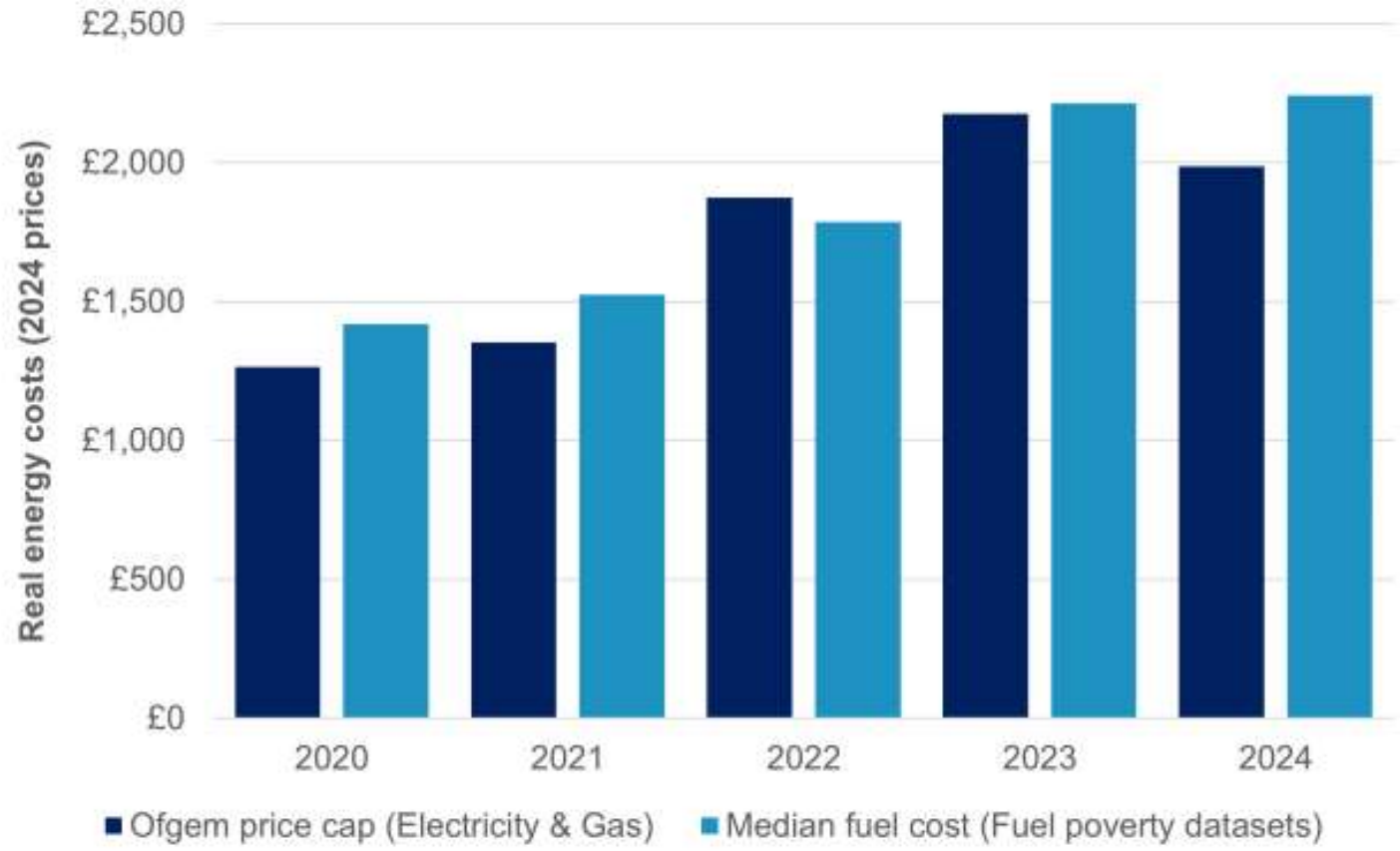
University of East Anglia Norwich

Global temperature difference above period 1850-1900 (°C)



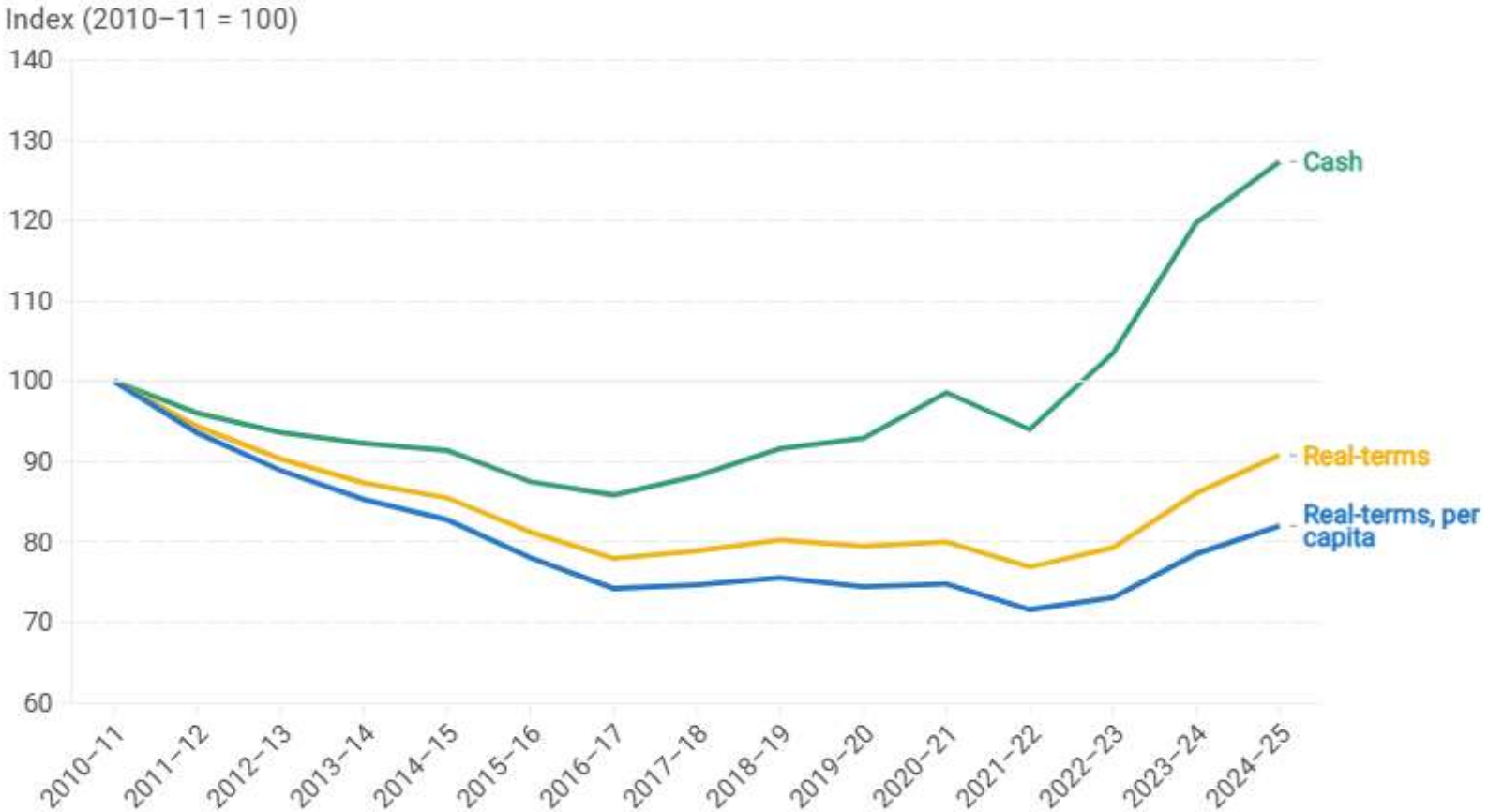
Source: Getty

Figure 2.6: The median fuel cost for households (after rebates) changed little between 2023 and 2024 in real terms, while the Ofgem price cap decreased[16].



DESNZ Annual Fuel Poverty Statistics in England, 2025 (2024 data)

Figure 8. Cash and real-terms core council funding and funding per person (2010–11 = 100)



Note and source: Funding includes core spending power, above-baseline growth in business rates, and NHS transfers for social care services, and is described fully in Appendix A. Funding adjusted for inflation using GDP deflators from OBR Economic and Fiscal Outlook – March 2024. Per-person figures reflect the latest ONS mid-year population estimates.

Download the data

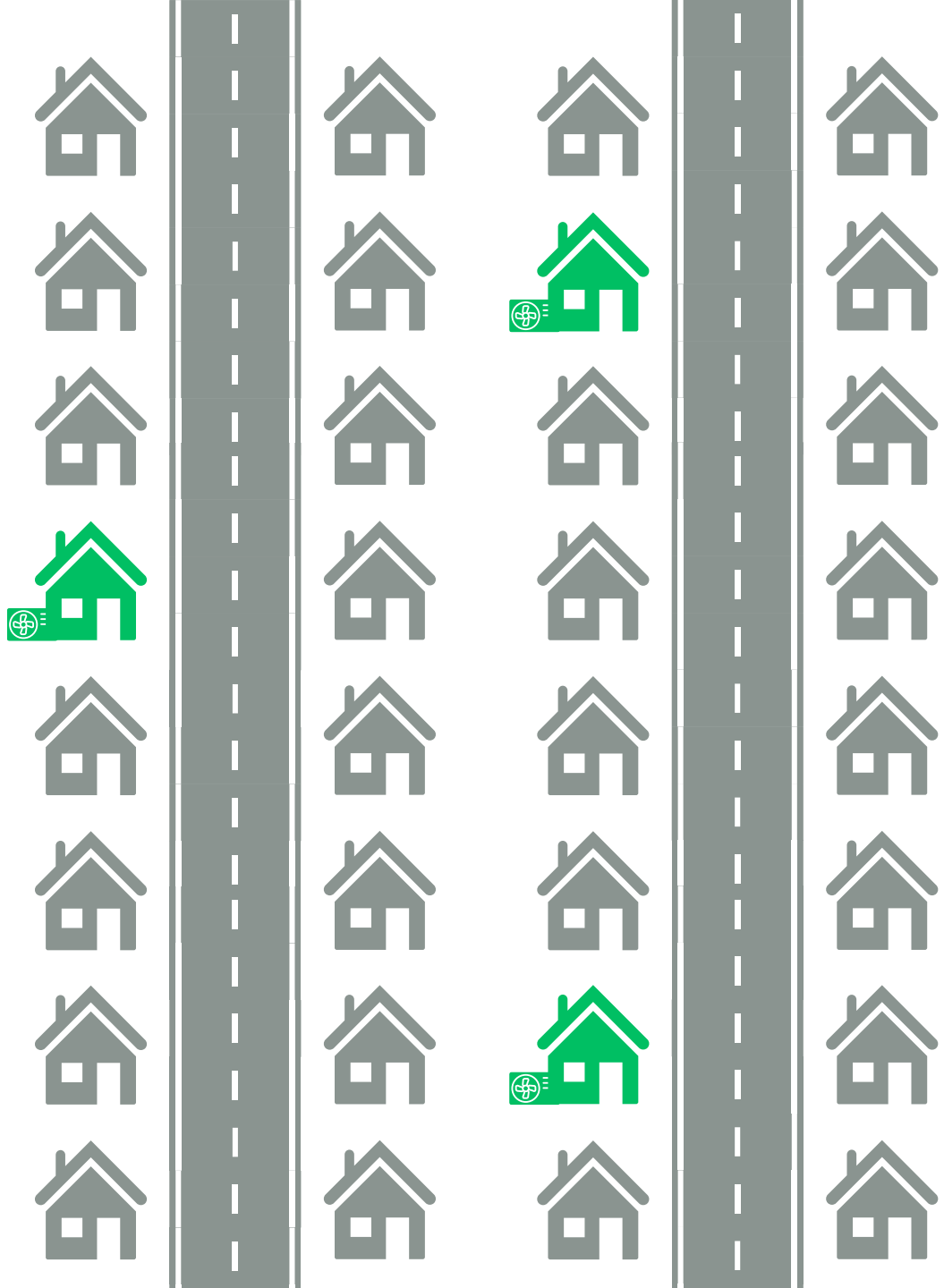
House-by-house or area-by-area?

The house-by-house pathway

Able-to-pay and willing-to-be-disrupted

Acquiring ASHPs, solar PV, storage, and efficiency upgrades

Capturing running cost and comfort benefits first



The house-by-house pathway

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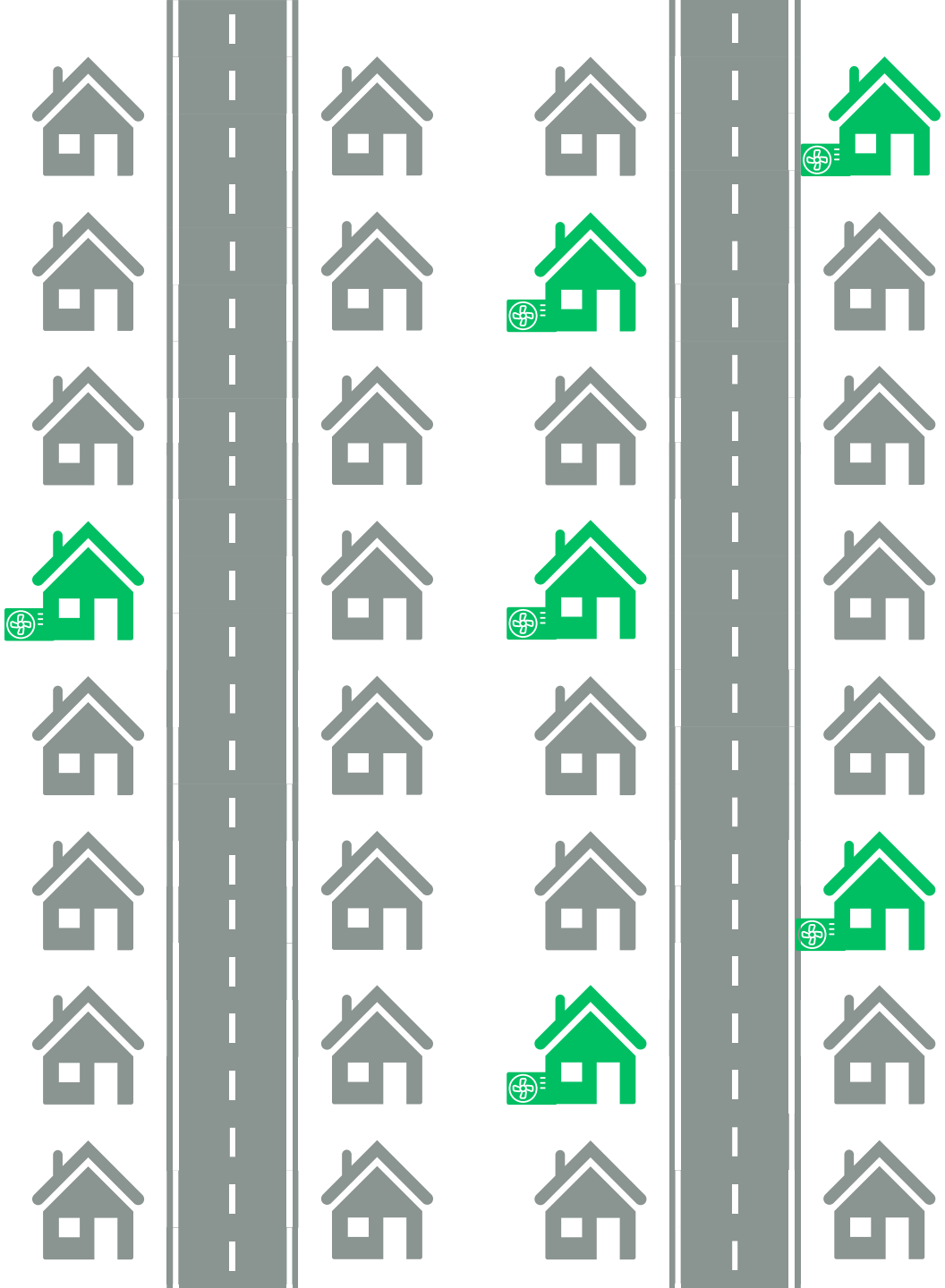
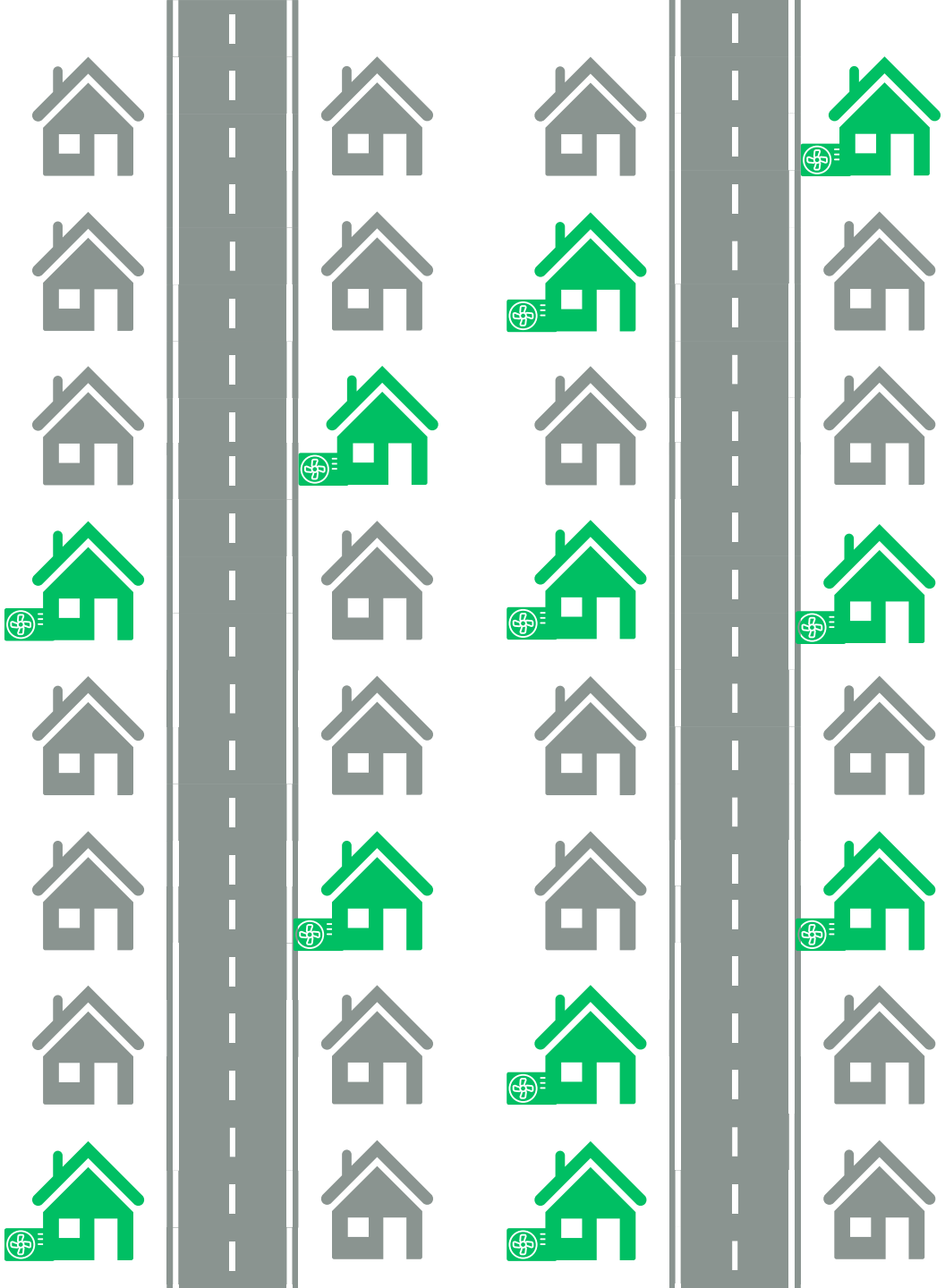


The house-by-house pathway

With fewer gas customers, covering the same fixed costs

The least-able-to-pay left shouldering the costs

Exacerbating fuel poverty, and higher overall transition costs



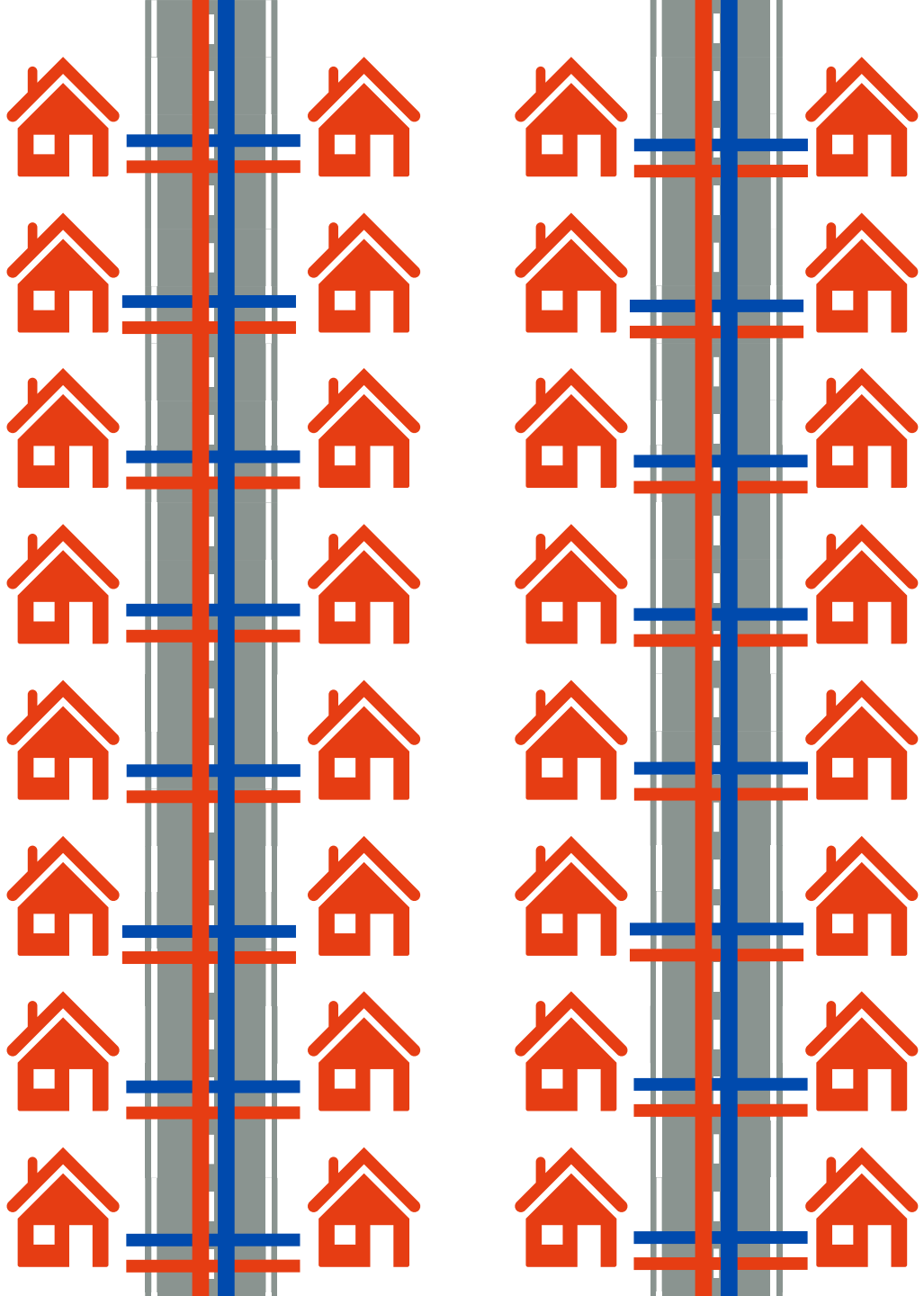
Taking a networked approach: opportunity for a smoother, more equitable transition

Higher system efficiencies, lower costs

The scale necessary to meet climate targets

More systematic decommissioning of the gas grid

Taking more people out of fuel poverty

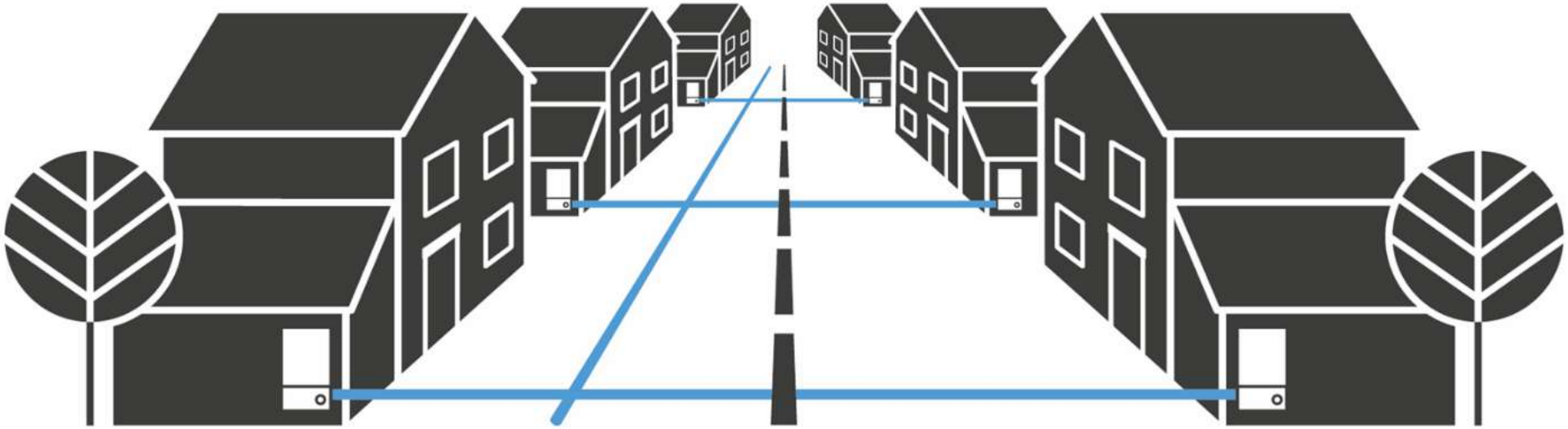


Our approach

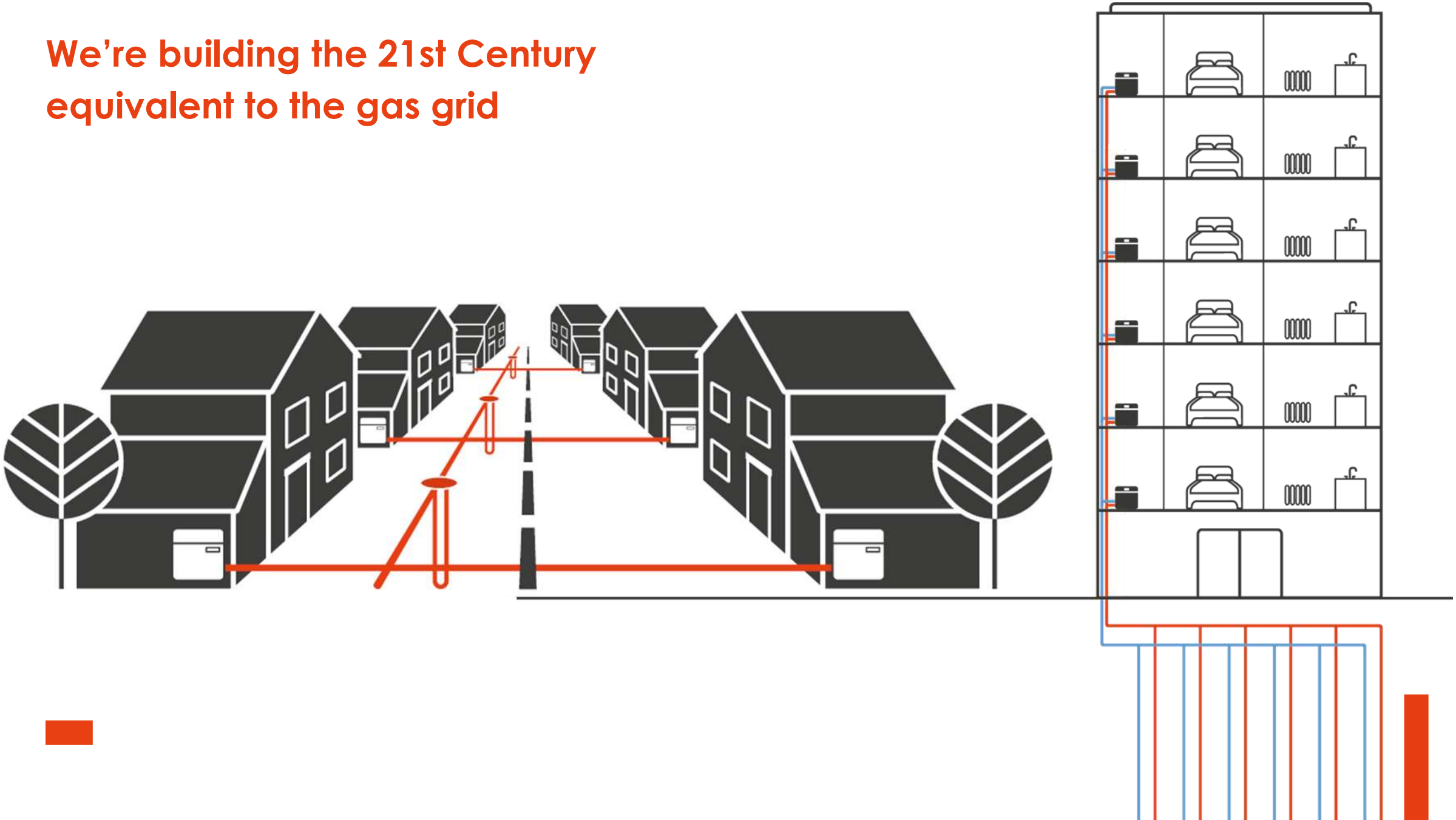
The myth/image when we think of ‘ground-source’

- One new build ‘Eco’ house
- One ground array – lots of space
- One single ground source heat pump

How streets look today



We're building the 21st Century equivalent to the gas grid



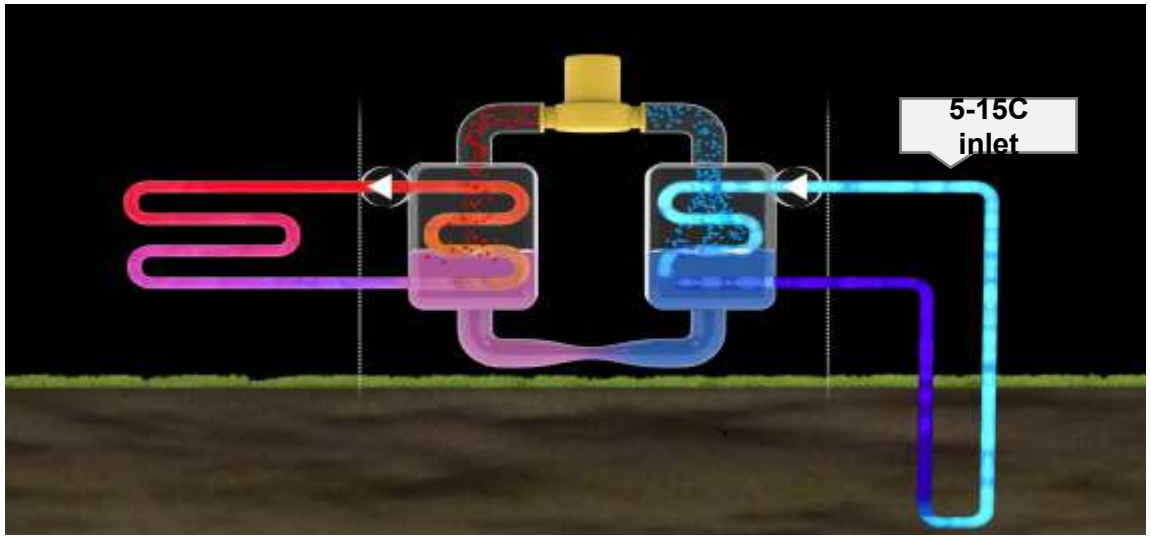
How a ground source heat pump works

kensa

Like a gas boiler…

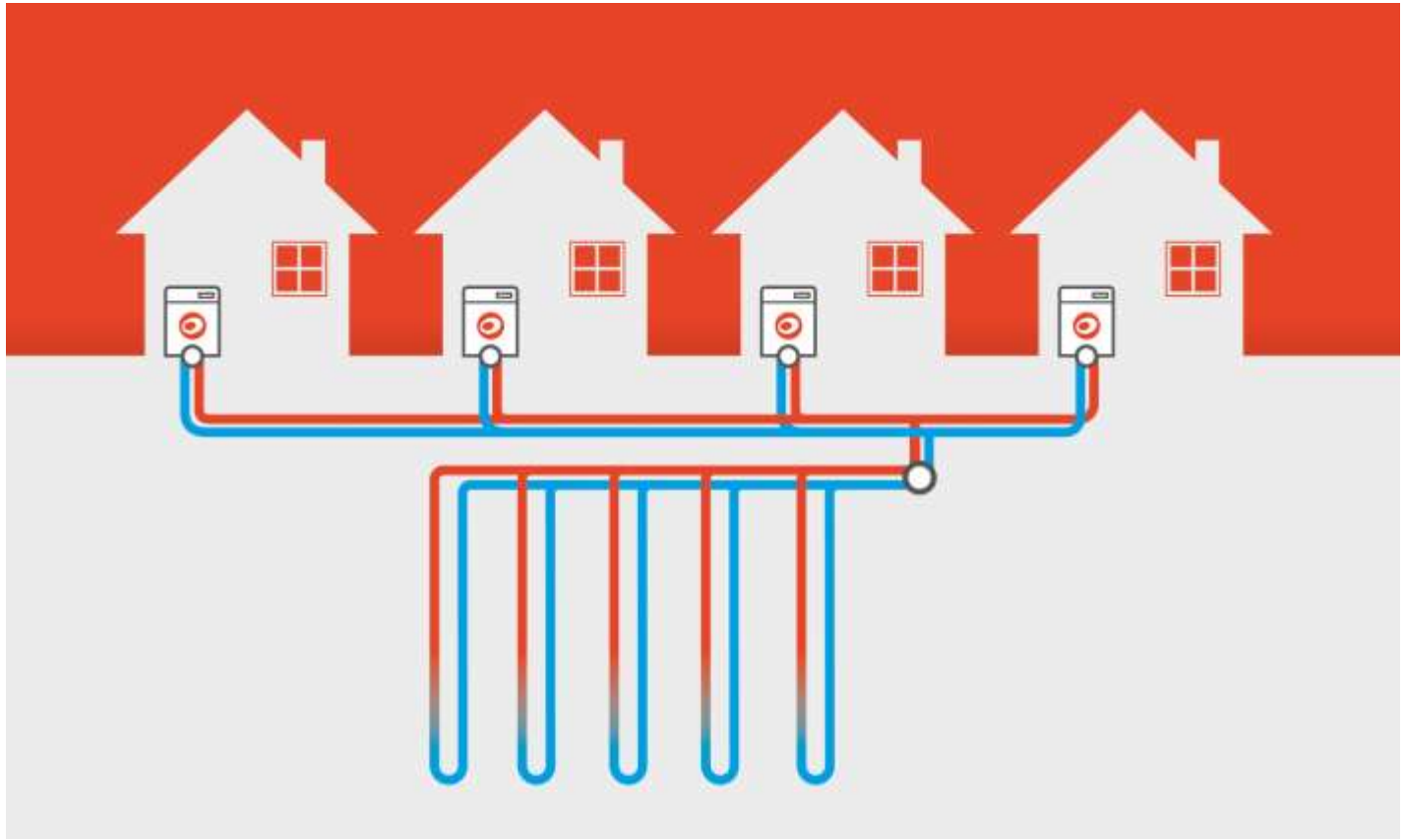
- White boxes that produce heating and hot water
- Domestic and non-domestic buildings
- New build and retrofit

…but 4-5x more efficient, with no combustion or NOx/SOx emissions



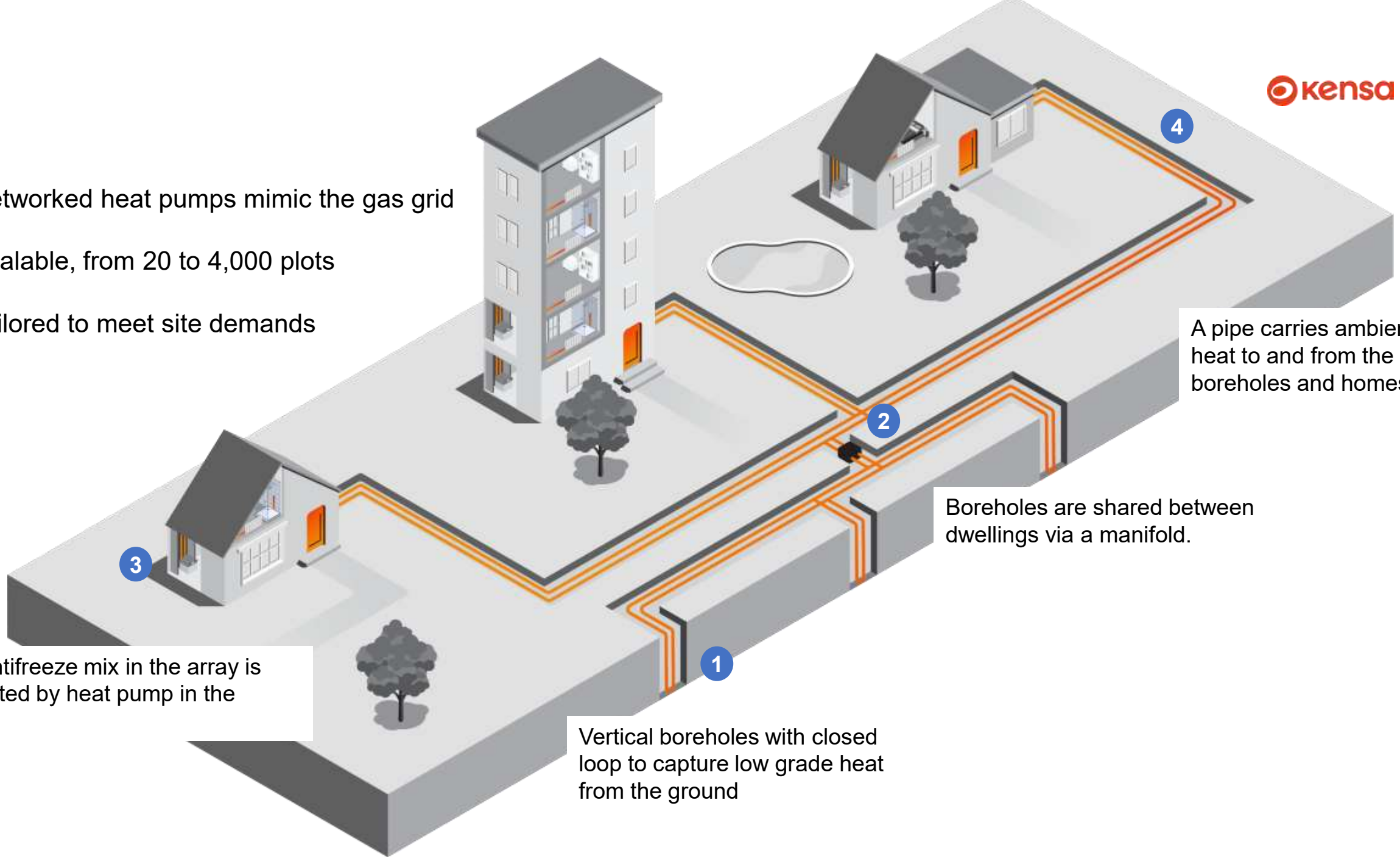
- Take energy stored in the ground from 100-300m deep boreholes, collect it at a 5-15C inlet, and the heat pump uses electricity to upgrade it to your 45-60C flow temperature for heating & hot water
- Heat pump does this inside the box

A ‘networked’ solution linking multiple dwellings



- **This creates economies of scale, meaning we drill multiple holes, link them together and connect to each white box**
- **Very much like the gas network today**

- Networked heat pumps mimic the gas grid
- Scalable, from 20 to 4,000 plots
- Tailored to meet site demands



A pipe carries ambient heat to and from the boreholes and homes

Boreholes are shared between dwellings via a manifold.

The antifreeze mix in the array is circulated by heat pump in the home.

Vertical boreholes with closed loop to capture low grade heat from the ground

Why Ground Source

Strong resident appeal

Lowest Carbon

Lowest Cost Cooling

Lowest Substation Costs

Lowest Running Costs

Least Noise

Least Maintenance & Replacement Hassle

No Visual Impact

No noisy & unsightly box outside, peace of mind & running cost benefits.

Lowest running costs

Technology	Fuel Cost per unit	Fuel Units	Efficiency	Delivered heat cost per kWh	Annual Running Costs (6,000 kWh demand)	Annual Standing Charge	Total annual costs
GSHP	24.67p*	kWh	320%	7.71p	£463	£0	£463
ASHP	24.67p*	kWh	250%	9.87p	£592	£0	£592
Mains Gas Boiler	5.74p*	kWh	80%	7.18p	£431	£106*	£537
Direct electric	24.67p*	kWh	100%	24.67p	£1,480	£0	£1,480

- Time of use tariffs can reduce GSHP running costs still further – typically a further 20% reduction

*Source – ofgem.gov.uk price cap 1/4/26 to 30/6/26

Why Ground Source

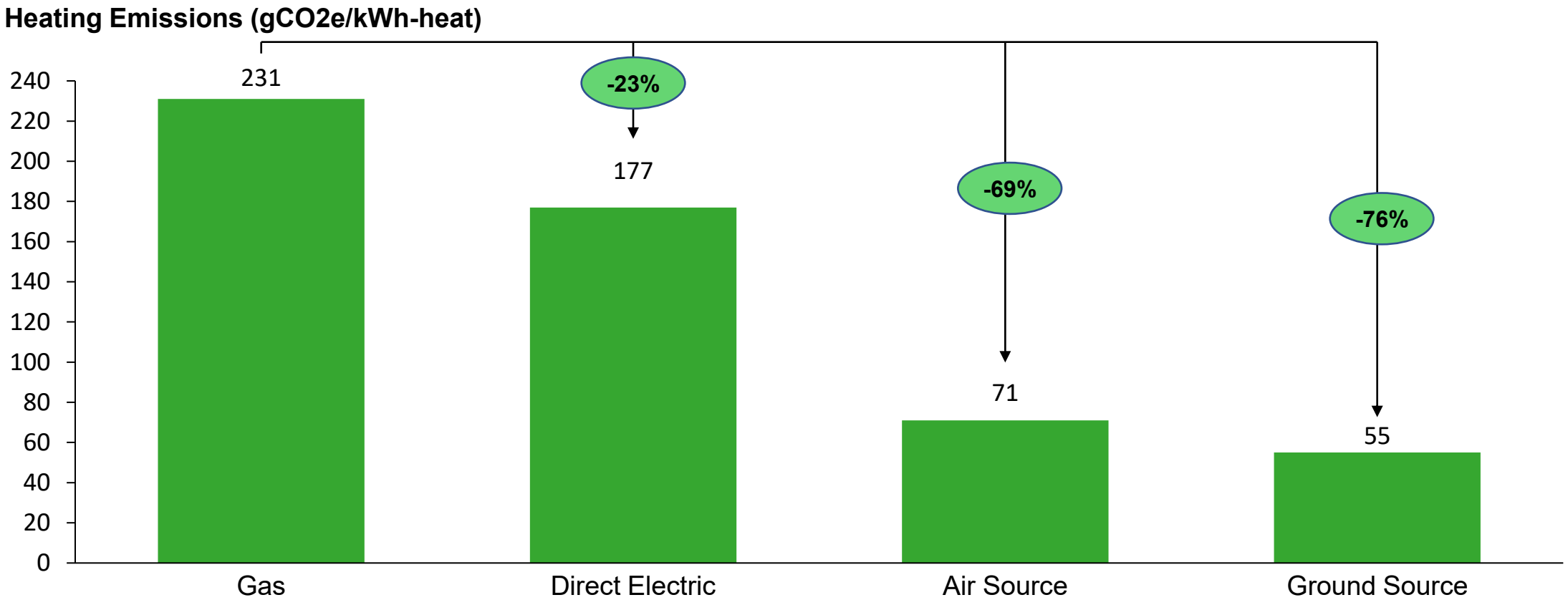
kensa

Strong resident appeal

Lowest Carbon

Lowest Cost Cooling

Lowest Substation Costs



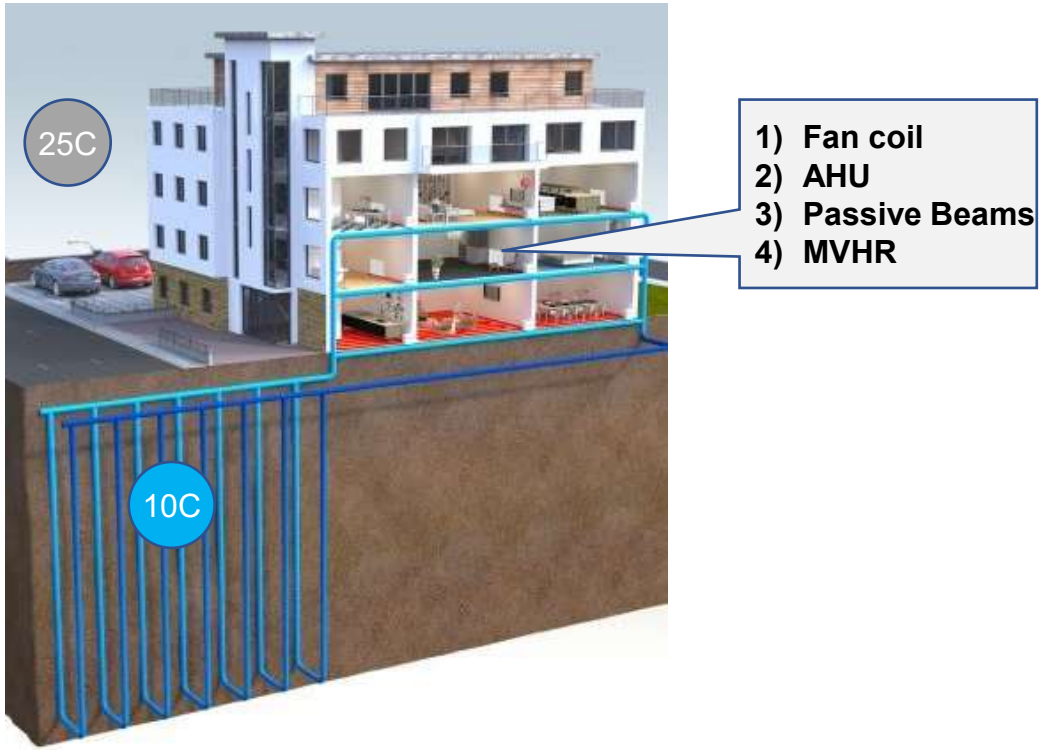
Assumptions: 2.5 ASHP SCOP, 3.2 GSHP SCOP, 80% efficient boiler, 177gCO2/kWh electric grid intensity (DESNZ), 185gCO2/kWh gas burned (Carbon Independent)

Why Ground Source

Strong resident appeal | Lowest Carbon | **Lowest Cost Cooling** | Lowest Substation Costs

Passive Cooling

‘Free cooling’ – just the circulation pump



Cardiff cooling during the heatwave

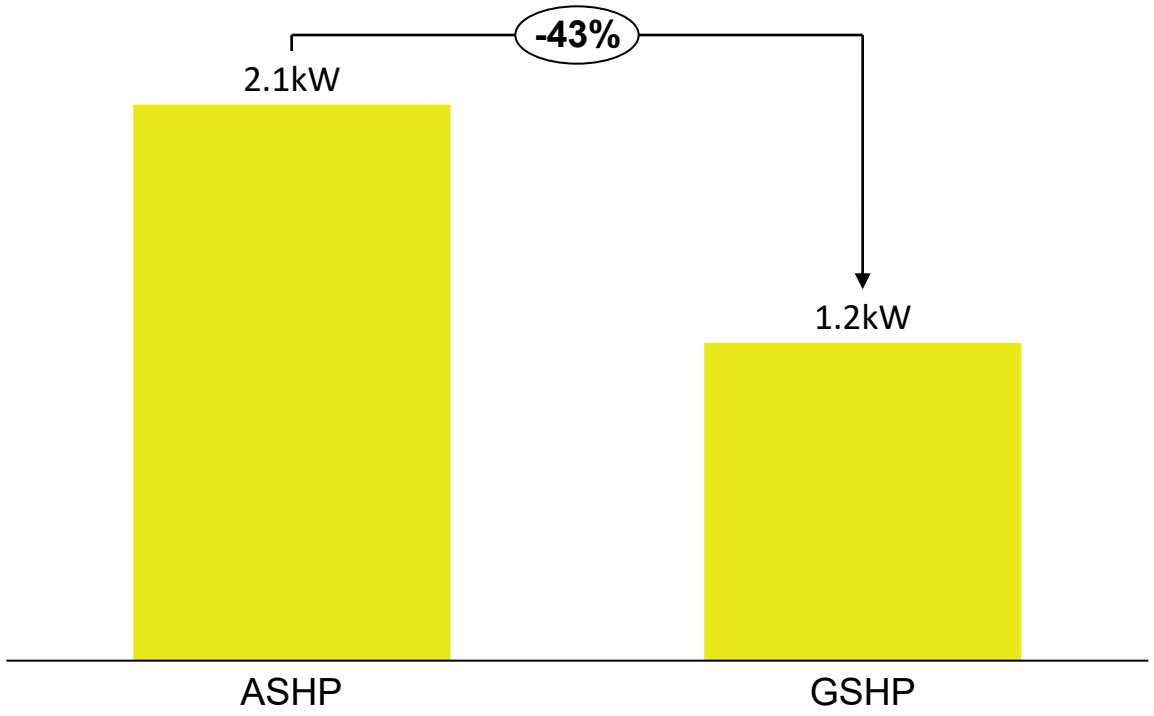
Last summer during the 32°C+ heatwave, passive cooled rooms at 21°C all day vs non-cooled rooms at 28°C

Done at an effective cost of £20 per year to run

Why Ground Source

Strong resident appeal | Lowest Carbon | Lowest Cost Cooling | **Lowest Substation Costs**

kW to deliver 5kW heat on the coldest day (peak)



With <60% of the peak addition of air-source, ground-source should pose much less of an issue on grid-constrained sites

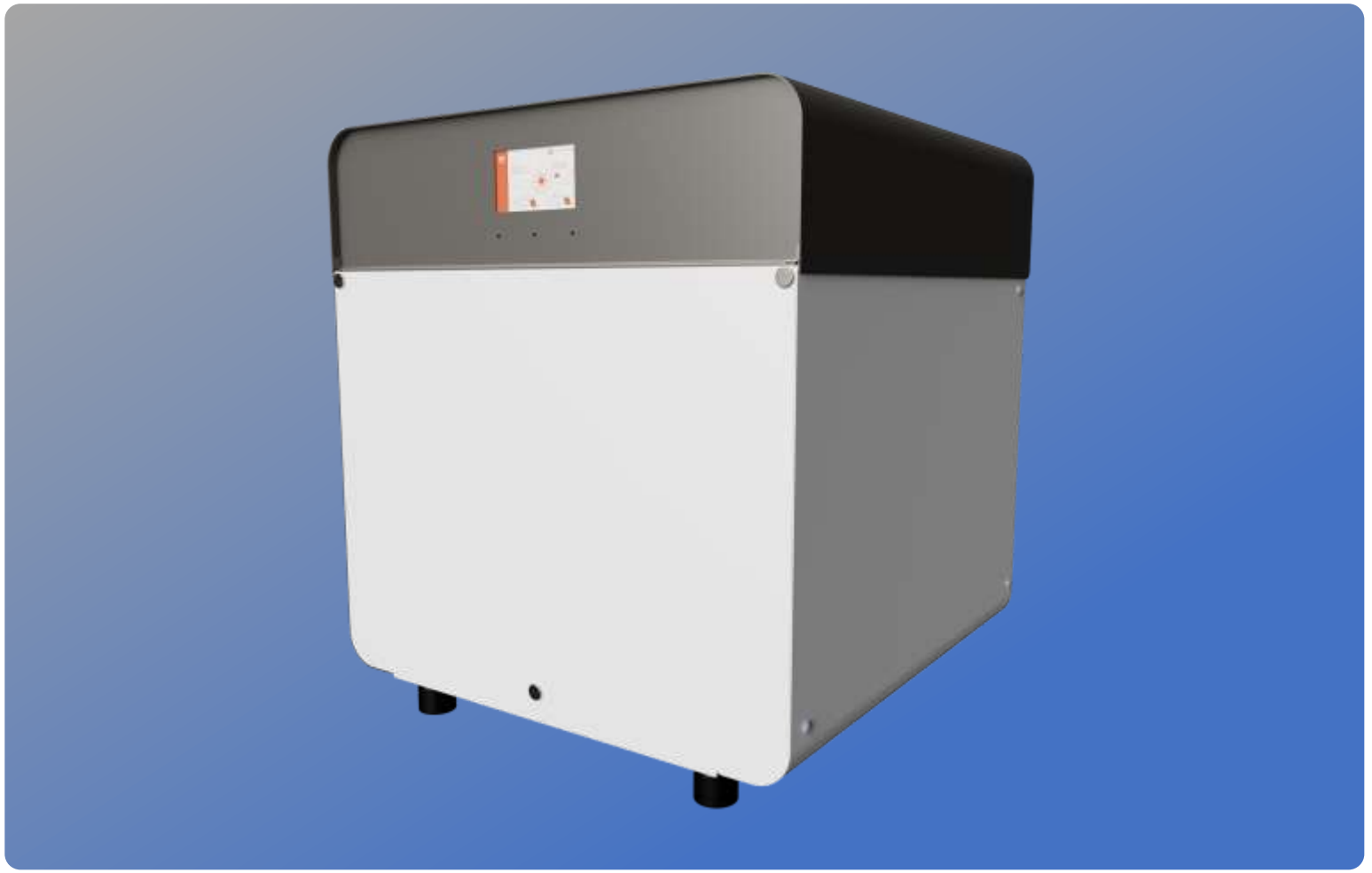
This can mean faster access to site, unlock sites with grid constraints, and cheaper grid/substation upgrades

This comes from the ground being a constant 5-10C inlet, whereas air-source on the coldest (i.e. peak) day will likely have a <0C inlet, while also needing to defrost itself

Source: Element Energy Analysis 'Low Carbon Heat Study' Published 2023

kensa

kensa shoeboxnx®



For larger properties

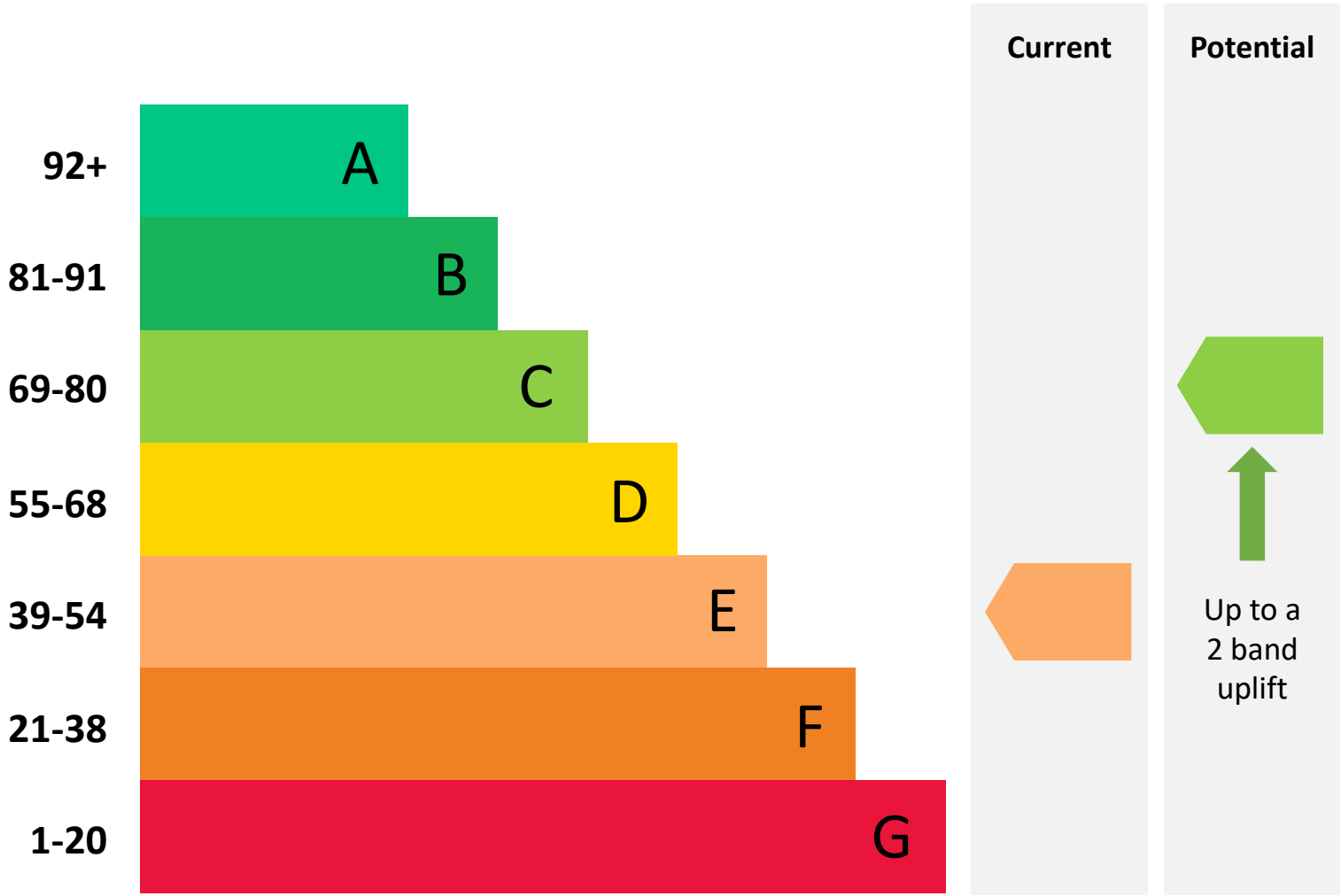
Shoebox NX 5kW
SCOP at 35C: 4.6
SCOP at 55C: 3.65
ERP rating: A+++

For smaller properties

Shoebox NX 3kW
SCOP at 35C: 4.53
SCOP at 55C: 3.47
ERP rating: A++

Up to a two band EPC uplift

With just **one** measure.



Build It AWARDS 2024 WINNER Best Heat Pump Product or Installation

UNLOCK NET ZERO AWARDS BPF Innovation of the year - Product Kensa Group WINNER

Making projects work

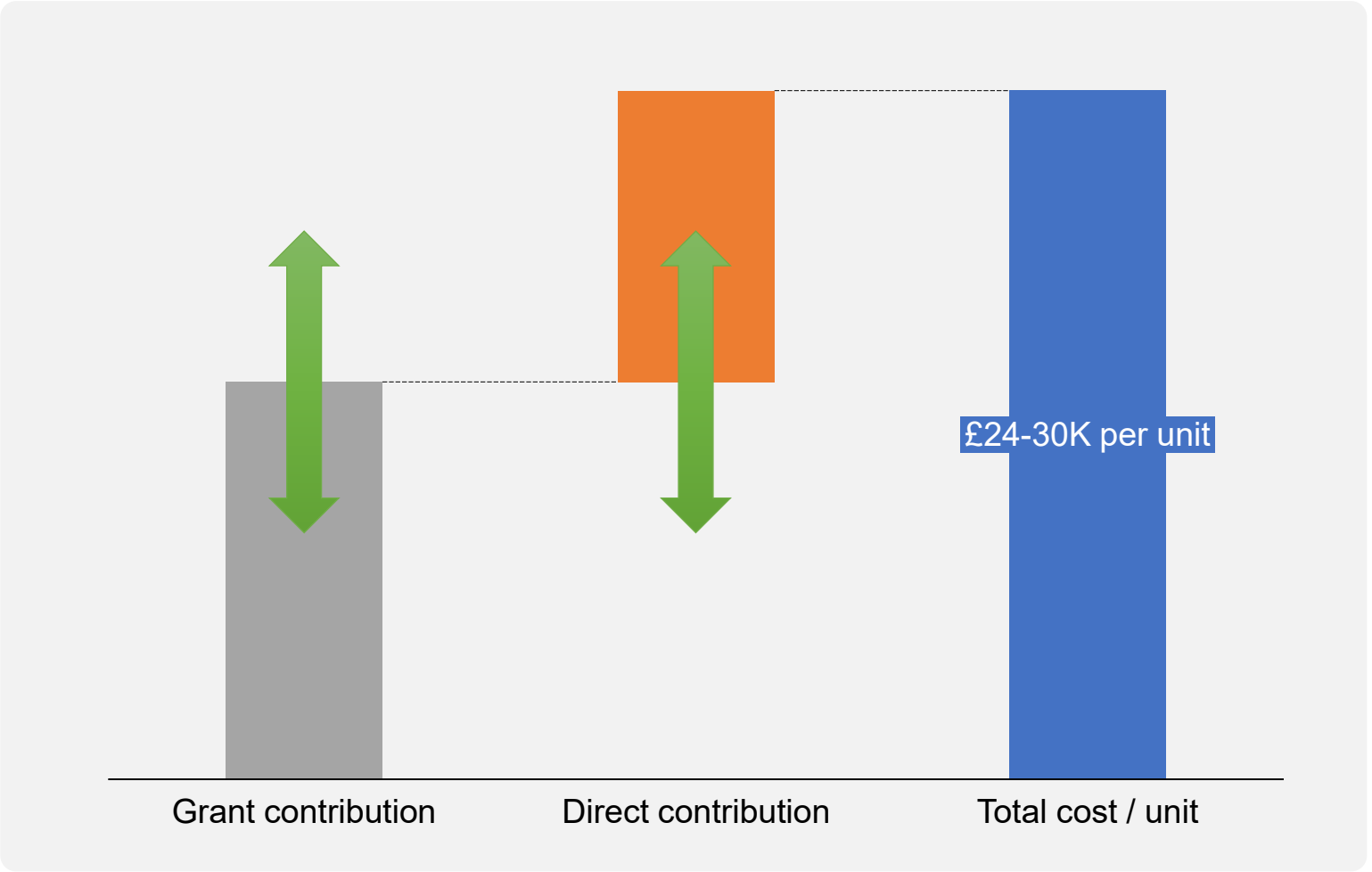
A typical site – in this case ‘direct electric tower blocks’

- Initial feasibility of site
- ‘Design-to-price’ to get into contract
- Support with funding routes if needed
- If applicable, managing Environment Agency and Building Safety Act requirements
- A managed journey through:
  - Construction design
  - Construction and installation
  - Commissioning
  - Maintenance support

The best value-for-money solution, with grant funding layered in

Determining factors on funding

- England: WH:SHF, GHNF
- Scotland: SHNF
- Wales: Optimised Retrofit



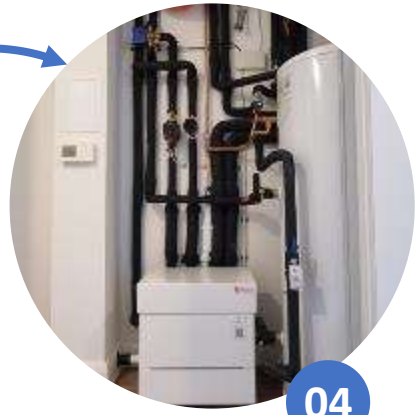
Kensa's turn-key solution

Customer onboarding and construction design

Drilling boreholes, trenching and headering

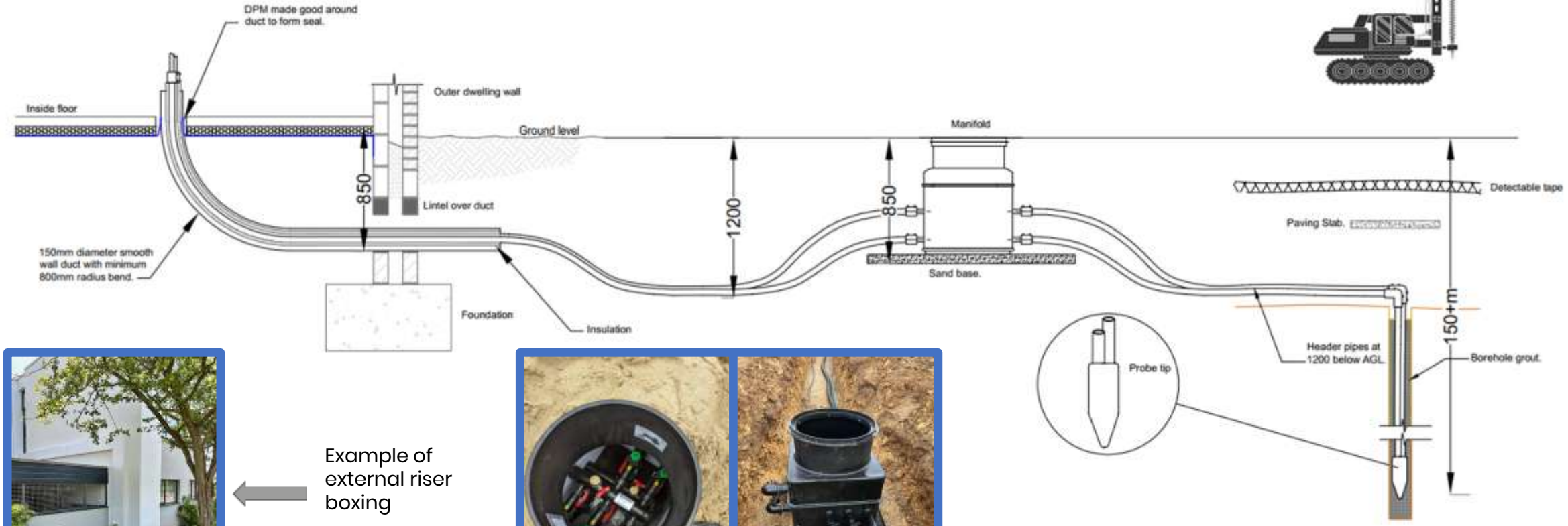
Internal installation of heat pump

Commissioning and handover




BELCO

What it looks like underground



Example of external riser boxing

Some of our projects

Three high rise social housing retrofit blocks in Essex

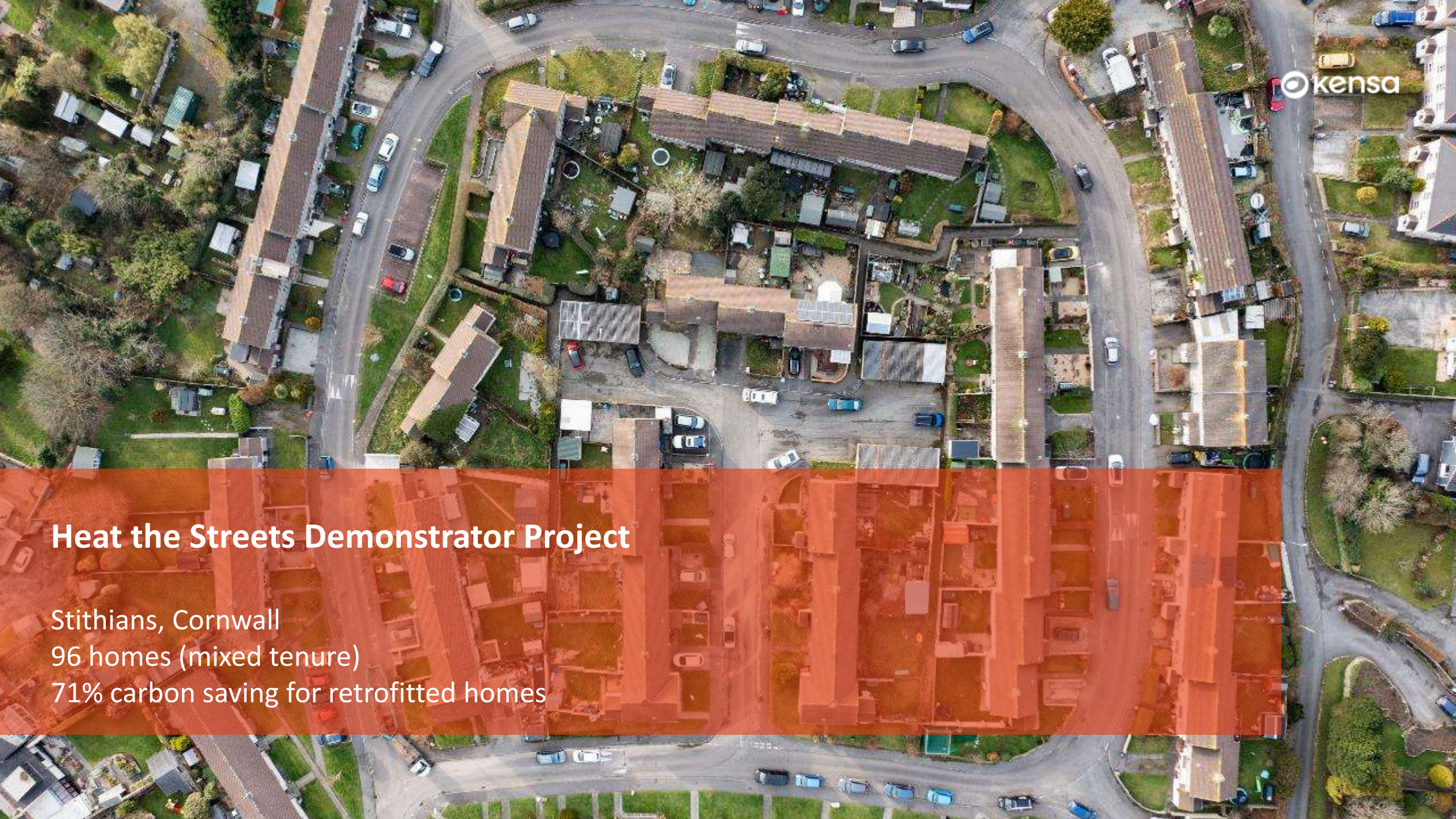
Chadwell St Mary, Thurrock Council
273 flats with storage heaters
66% cut in heating bills

Transforming low-rise flats in Yorkshire with clean heating and low bills

Together Housing, Lancashire and South West Yorkshire
770 flats with storage heaters
> 45% cut in heating bills

Period social housing retrofit

Sutton Dwellings, Chelsea
81 homes
76% carbon emission reduction versus gas boilers



Heat the Streets Demonstrator Project

Stithians, Cornwall
96 homes (mixed tenure)
71% carbon saving for retrofitted homes

New Build for Bristol City Council and Willmott Dixon

In brief:

- New build, 133 units
- Mix of private sale and social rental
- Partnership between Willmott Dixon and Bristol City Council
- Heating options considered were gas combi boilers, centralised LTHW network, individual ASHP and shared ground loop GSHP
- Shared ground loop chosen – after 2 due diligence tests

What’s new

Ashford Clusters - Ashford Council

Paisley - Renfrewshire Council

What's new

Abbey View - Watford Community Housing

Hamilton Lodge - One Manchester

What's new

Southend Council

MSV Housing

Putting people at the heart of your programme

- Upgrading homes to be wa
  all year round
- At a cost people can afford
- And supporting local jobs a
  in your community

Diane Barr
Thurrock resident

"The heating before was a big expense, and we all dreaded the winter months. The new heating system is easy to use, keeps our home warm and is much cheaper than the old system that we had."

What's a more important problem to solve: fuel poverty or climate change?

House-by-house or area-by-area?

If not now, when?

If not you, who?

Dr Stuart Gadsden
Tel: 0750 800 5541
Email: stuart.gadsden@kensa.co.uk

kensa

14:10-14:55

National Housing Maintenance Forum

Emma Fletch
Octopus Energy

Octopus Energy - HAMMAR Southwest Seminar Day

‘Unpicking’ the Plan for Warmer Homes

Emma Fletcher
Innovation Director, Octopus Energy Homes

octopus energy


TOM CRUISE
TOP GUN
MAVERICK

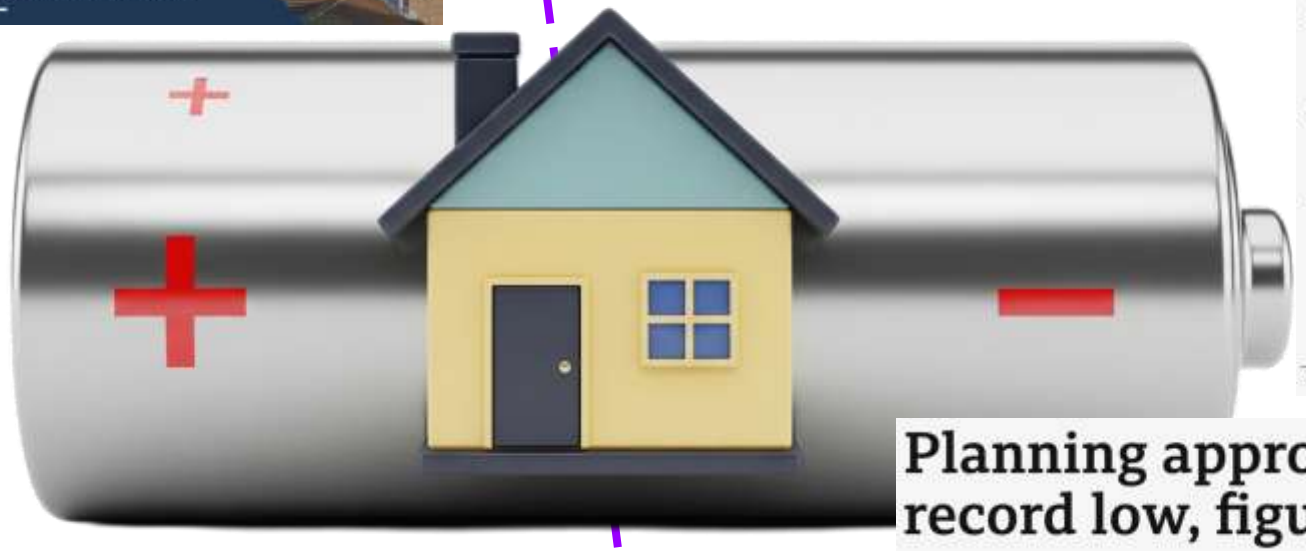

AVATAR
THE WAY OF WATER

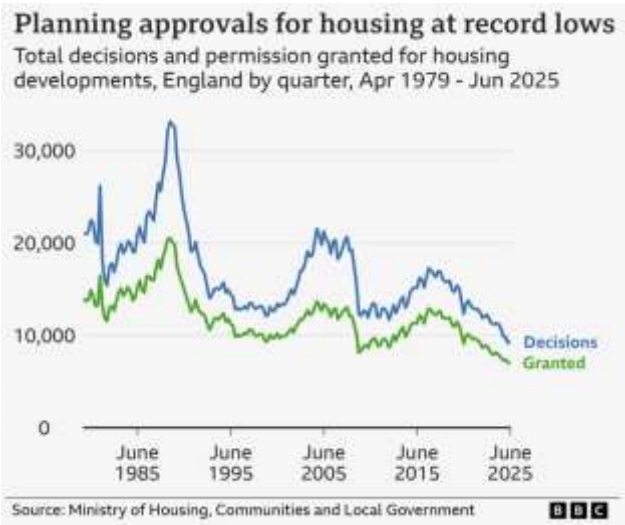

JURASSIC WORLD
DOMINION


5 Secretaries of State for Housing, Communities and Local Government since 2022
7 Ministers of State since 2022

Awaab's Law

Delay to Future Homes Standard causes challenges for housebuilders





Planning approvals for new homes at record low, figures show

Renters' Rights Bill 2025

Future Homes Standard 2026

Decent Homes Standard set for reform for social & private rentals

New homeowners stand to benefit from rooftop solar and cheaper bills, with the Future Homes Standard being published this Autumn.

Labour must resist housebuilders' pleas to weaken green standards, experts say

Building Standards...

Housebuilders were given a transition period of 12 months to adjust to the new rules, with the government expecting at least 75% of new homes to be completed to the new standards within two years after the transition. This has proved to be well off the mark, with only around 40% of new homes achieving the new standards as of February 2025, according to Elmhurst.

FOCUS

Why most new homes are still being built to old standards

By Tom Lowe | 27 March 2025

Almost two in three new homes are still being built to regulations that applied in 2013, over a year and a half after the end of the transition period for the new part L and other requirements. How has the government got its projections so wrong? Tom Lowe reports

The Approved Documents provide guidance on ways to meet the building regulations.

List of Approved Documents

The following documents have been published to give guidance on how to meet the Building Regulations. You can find the date of the edition approved by the Secretary of State at www.gov.uk.

Approved Document A
Structure

Approved Document B
Fire safety
Volume 1: Dwellings

Approved Document B
Fire safety
Volume 2: Buildings other than dwellings

Approved Document C
Site preparation and resistance to contaminants and moisture

Approved Document D
Toxic substances

Approved Document E
Resistance to the passage of sound

Approved Document F
Ventilation
Volume 1: Dwellings

Approved Document F
Ventilation
Volume 2: Buildings other than dwellings

Approved Document G
Sanitation, hot water safety and water efficiency

Approved Document H
Drainage and waste disposal

Approved Document J
Combustion appliances and fuel storage systems

Approved Document K
Protection from falling, collision and impact

Approved Document L
Conservation of fuel and power
Volume 1: Dwellings

Approved Document L
Conservation of fuel and power
Volume 2: Buildings other than dwellings

Approved Document M
Access to and use of buildings
Volume 1: Dwellings

Approved Document M
Access to and use of buildings
Volume 2: Buildings other than dwellings

Approved Document O
Overheating

Approved Document P
Electrical safety – Dwellings

Approved Document Q
Security – Dwellings

Approved Document R
Infrastructure for electronic communications
Volume 1: Physical infrastructure and network connection for new dwellings

Approved Document R
Infrastructure for electronic communications
Volume 2: Physical infrastructure for high-speed electronic communications networks

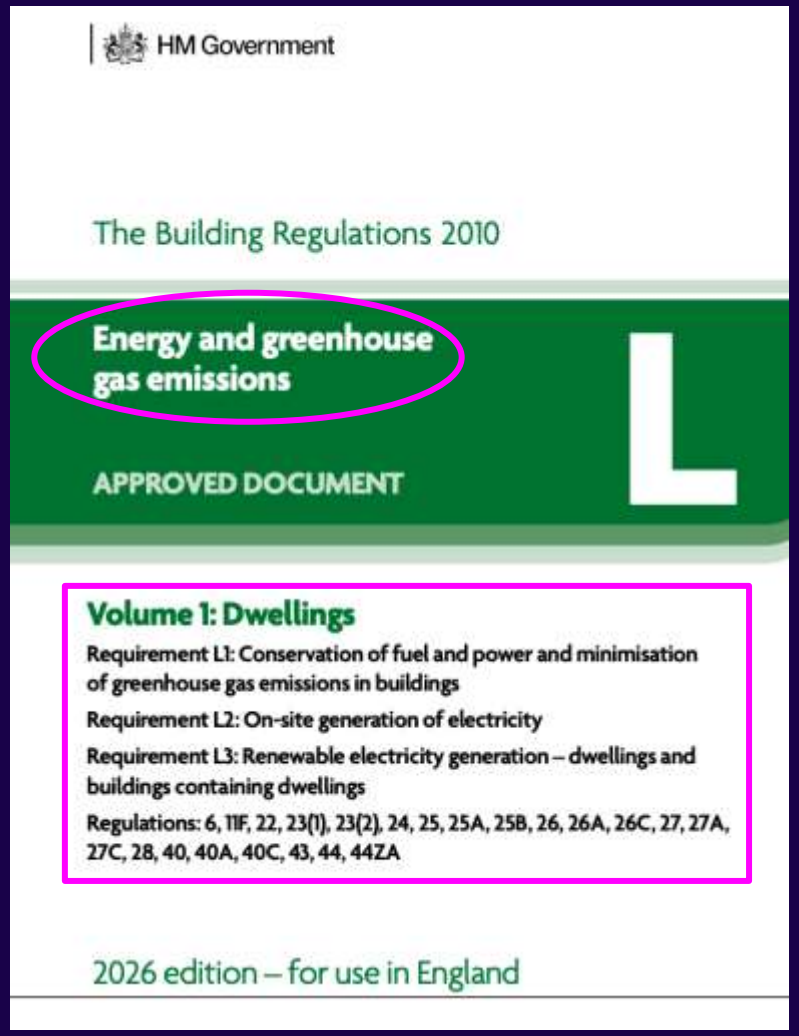
Approved Document S
Infrastructure for the charging of electric vehicles

Approved Document T
Toilets

Approved Document 7
Materials and workmanship

Future Homes Standard - England

Key documents (Approved Document L - Energy & F - ventilation 2026)



HM Government

The Building Regulations 2010

Energy and greenhouse gas emissions

APPROVED DOCUMENT

L

Volume 1: Dwellings

Requirement L1: Conservation of fuel and power and minimisation of greenhouse gas emissions in buildings

Requirement L2: On-site generation of electricity

Requirement L3: Renewable electricity generation – dwellings and buildings containing dwellings

Regulations: 6, 11F, 22, 23(1), 23(2), 24, 25, 25A, 25B, 26, 26A, 26C, 27, 27A, 27C, 28, 40, 40A, 40C, 43, 44, 44ZA

2026 edition – for use in England

STATUTORY INSTRUMENTS

2026 No. 335

BUILDING AND BUILDINGS, ENGLAND

The Building Regulations etc. (Amendment) (England) Regulations 2026

Made	*23rd March 2026*
Laid before Parliament	*24th March 2026*
Coming into force in accordance with regulation 1	

The Secretary of State makes these Regulations in exercise of the powers conferred by sections 1 and 47(1) of and paragraphs 1D, 1F, 7, 8 and 10 of Schedule 1 to the Building Act 1984(1).

In accordance with section 120B(3)(2) of the Building Act 1984, the Secretary of State has consulted the regulator (within the meaning given in section 126 of the Building Act 1984) and such other persons as the Secretary of State considers appropriate.

Citation, commencement, extent and application

1.—(1) These Regulations may be cited as the Building Regulations etc. (Amendment) (England) Regulations 2026.

(2) Subject to paragraph (3), these Regulations come into force on 24th March 2027.

(3) Regulations 3, 4, 6, 7, 8 and 9 come into force in relation to HRB work or work to existing HRB on 24th September 2027.

(4) These Regulations extend to England and Wales and apply to buildings and building work in England.

Future Homes Standard
Regulations Timeline

FHS Regulations laid

Confirming the FHS specification and timeline

SAP10.3 made available

24 March 2026

Summer 2026

HEM & EPC reform due to be confirmed

Home Energy Model (HEM) expected to be made available and EPC reform plans confirmed

FHS comes into force

All new site registrations need to meet FHS.

Existing registrations have 12 months to commence

24 March 2027

Summer 2027

New EPC (uses HEM)

New Energy Performance Certificate (EPC) due to be launched and **HAS** to be run in HEM.

SAP10.3 still dual running (for 2 years).

High Risk Buildings (FHS comes into force)

24 Sept 2027

24 March 2028

FHS Transition ends

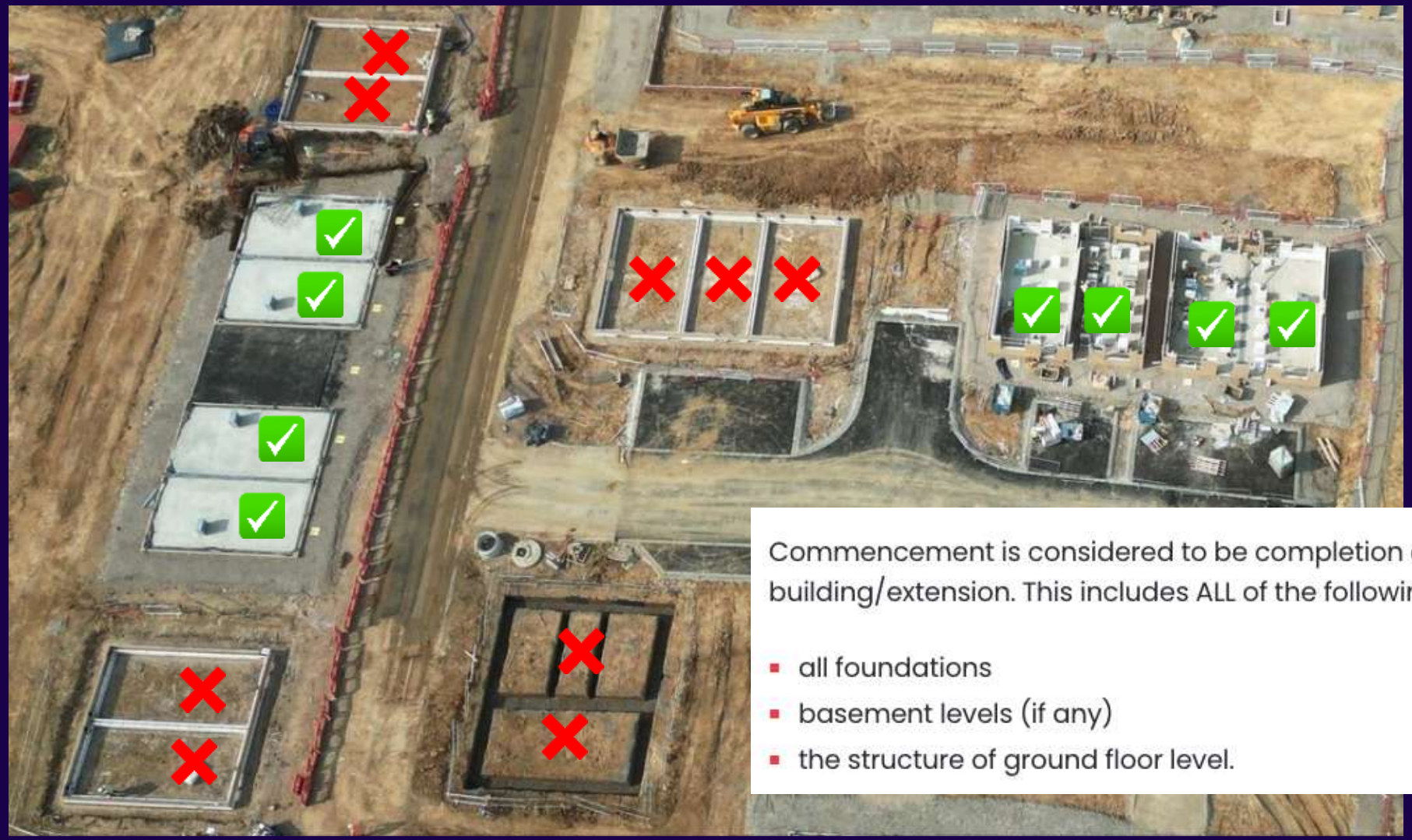
End of transition and all plots must be 'commenced' to stay on old regulations

HEM only methodology 24 months after HEM

2029

Future Homes Standard

“Commencement” by 24/03/2028…



Commencement is considered to be completion of the sub-surface structure of the building/extension. This includes ALL of the following stages:

- all foundations
- basement levels (if any)
- the structure of ground floor level.

Table 10: Phase-in assumptions (% of new homes excluding HRBs completed to FHS 2025 requirements)

	2026	2027	2028	2029	2030 onwards
New domestic excluding HRBs	0%	10%	35%	80%	100%

Table 11: Phase-in assumptions for HRBs (% of HRBs completed to FHS 2025 requirements)

	2026-2030	2031	2032	2033	2034 onwards
New HRB dwellings	0%	10%	35%	80%	100%

HRB - High Risk Buildings

Building at least 18 meters in height or has at least seven storeys, and contains at least two residential units

Future Homes Standard
Key requirements

Minimum energy performance requirements for new buildings

25. Minimum energy performance requirements shall be approved by the Secretary of State, calculated and expressed in accordance with the methodology approved pursuant to regulation 24, for—

(a) new buildings (which shall include new dwellings), in the form of target CO_2 emission rates;

(b) new dwellings, in the form of target fabric efficiency rates; and

(c) new buildings in the form of target primary energy rates.

Regulation 24

Regulation 24 requires the Secretary of State to approve a methodology to calculate the energy performance of a building. For a new dwelling, there are two methodologies which have been developed for this purpose, which are as follows.

a. The Home Energy Model (HEM).

b. *The Government's Standard Assessment Procedure for the Energy Rating of Dwellings* (Standard Assessment Procedure or SAP).

Future Homes Standard

Renewables (Solar PV) requirement - 40% ground floor area

5.73 Roof-mounted photovoltaic arrays on dwellinghouses should be designed to achieve a reasonable output using one of the following.

a. An annual output (in kWh) for the dwellinghouse as calculated using the approved methodology of at least equal to that of a photovoltaic array with all of the following characteristics.

   i. Installed peak power (kWp) equal to photovoltaic panels with an efficiency of 0.22kWp per m^2 installed over an area equivalent to 40% of the dwellinghouse's ground floor area (see equation 5.1).

   ii. Orientated south-east to south-west.

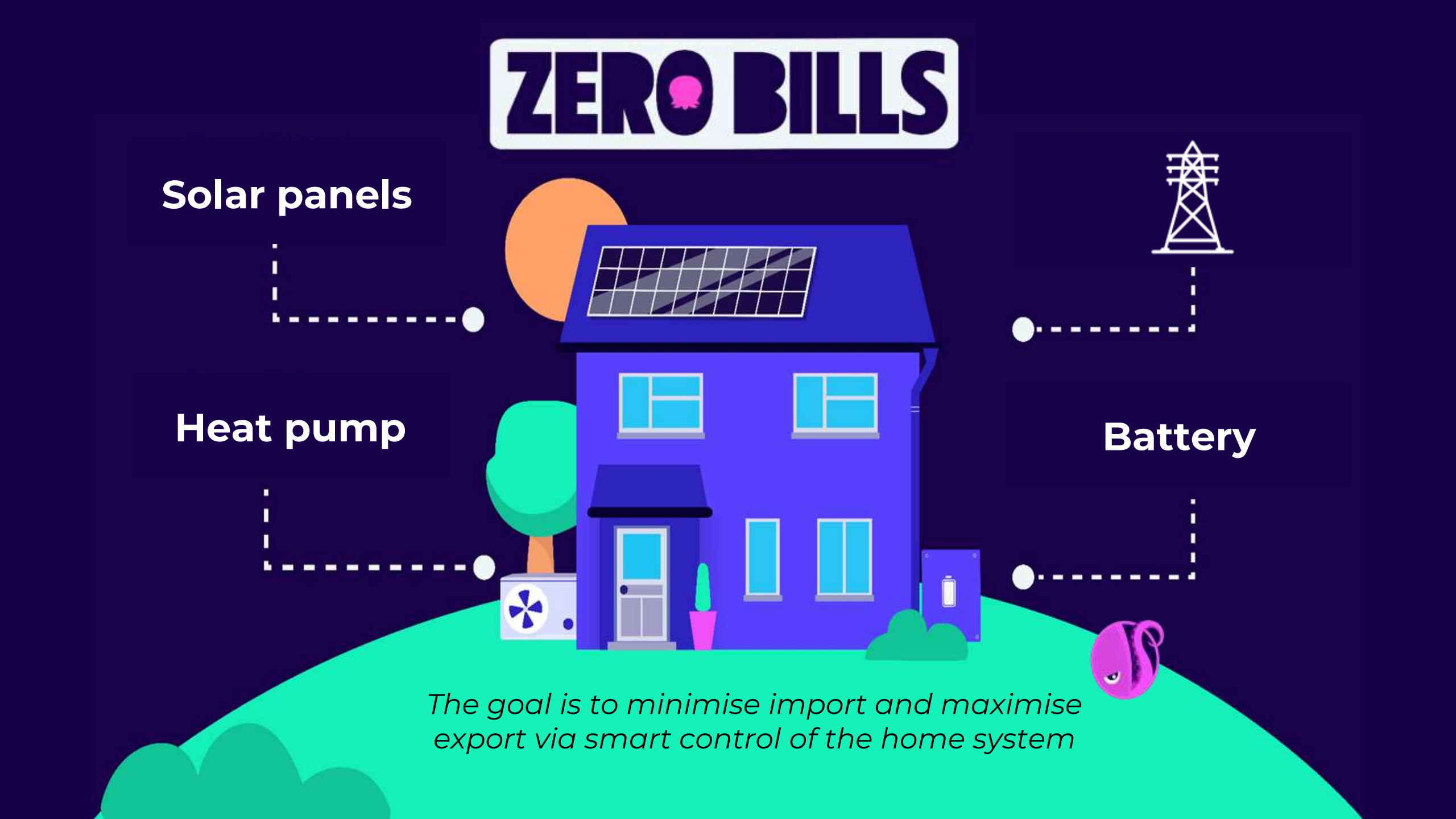
   iii. Pitch of 45 degrees.

   iv. Not overshaded.

b. An annual output (in kWh) for the dwelling as calculated using the approved methodology at least equal to that of a photovoltaic array covering the reasonably practicable roof area with a panel efficiency of 0.22 kWp/m^2.

Perfect New Home Tariff for New Building Standards...

ZERO BILLS



The goal is to minimise import and maximise export via smart control of the home system

PUBLICATION

Spotlight: UK Single Family Housing 2025

31 MARCH 2025

What are the options?

The **Future Homes Standard** (FHS), set to be implemented in 2025, will form part of UK Building Regulations and will be the new minimum compliance standard for new homes.

In practice, the FHS will mean improved building fabric performance and low-carbon, fossil fuel free heating systems. It aims to future-proof homes so they will not require any energy related retrofit as the national grid decarbonises. This is part of the broader effort to meet the UK's net-zero carbon targets by 2050. Exact details are still to be confirmed, but housebuilders should expect to have to include more insulation in the building fabric, heat pumps for heating and hot water and potentially rooftop solar panels.

Whilst this is likely to mean higher build costs over the current regulatory minimum standard, the scale of technology adoption should reduce costs over time, particularly for the heat pump market.

The **Octopus Zero Bills** model offers new homes equipped with solar panels, domestic scale batteries, and heat pumps, guaranteeing zero energy bills for at least five years.
This innovative tariff leverages green technology to eliminate energy costs, making sustainable living more affordable.

Octopus Energy aims to collaborate with developers to build 100,000 Zero Bills homes by 2030. Estimated additional costs are between £10,000 - £20,000 per unit to fund the heat pump, batteries and PV panels.

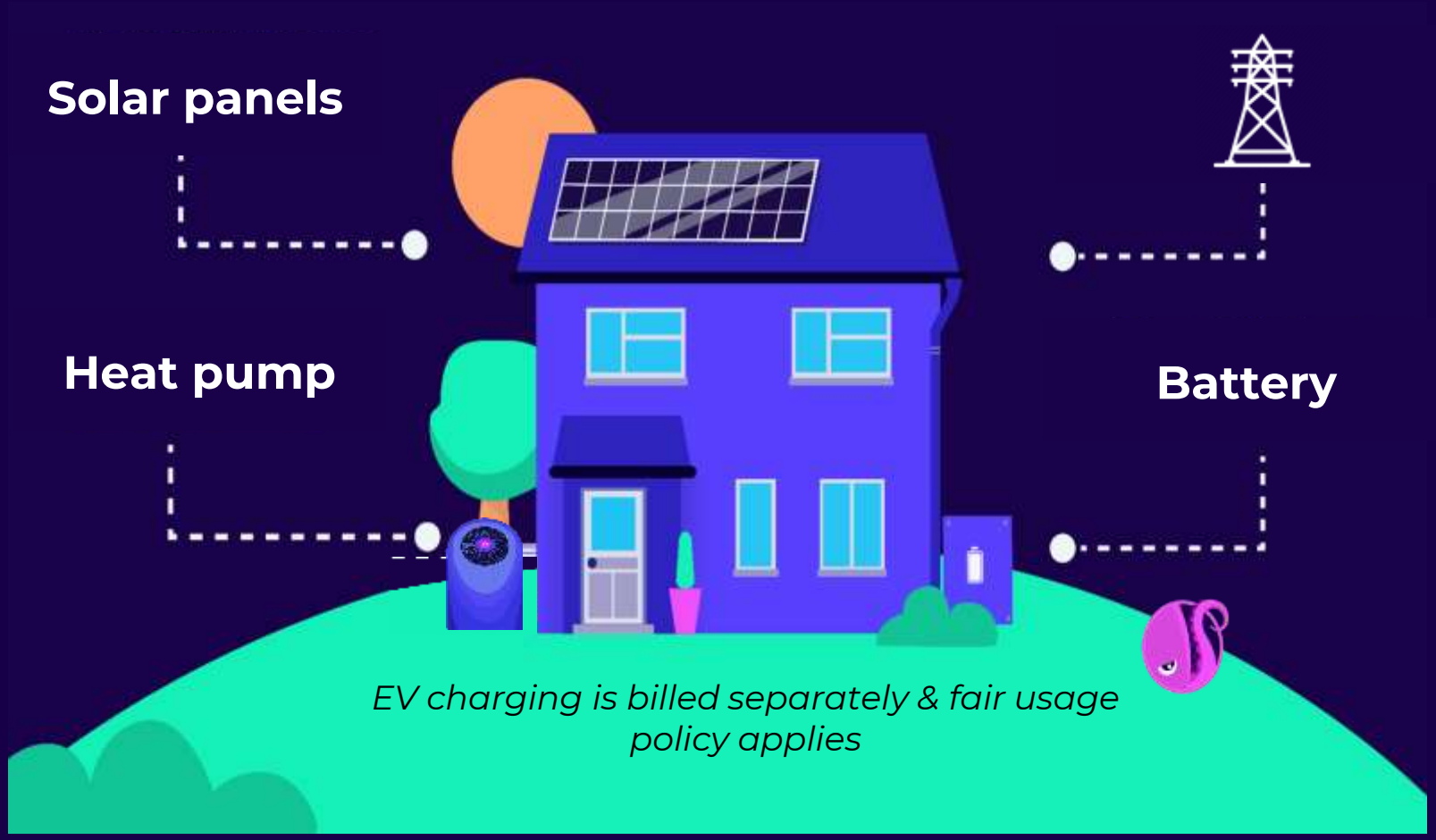
The **Passivhaus** standard is a rigorous, voluntary standard for environmental quality in buildings, providing assurance of health and wellbeing whilst reducing energy consumption. It results in high levels of internal comfort and constant fresh air, delivered using very little energy and therefore lower bills.

Key features include high levels of insulation, airtight construction, and mechanical ventilation with heat recovery. Although some housebuilders state a 10-15% cost premium to build to Passivhaus standards, this is usually pricing in inexperience and risk, rather than additional materials and time on site.

For developers who are used to building to Passivhaus standards, the premiums are more predictable and much lower, usually around the 5% mark and sometimes less than £10,000 per unit.

How Zero Bills works...

We combine heat pump, battery, and solar to eliminate energy bills – offered in perpetuity, *guaranteed for at* ***least 10 years!***

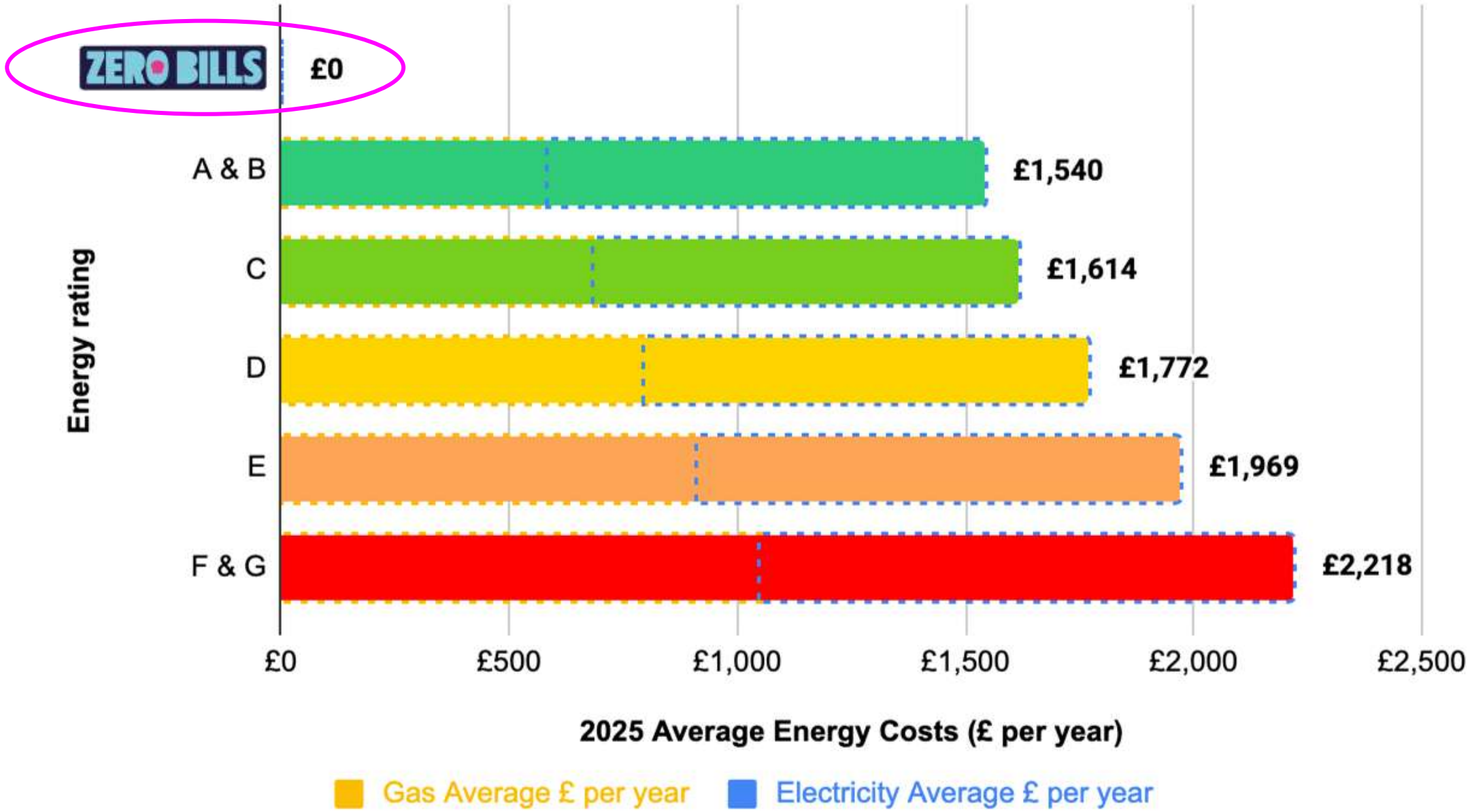


EV charging is billed separately & fair usage policy applies

We optimise the home energy system for Zero Bills by:

- Optimising the **heat pump** and **solar battery** systems
- Taking feed from **weather forecasts**
- Dynamically accounting for **market conditions**
- Providing **flexibility services** to the grid
- **EV charging billed separately**
- **Fair usage applies**

Zero means £0


ZERO BILLS
£0
A & B
£1,540
C
£1,614
D
£1,772
E
£1,969
F & G
£2,218
Energy rating
£0
£500
£1,000
£1,500
£2,000
£2,500
2025 Average Energy Costs (£ per year)
Gas Average £ per year
Electricity Average £ per year

London, UK

Bristol, UK

Sussex, UK

Val-d'Oise, France

ZERO BILLS
THE GLOBAL HOUSING STANDARD

octopus energy

Example Installation: Zero Bills homes

ZERO BILLS
NO ENERGY BILLS FOR 10 YEARS

Home Battery
(Tesla Powerwall 3)

EV charger
(Ohme ePod)

+ Heat Pump!

octopus energy

Zero Bills homes come in all shapes and sizes

ZERO BILLS
NO ENERGY BILLS FOR 10 YEARS

Zero Bills Specifications:

Underlined products are newly integrated. If you select one you must let us know immediately.

The **simpler the roof**, the better (1-2 storey ideally), with **kWh/yr targets met**, as set by Octopus - no specific panel manufacturer required

Preferred heat pump & controller: **Octopus Cosy, Daikin, Panasonic, Ideal**

Required battery & inverter: **Tesla, Enphase, SolarEdge, GivEnergy, Huawei, Alpha ESS, Hanchu, Sunpower, SigEnergy, EcoFlow**

Required EV charger: **Octocharge, Ohme, Hypervolt, Indra, Myenergi, Wallbox, Simpson, Anderson, Nexblue, Sync, VCHRGD**

No gas, solar diversion, direct electric heating (including towel rads), electric panel heaters or instantaneous showers and individual on/off room controls must be off control only

Internet connection - dongles can be purchased

SAP calcs & site plan → Complete solar designs → Confirm specifications → Contract

ZERO BILLS

Reductions in net cost of solar & battery materials to achieve a typical Zero Bills home

ZERO BILLS

Rightmove: Greener Homes Report findings

- Mentions of solar on Rightmove property listings have **increased 40% during 2025**
- **Saving money on energy bills** is the primary motivator for 89% of homeowners
- **Homes with solar panels, heat pumps and smart tariffs have higher house price values on average and benefit from reduced energy bills**


EXPRESS

Octopus Energy collaborates with Rightmove to help Brits buy greener homes

EXCLUSIVE: There has been a 46% increase in mentions of heat pumps and a 37% rise in references to solar panels in property listings year-on-year.

Share Article | Bookmark | 1 Comments

By Katie Elliott, Consumer and Money Editor
08:00, Tue, Dec 9, 2025

Warm Homes Funding...

Warm Homes Plan - £15 billion

- Around 86% of homes in England use gas heating
- Roughly 2.7 million households are classified as living in fuel poverty
- Homes and buildings account for around 21% of total UK emissions

£5.0 **billion** for low-income schemes
£2.7 **billion** for Boiler Upgrade Scheme (BUS)
£2.7 **billion** for Warm Homes Fund for home upgrades
£2.0 **billion** for customer loans
£1.5 **billion** for Warm Homes Programmes & devolved councils
£1.1 **billion** for Heat Networks

56% of all UK homes have an EPC rating of D or below.

Warm Homes: Social Housing Fund Wave 3
£1.29 Billion - 144 projects

England	Homes below EPC C in 2023	Average number of homes per year	
		Upgraded in last 10 years 2013-2023	Upgrades required to meet 2030 target
Owner occupied	8,360,000	372,900	1,194,300
Private rented	2,517,000	91,600	359,600
Local authority	475,000	59,300	67,900
Housing association	**713,000**	**57,800**	**101,900**
England	12,065,000	581,600	1,723,600

In 2023 BRE estimated that the **NHS is spending over half a billion pounds a year** treating cold-related ill-health caused by EPC F and G banded homes.

The government's plan to spend £39 billion over 10 years on building affordable homes has been hailed as 'the most ambitious affordable housing programme in decades'

- **£15 billion of capital plan** - to lift 5 million homes out of fuel poverty by 2030.
- **Call for evidence to inform the design of WHF -** closes 1st June 2026
- **Additional £295million 'Top Up' funding into WH:SHF Wave 3 for Financial Year 2026/27 -** closes 29th April 2026. Targeting homes below EPC C. Need to add to Government Pound (£GB)
- **Warm Homes Agency (WHA)** - one stop shop to upgrade 5 million homes - Est. 2026/27

nationwide

0% interest Green Additional Borrowing mortgage

If you're looking for a way to fund your energy-efficient home improvements, our 0% interest Green Additional Borrowing mortgage could help. Get 0% interest on your borrowing for the first 2 or 5 years.

BARCLAYS

Sustainability

Make energy-efficiency home improvements with a personal loan

Get up to £250 cashback on eligible home improvements. T&Cs apply.

HALIFAX

Green living offers

Rewarding you for making your home more energy efficient. Whether you're buying a home or upgrading your current one, we have offers to help you.

Get up to £2,000 cashback and a free Energy Performance Certificate (EPC)

With Green Living Reward, qualifying mortgage customers could claim one of these rewards:

- ✓ £2,000 cashback for a heat pump
- ✓ £1,000 cashback for roof-top solar panels or a non-portable battery
- ✓ £500 cashback for other energy-efficient home improvements Exclusions apply
- ✓ After you receive the cashback, we'll offer you a free optional Energy Performance Certificate (EPC) for your home.

Eco home hub

LLOYDS

Find out more about our eco home offers, tips and tools, which could reduce your energy bills. Get started with help from our retrofit partners.

nationwide

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Eco home hub

LLOYDS

Find out more about our eco home offers, tips and tools, which could reduce your energy bills. Get started with help from our retrofit partners.

Perfect Tariff for Solar & Battery projects/return on £GB

Octopus Energy: Tenant Power

Splitting the benefit of solar and battery installations between landlords & tenants

1. Landlord installs battery and solar

TENANT POWER

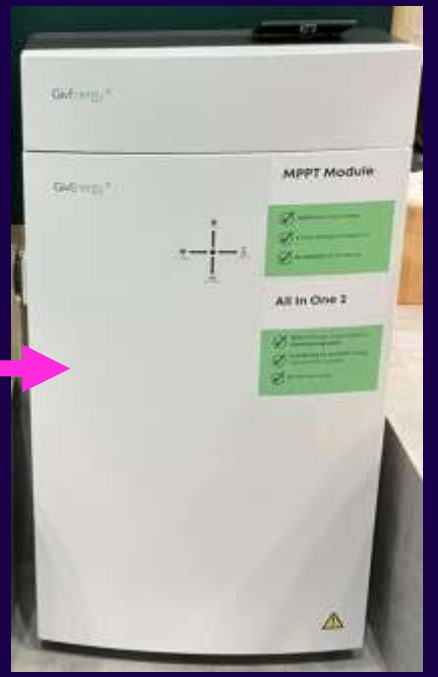
2. Tenant becomes an Octopus customer on Tenant Power tariff

octopus energy

3. Tenant lives happily in the home with 30% discount on the standard variable tariff

4. Landlord receives an export payment from the solar AND flexibility payment from the battery to be paid monthly March to October.

Example Installation: by Together Housing



Tariff Structure | Landlord Returns

Landlord annual return

£48 per standard panel

+

£73 for small 5kWh battery

£140 for medium 9.5kWh battery

£261 for large 13.5kWh battery

12 panels + 9.5kWh battery **Landlord receives £716 per year**
12.7 yrs simple ROI for £9k solar+storage CAPEX

Tenant savings

30% discount on unit rate of electric bill;
example with current=Jan 2026 Yorkshire SVT rates

Medium electric use gas heated home
2,700 kWh/yr consumption:

Status quo tenant elec bill: £872 /year
Discounted tenant elec bill: £674 /year

Tenant saves £198 per year (23% on total electricity bill including standing charges)

Medium electric use **air source heat pump heated home**: 5662 kWh/yr consumption:

Tenant saves £414 per year (26% on total electricity bill including standing charges)

Standard panel is 440 Wp panel and 900 kWh/kWp. Full payments depend on system availability (min 98% or 7 days downtime per year)

Please note: The above is based on current electricity rates. *There is potential upside if cost of install goes down, more solar/battery; but also there is potential downside if cost of install goes up, less solar/battery. Tenant power payments can be updated by Octopus Energy to reflect changes in the energy market.*

Standard system example| Landlord Returns

Tenant savings 30%

£198 gas heated property*
£415 air source heat pump**

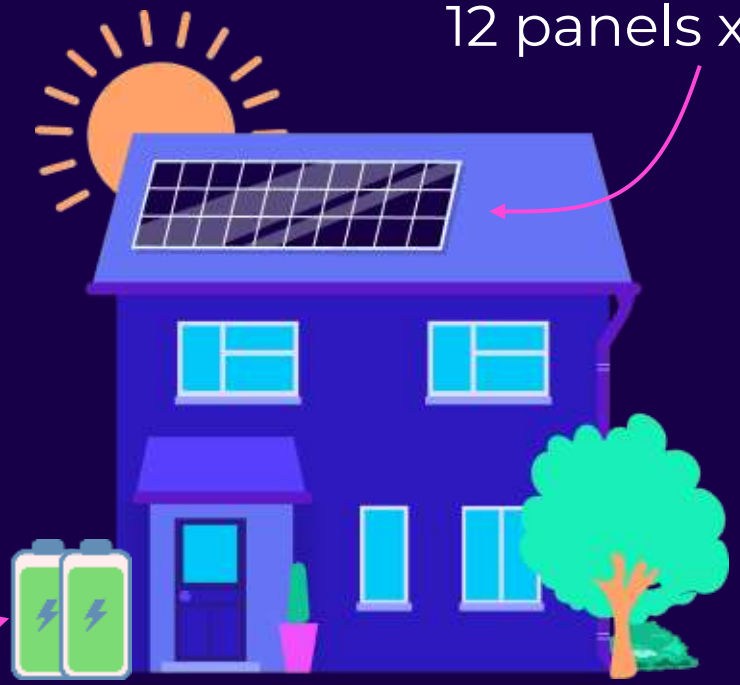
System meets tenant power standard so full panel payment

System fully available max 7 days down

Standard panel 440Wp at 900 kWh/kWp

£48 per panel
12 panels x £48 = £576

£140 for 9.5kWh battery



Landlord return

12 panels	**£576**
9.5 kWh bat	**£140**
Total	**£716**

Paid over 8 months = £89.5

12.7 yrs simple ROI for £9k solar+storage CAPEX

*30% discount on the unit rate **2,700 kWh/yr consumption ***5662 kWh/yr consumption; current=Jan 2026 SVT Yorkshire rates*

Please note: The above is based on current electricity rates. *There is potential upside if cost of install goes down, more solar/battery; but also there is potential downside if cost of install goes up, less solar/battery. Tenant power payments can be updated by Octopus Energy to reflect changes in the energy market.*

Specifications | Landlord Returns

Panel payment 440 Wp panel and 900 kWh/kWp generation (+/- on pro rata basis)

All landlord payments are **paid monthly** but are **spread evenly over 8 months of the year** (March to October inclusive/reflective of year). **We fix rates for a 12 month period.**

Batteries to be sized with panel numbers:

5kWh battery up to 10 panels, 9.5kWh up to 12 panels, 8+panels 13.5kWh

Full payments depend on **system availability** (min 98% or **7 days downtime per year**)

If annual solar generation (as measured by the battery) is below 90% of installed MCS certificate projected output, payments will be reduced on a pro-rata basis.

Live partners

h&f hammersmith & fulham

together housing

LANGSTANE HOUSING ASSOCIATION LTD
YOUR HOME MATTERS

west highland housing

united welsh

GRAMPIAN HOUSING ASSOCIATION LTD

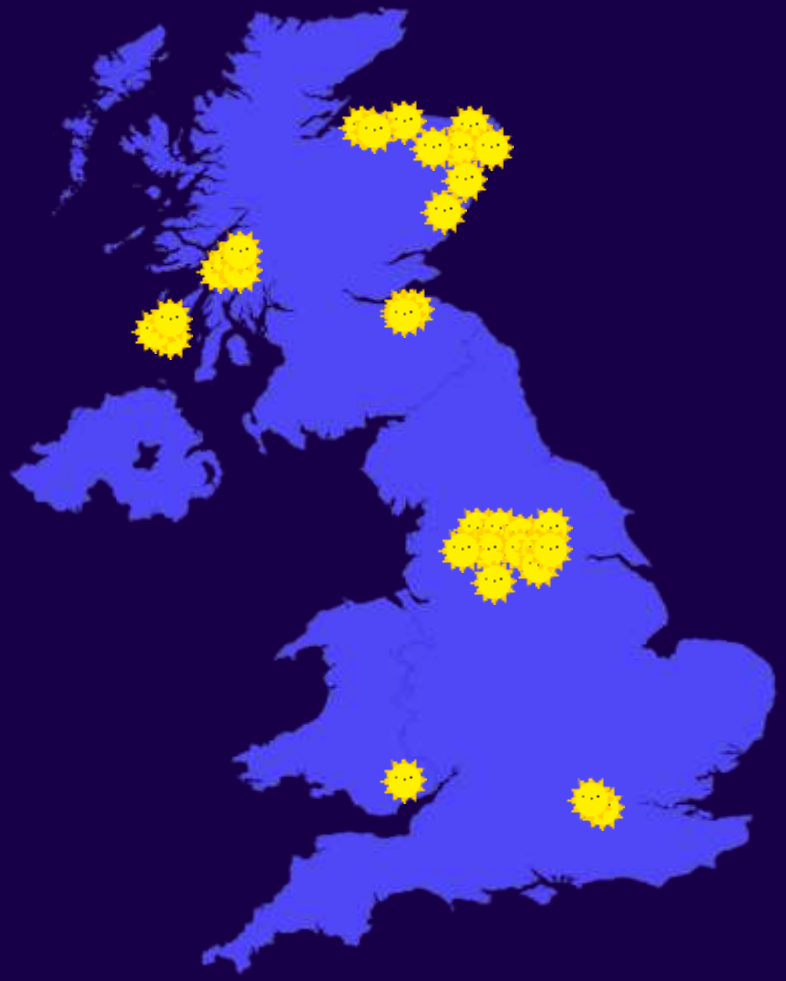
Castlehill HOUSING ASSOCIATION

Muirhouse Housing Association

8 partners

60k+
properties under management

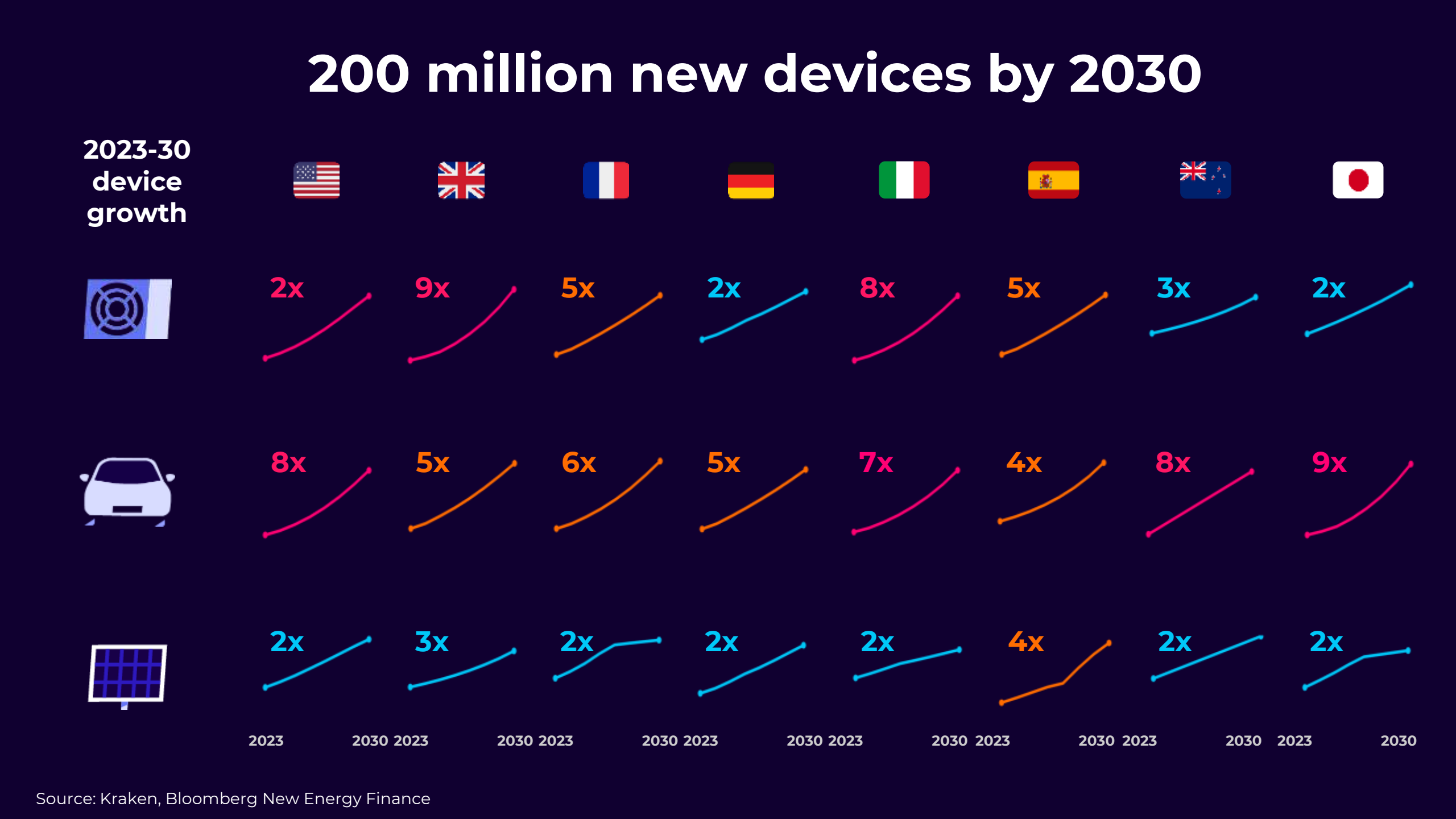
1800+
tenant power installs committed



octopus energy

Demand for Low Carbon Tech...

200 million new devices by 2030



Source: Kraken, Bloomberg New Energy Finance

Cellular Router

£399.00 GBP

Taxes included. Shipping calculated at checkout.

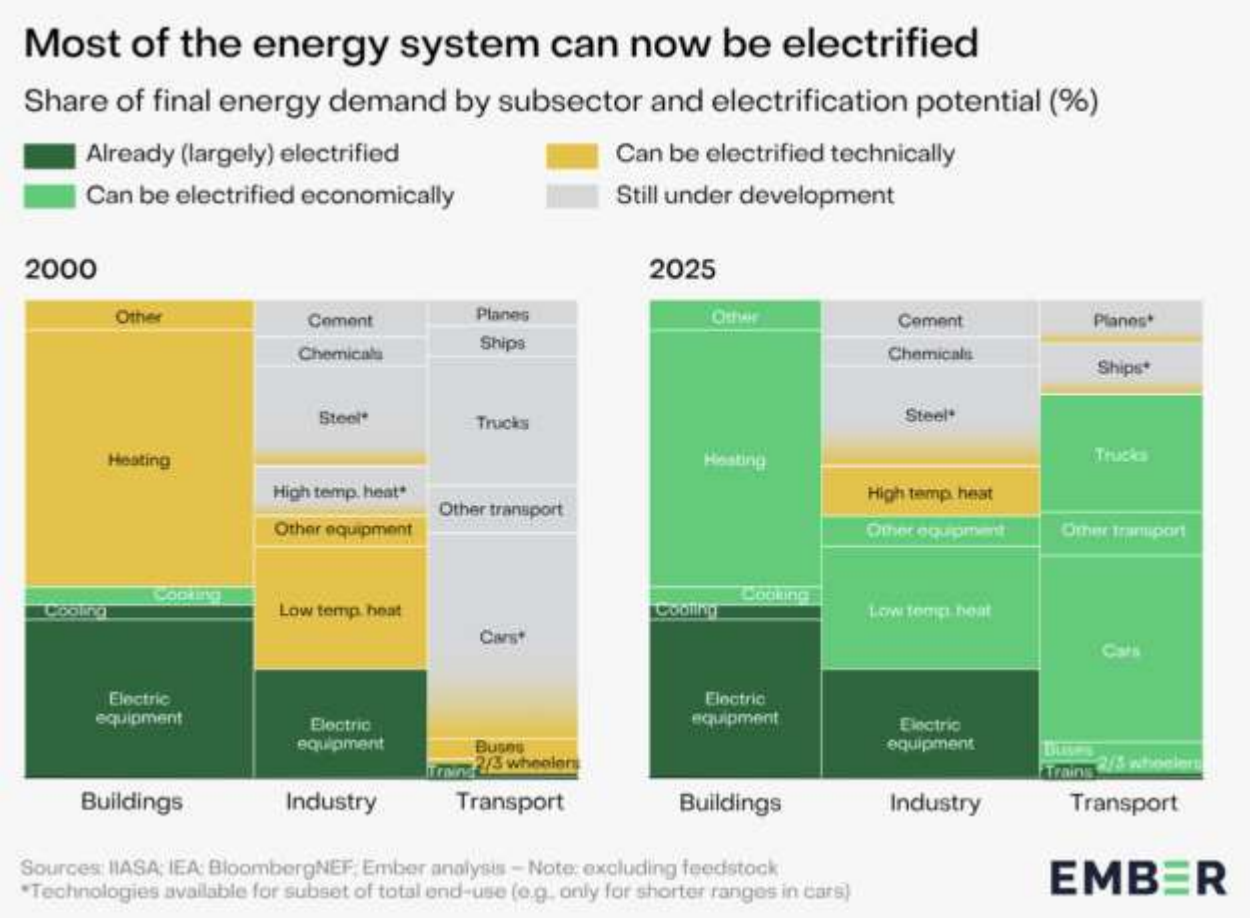
Quantity

− 1 +

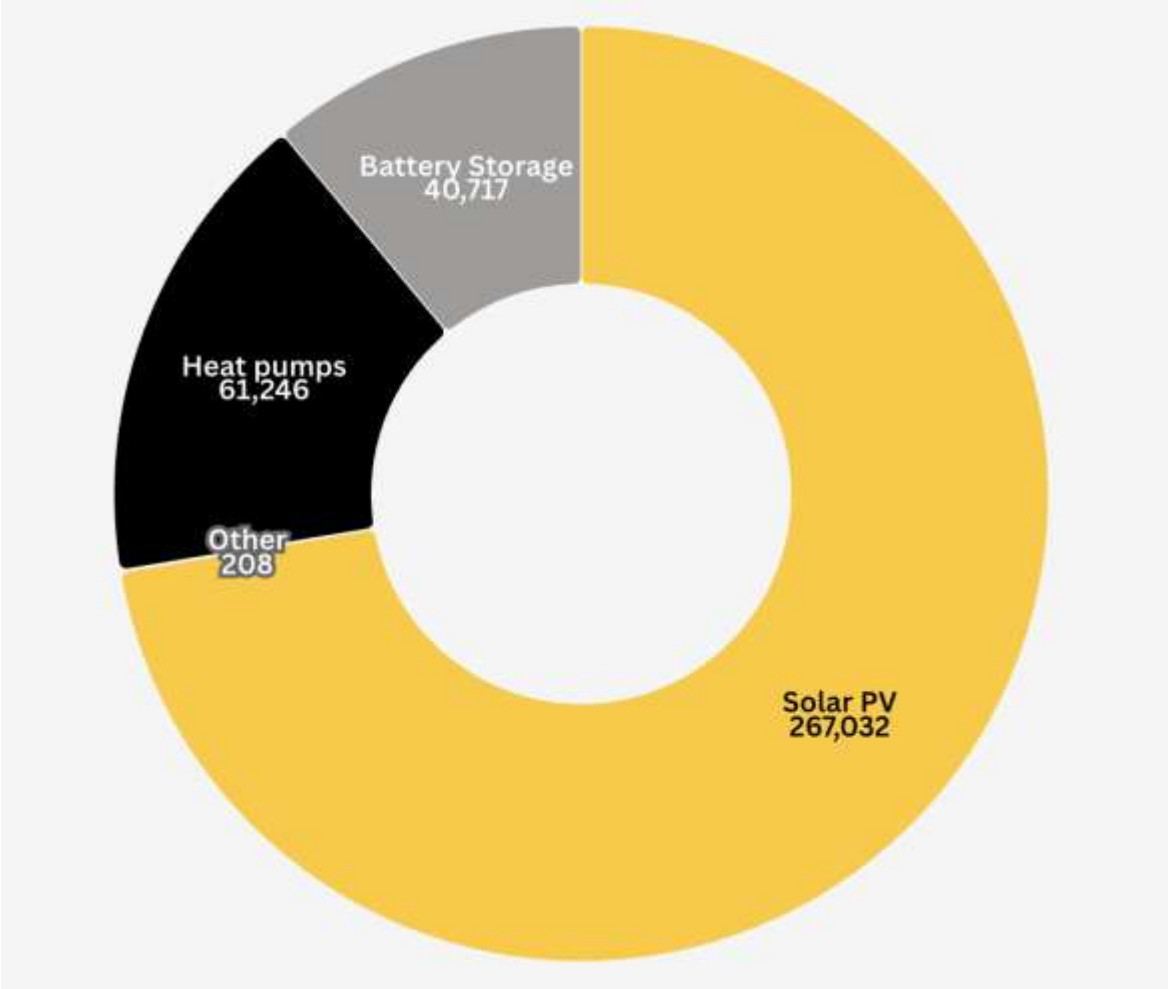
Add to cart

The Cellular Router is a Teltonika router using cellular connectivity provided by EMnify, with support for long-term system and diagnostic data retention (up to 10 years). It's a compact cellular router that provides reliable Wi-Fi connectivity via a UK multi cellular network SIM. The router will automatically find the best available network at point of setup with no Installer action required. Once operational the router can automatically switch networks if it encounters a loss of connectivity with a particular cellular network provider.

UK adoption is accelerating but still early in the curve creating huge opportunity



MCS reports 2025 as the best-ever year for low carbon tech sales in the UK



SOLAR SOARS

Rooftop solar surpassed the long-standing record set back in 2011 by 31%, with 267,032 certified installations in 2025

UK WARMING TO HEAT PUMPS

There were over 60,000 MCS certified heat pump installations in 2025, the most ever for a single year.

BATTERY ON THE CHARGE

Battery storage saw more than 40,000 certified installations in 2024

369,203
INSTALLATIONS IN 2025

1.96GW
INSTALLED CAPACITY IN 2025

325M
KG OF CARBON EMISSIONS SAVED IN 2025

The Telegraph

Miliband must reopen the North Sea, Octopus boss says

1 day ago

www.lbc.co.uk

Energy markets 'in turmoil', says Octopus Energy boss

The Guardian UK

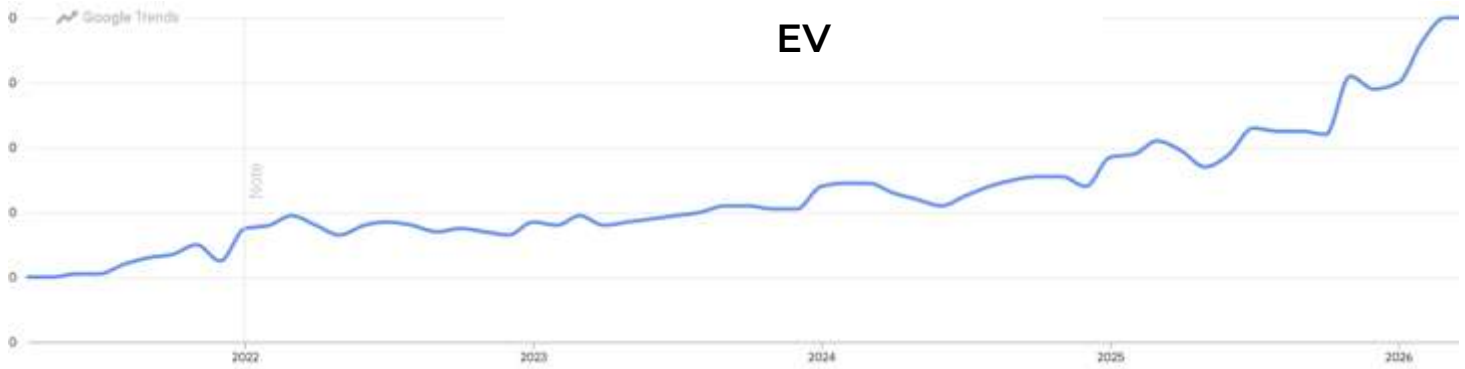
Record number of homes in Great Britain turn to green energy as fuel prices soar

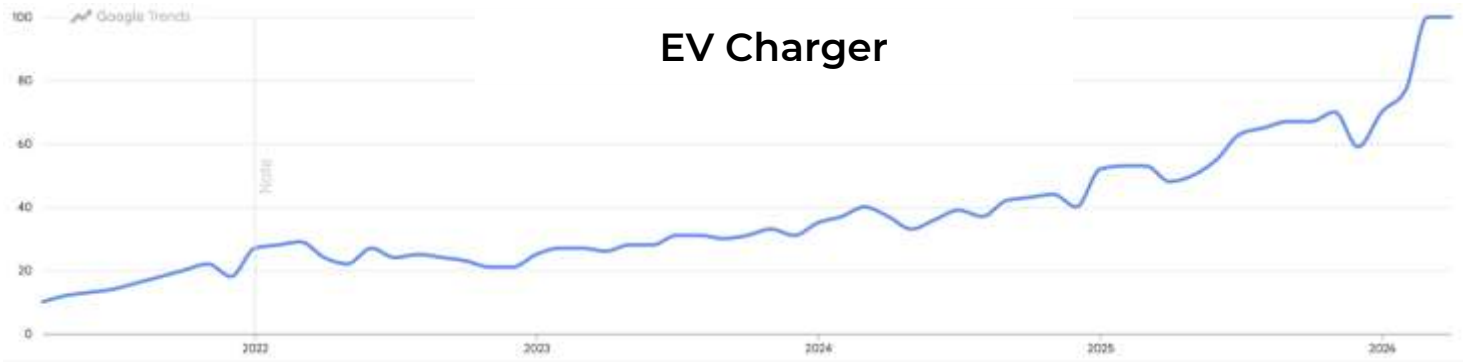
Iran war drives demand for solar panels, heat pumps and EVs, with energy bills expected to rise 18% from July

INDEPENDENT

Iran war's global energy crisis sharpens China's advantage in clean tech

Consumer Trends: Google search interest - EV





EV leasing orders surge 89% as drivers accelerate switch to electric

- EV leasing demand surges, with Octopus EV orders up 89% in March
- Rising petrol and diesel prices push UK motorists to rethink costly, unpredictable fuel bills
- Octopus releases top performing models for Q1, with the Tesla Model Y leading the charge

Reuters

Electric car sales edge above petrol in EU for first time

By Alessandro Parodi

January 27, 2026 4:05 PM GMT · Updated January 27, 2026

Bloomberg.com

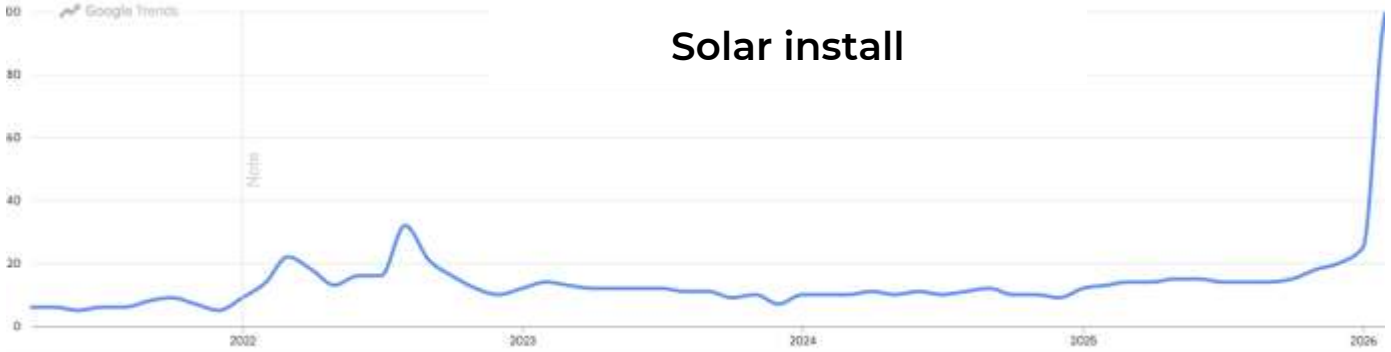
UK Electric Vehicle Sales Rise to Record High Amid Fuel Price Rise

High gas prices are sparking more interest, but it remains to be seen whether EV sales will continue to surge.

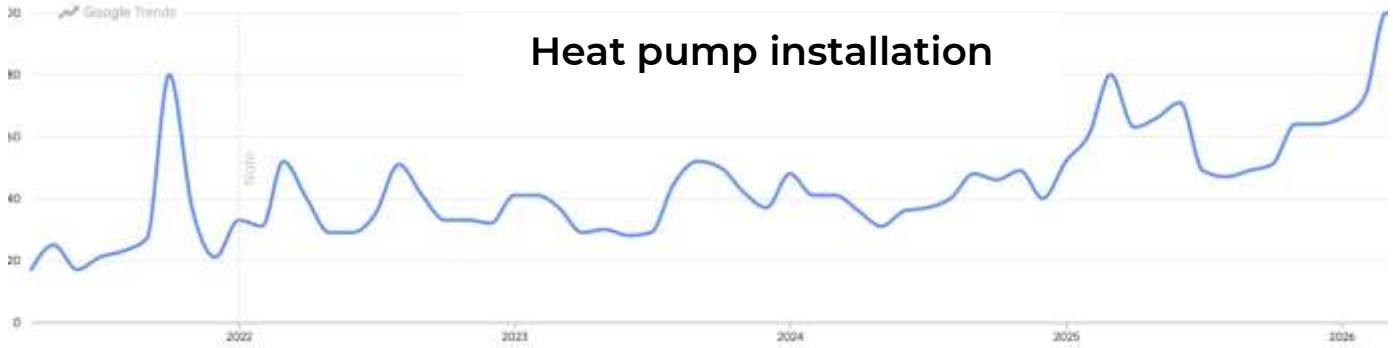
5 days ago

Consumer Trends: Google search interest - Solar & heat pump

Solar install



Heat pump installation



BBC

Octopus Energy boss: We've seen a 50% rise in solar panel sales since start of war in Iran

The UK's biggest energy firm has seen a 50% rise in solar panel sales after the US-Israel war with Iran pushed oil and gas prices up,...

2 weeks ago

Record number of homes in Great Britain turn to green energy as fuel prices soar

Iran war drives demand for solar panels, heat pumps and EVs, with energy bills expected to rise 18% from July

Octopus says sales of solar power systems were up by almost 80% in March, while British Gas recorded a 250% rise in installation inquiries since 28 February. Photograph: Jeff Morgan 10/Alamy

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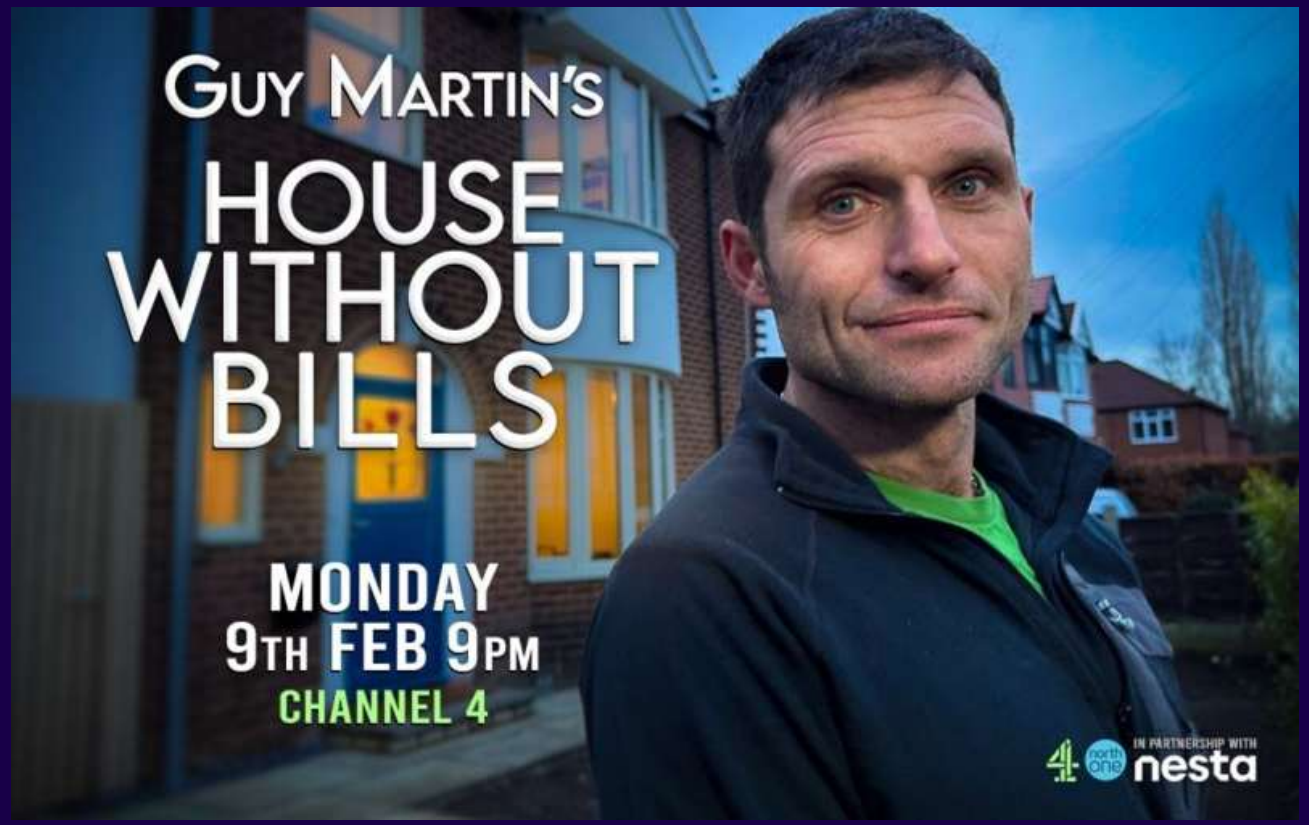
EXCLUSIVE Octopus Energy launches new 'groundbreaking' tariff cutting social housing energy bills by up to £200



The Sun | Sun Club | News | Sport | Fabulous | TV | Showbiz | Money | Travel | Health | Motors | More

EXCLUSIVE

Money > News Money

HOT TOPIC I have my heating on all the time but I don't pay energy bills – it saves me £250 a month

Elliott Wood lives in a zero bills home - and you could find one in your area too

Emily Mee, Consumer Reporter
Published: 08:36, 27 Oct 2025 | **Updated:** 09:25, 28 Oct 2025

Octopus Energy collaborates with Rightmove to help Brits buy greener homes

EXCLUSIVE: There has been a 46% increase in mentions of heat pumps and a 37% rise in references to solar panels in property listings year-on-year.

Share Article | Bookmark | 1 Comments

By Katie Elliott, Consumer and Money Editor
08:00, Tue, Dec 9, 2025

EXPRESS

INSIDE HOUSING

REGULATION
DEVELOPMENT
FINANCE
ASSET MANAGEMENT
SUSTAINABILITY
MORE TOPICS

NEWS
INSIGHT
COMMENT
IH LIVE

Nearly 100 landlords in talks with energy provider about zero-bills tariff

NEWS 26.01.26 11.15 AM BY ELLIE BROWN

We believe that flexibility can reduce costs for the energy system, and for customers

Department for Energy Security & Net Zero

Flexibility could reduce UK network and generation capital costs by £14bn annually.

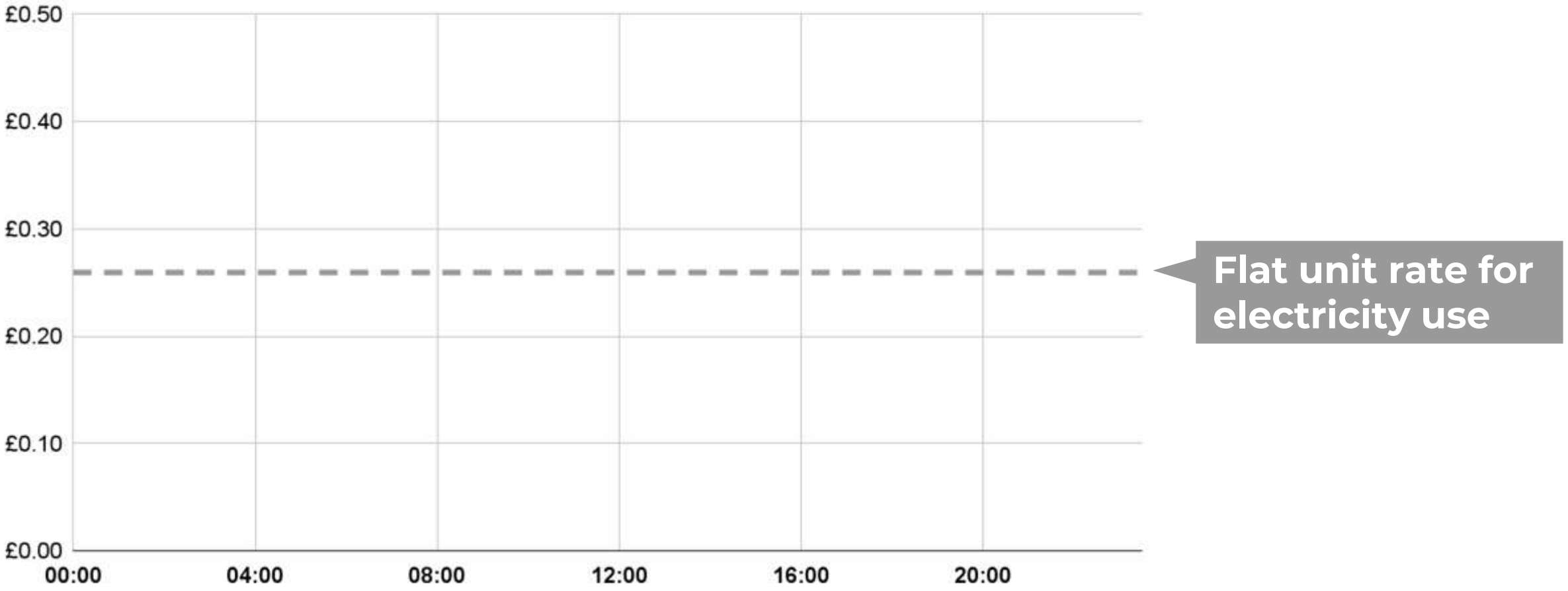
smartEn
SMART ENERGY EUROPE

Demand flexibility could save €29bn annually on grid reinforcements in the EU.

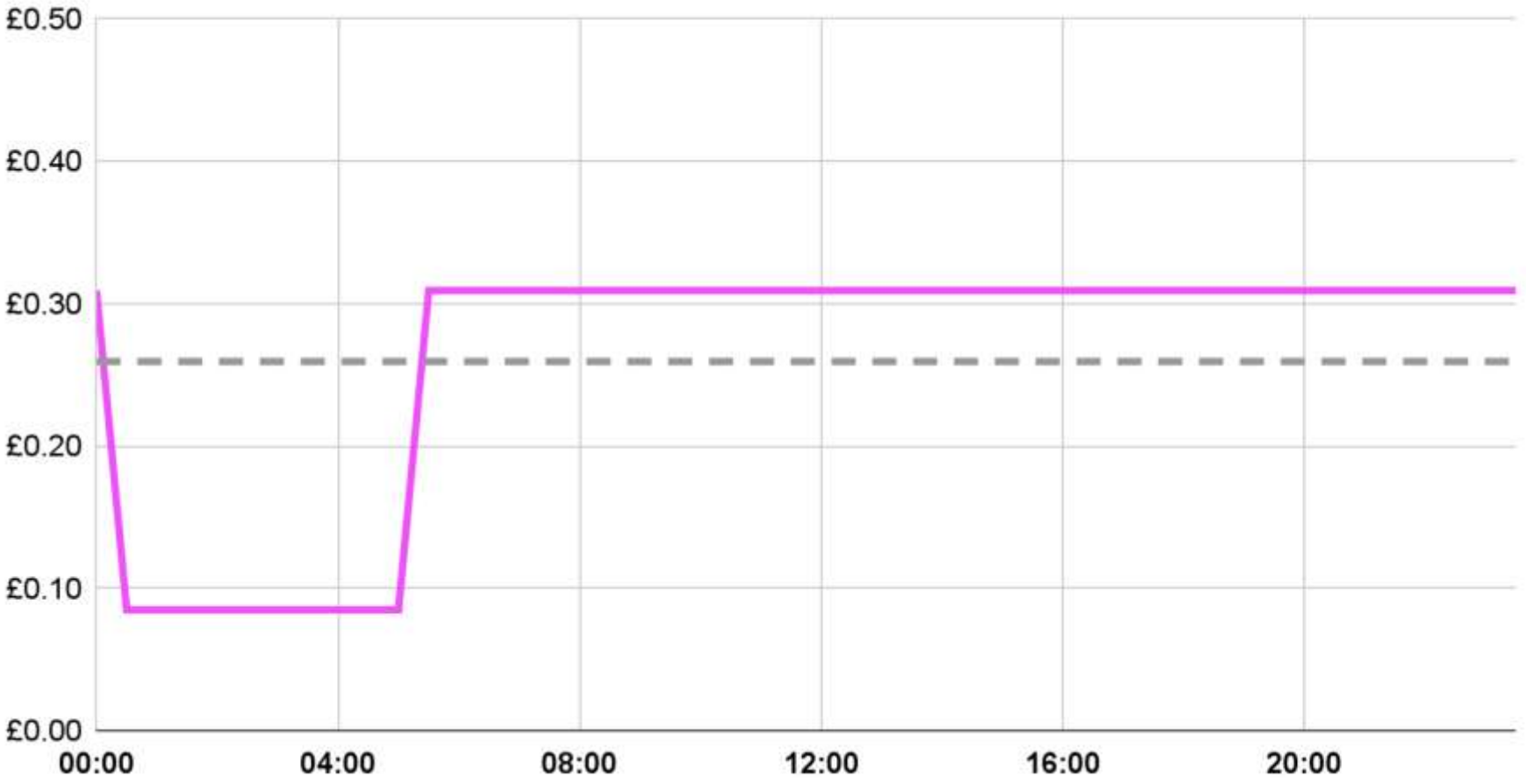
Energy Transitions Commission

Demand flexibility could reduce distribution network upgrade costs by 45-60%.

Typically customers pay a flat rate for electricity regardless of when they use it



We can use prices to influence *when* customers use electricity



Cheap electricity overnight for EV charging

40% drop in prices

...delivers...

117% increase in charging

Select the device you would like to integrate with

If you have multiple devices, just pick one.

Intelligent Octopus may only be able to connect to certain models.

- Electric Vehicles
- Chargers
- Heat pumps
- Thermostats

Hi Harry,

Let's get you set up

Car
Tesla
Model
Model 3 Standard Range +

Charger
Generic
Model
7kW

+ Authenticate device

+ Test charger connection

We've mapped your upcoming charge

View charging schedule

- 22:00 - 23:00
- 00:30 - 06:00
- 06:00 - 06:30
- 07:00 - 07:30

Charging explained

Charging preferences

Charge limit	Ready by time
100%	07:30

Need to charge now? Bump Charge

Charging history

Our tariffs

Heat pump tariff

Cosy Octopus

The smart electricity tariff designed to keep heat-pump homes toasty and energy bills cheaper.

Find out more

Storage heater tariff

Snug Octopus

The Intelligent tariff for storage heaters. We charge your storage heaters at the cheapest and greenest times of the day, whilst supporting the grid.

Find out more

Dynamic tariff

Agile Octopus

Perfect for anyone who can shift their electricity use outside of peak times

Find out more

EV tariffs

Intelligent Octopus Go

Super cheap EV smart charging and six hours of cheap home electricity a night

Find out more

Octopus Go

No Intelligent-compatible car or charger? Get five hours of cheap electricity a night for your home and car.

Find out more

Intelligent Drive Pack

Get unlimited smart charging for your EV with a £30 monthly subscription. Add this to your home tariff for hassle-free charging.

Find out more

Solar & battery tariffs

Octopus Flux

An import and export tariff giving you the best rates for consuming and selling your energy.

Find out more

Intelligent Octopus Flux

Let us pair with your battery to make the most of our import and export rates.

Find out more

Outgoing Octopus

Export your energy to the grid choosing either a flat rate or Agile market rates.

Find out more

EV

- Audi
- BYD
- BMW
- Cupra
- Ford
- Hyundai
- Kia
- Mini
- Nissan
- Polestar
- Porsche
- Renault
- Seat
- Skoda
- Tesla
- Volkswagen

EV charger

- Andersen
- Hypervolt
- Indra
- myenergi
- Ohme
- V2C
- wallbox

Heating & cooling

- amazon
- Daikin
- ecobee
- Honeywell
- ideal HEATING
- LG
- Panasonic
- sensi

Solar & battery

- Alpha-ESS
- Duracell
- Ecoflow
- Enphase
- Fox ESS
- GivEnergy
- GoodWe
- Growatt
- Hanchu ESS
- Huawei
- Solax Power
- solaredge
- solis
- Uhome
- Tesla Powerwall

Note: includes integrations that are live and in development

Octopus works across 4 key areas, each one critical for the transition

Octopus Energy

Retail Energy

- **11m** customers / **18m** accounts
- **8** countries
- **#1** for customer service
- **World-leading** consumer flex
- Europe's **largest VPP** (230k+ devices)

Services

- **EV** leasing & EV charger installation
- **Heat pump** tech & installations
- **Solar** and **meter** installations
- **Electroverse EV charging** network

Generation

- **$9bn** generation assets managed
- **14** countries
- Fan Club community generation

Kraken

Tech

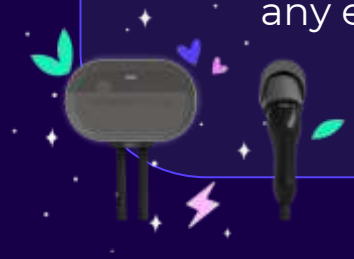
- **Single platform** to manage customers and assets
- **32+ countries**
- **71m+** contracted retail accounts
- **45GW+** flexible assets contracted

We manufacture our own market-leading hardware

Octopus Charge

Price
Untethered: from £949
Tethered: from £1049

Best for: Best suited to EV owners who want a simple, reliable home charger that helps them save money and charge greener. Ideal for customers who value smart charging, solar compatibility, and professional installation, with the flexibility to use it with any energy supplier.



Cosy Series 6kw, 9kw, 12kw

End to end product manufacturing and proprietary technology in partnership with RED in Northern Ireland.

Range now 3 models; 6kw, 9kw and 12kw

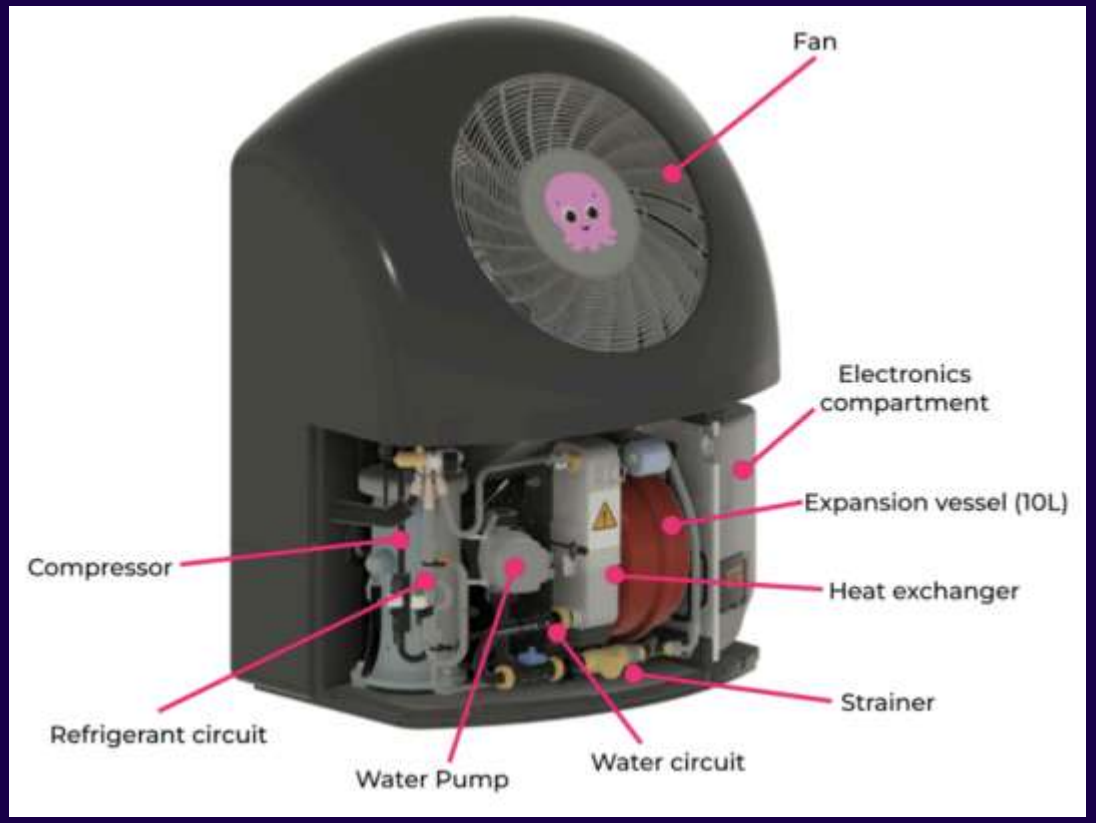
Best for: Cosy 6 is generally suitable for homes with 1-4 bedrooms and heat loss of less than 5.6 kW, while Cosy 9 is generally suitable for homes with 3-5 bedrooms and a heat loss of up to 8.7 kW.

Our newest arrival, the Cosy 12 is built for larger or older homes with a heat loss of up to 11.2 kW. Also for customers who want the option of higher flow temperatures

Cosy Heat Pumps | Customer Love

octopus energy

Cosy Series | Design & Installation



Specifications		cosy 6	cosy 9	cosy 12
Nominal capacity	kW	6.00	10.00	12.00
Heat capacity (A-5/W50)	kW	5.60	8.70	11.20
Minimum heat capacity (A10/W35)	kW	1.90	3.00	3.00

octopus energy

Cosy Series | Design & Installation

Design:

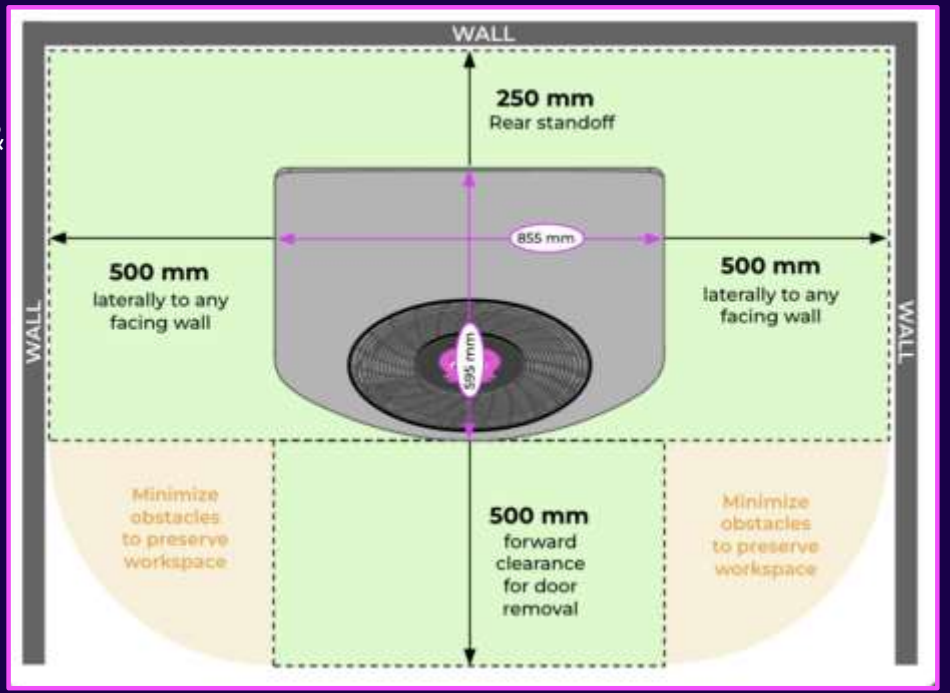
- **High Temp design** (B2C) - MCS approved to 65°C. *Plug & Play Gas Boiler replacement in retrofit / no rad changes / disruption to the home.*
- **Industry leading space requirements** - *470mm standoff from the wall if spark zone Fits into tight properties eg Terraces & 58 db noise / no need for planning*
- **Modular design that is corrosion resistant** *No need for Blygold if near the coast*
- **R290 Natural (Propane) refrigerant** vs R32. *Future proofed Heat Pump*

Installation:

- **Ease of installation** - power cable, comms cable, flow & return, that's it! *Swift & simple installs, reduced cost & disruption*
- **App based Install commissioning.** *Easy to use & same app for schedules that customer uses to manage Octopus Energy Account*

Run & Operation

- **Simple & easy to use controls:** *Boost buttons, pre loaded schedules & partially sighted friendly*
- **Remote monitoring of the Heat Pump -** *Proactive maintenance visits e.g. if flow rate drops. Forward facing cover for easy access*
- **Temperature & moisture sensor** in hubs *detects & prevent mould*
- **Intelligent Cosy Tariffs -** A one stop shop & savings vs gas
- **Quiet at 58 db vs most Heat Pumps** *Lived experience & avoid planning due to noise*
- **8 Years Warranty**.



octopus energy

Octopus Cosy Heat Pump Fleet Performance Dashboard

We've installed tens of thousands of heat pumps across Great Britain, and launched the award-winning Cosy heat pump line in 2024. This dashboard shows real time performance data from Cosy heat pumps installed in real British homes.

Octopus Cosy heat pumps are cutting edge technology, with unique temperature & humidity sensors included for maximum home comfort, and software that can be updated remotely like your mobile phone or EV—all obsessively designed and manufactured just outside Belfast, Northern Ireland, by a highly skilled Octopus Energy team.

More about Cosy heatpumps here.

Boiler Beater

Our live dashboard shows that at April 2026 tariff rates, 93% of Cosy heat pump customers can heat their home cheaper than with a gas boiler.

Last 30 days average COP

4.06

(kWh out to kWh in)

Last 90 days average COP

4.01

(kWh out to kWh in)

Last year average SPF

3.71

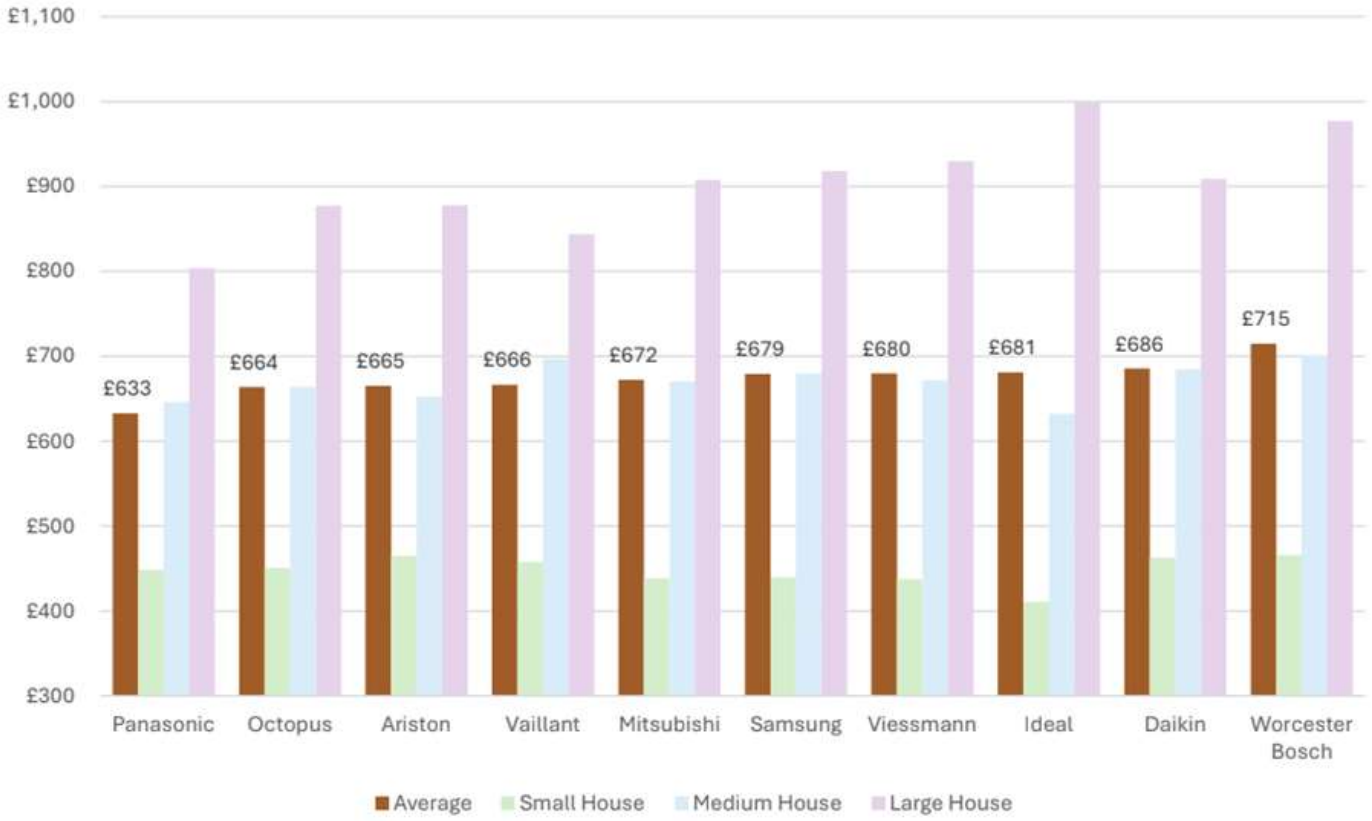
Full-year heating & hot water efficiency

Heat Pump Comparison Report Dec 2025

AES Sustainability

Summary – Running Costs

The typical running costs of three new-build properties have been assessed, using air source heat pumps from ten different manufacturers.



	Running Cost (£/year) Average	Running Cost (£/year) Small	Running Cost (£/year) Medium	Running Cost (£/year) Large
Octopus	£664	£451	£664	£877
Ariston	£665	£465	£653	£878
Daikin	£686	£463	£685	£909
Ideal	£681	£411	£632	£1,000
Mitsubishi	£672	£439	£670	£908
Panasonic	£633	£448	£646	£804
Samsung	£679	£440	£680	£918
Vaillant	£666	£458	£698	£844
Viessmann	£680	£438	£672	£930
Worcester Bosch	£715	£466	£701	£977

Refer to Technical Paper for specific model numbers, PCDB data entries and hot water cylinder sizes.

Running costs based on SAP10.2 using EPC fuel prices from September 2025. Unregulated energy use excluded.

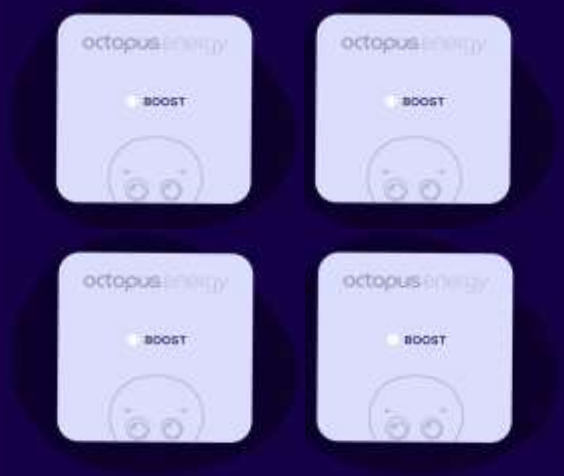
Cosy Series | The Cosy heating system

Cosy heat pump

High Temp - Plug & Play
Robust & Domestic Design
Small Footprint
Up to 8 Years Warranty
Quiet 58 db
Ease of Install - 30%

Cosy Hub

Simple & easy to use controls
Wifi Dongle



Cosy Pods

Moisture → Black Mould detection

Octopus App

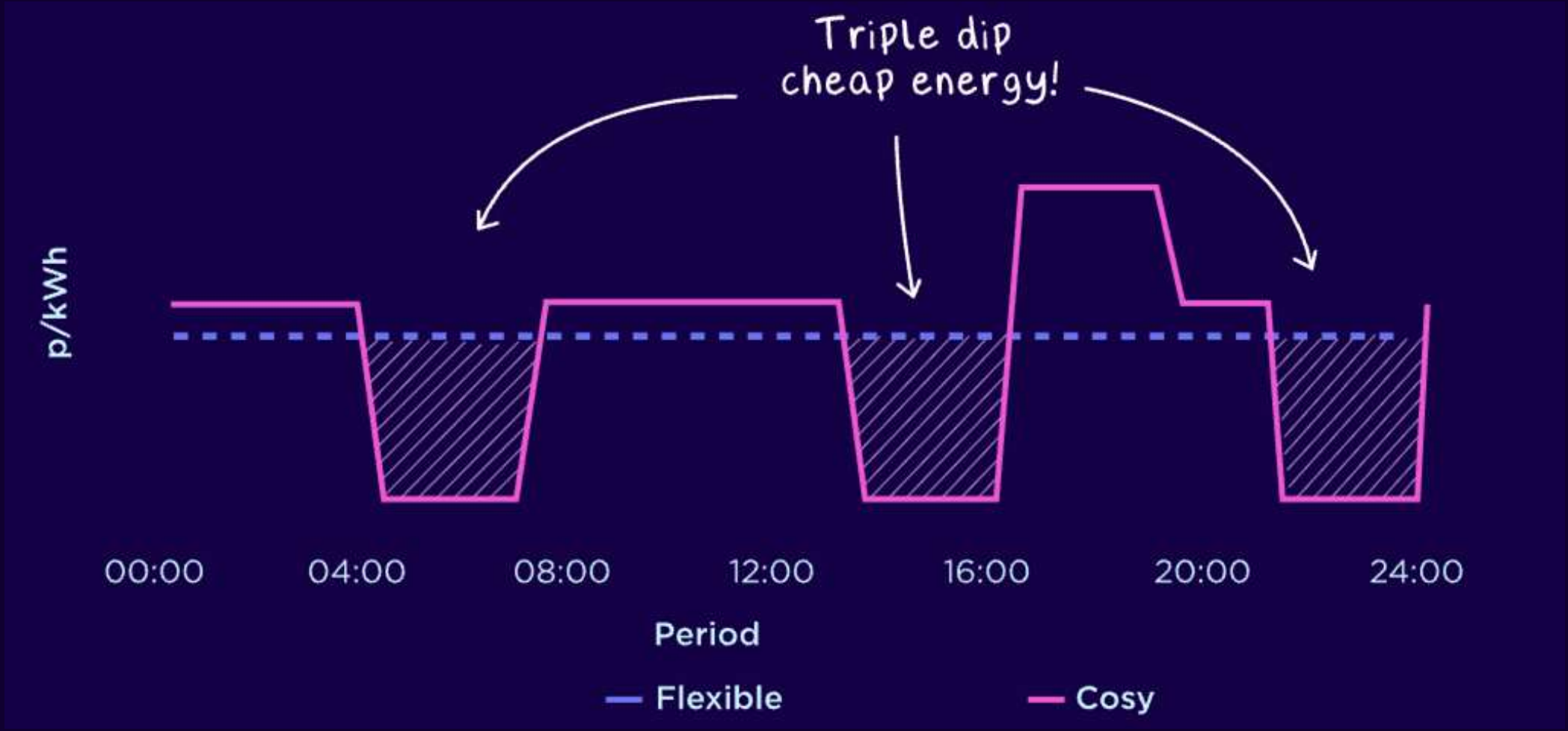
7.4m have the app
App based commissioning
Remote Monitoring
Intelligent Tariffs

octopus energy

Cosy Series | Octopus Energy App

octopus energy

Cosy Octopus | The smart tariff to keep homes toasty



1. Three cosy periods of **super cheap rates** between 04:00 - 07:00, 13:00 - 16:00 and 22:00 - 00:00 every day, 51% cheaper than the Day rate in your region.

2. A **peak rate** between 16:00 - 19:00, 50% above the Day rate in your region.

octopusenergy

Futureproof your home with the Melbourn Energy Superloop

Lanpro

octopus energy generation

Kensa Group

aql

DEEP GREEN

What is Melbourn Energy Superloop?

Superloop is a new type of community heat network.

Power generation

Local renewable energy, backed up by the national grid, powers the data centre

Data centre

Computing operations generate recoverable waste heat

Heat recovery

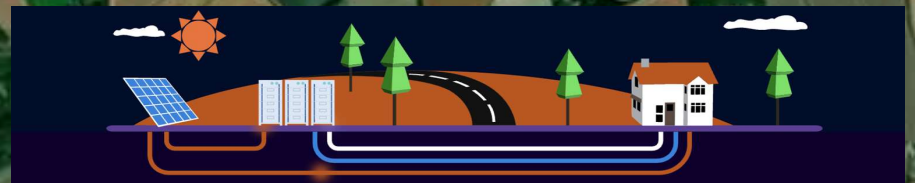
Waste heat is used to warm water circulated through Superloop's pipes

Home heating

Pre-warmed water moves through GSHP's, boosting efficiency and cutting bills and emissions

Closed loop

Cooled water returns to data centre to be reheated – cycle repeats endlessly



Melbourn Energy Superloop

The result?

Up to 5x
more efficient heating

25-40%
lower energy bills

Up to 90%
lower heating emissions

Frog End
Meldreth
Melbourn
Fowlmere
DEEP GREEN
Heydon Grange
Golf & Country Club

Thank you!

Love & Power

emma.fletcher@octoenergy.com
07785 324729

octopus energy

14:55-15:10

National Housing Maintenance Forum

15:10-15:50

National Housing Maintenance Forum

Mark Astbury
Kev Hartshorn
Ridge

RIDGE

HAMMAR Southwest Program Fleet Air Museum

- 22 April 2026

Who we are

We are Ridge – a Built Environment Consultancy.

If you're looking for creative thinking, quality, sustainability and a personal touch, no matter what the scale or type of project, **we're here to help**.

1946
LAUNCHED IN OXFORD
Nearly 80 years of service.

15
UK OFFICES
Delivering worldwide projects.

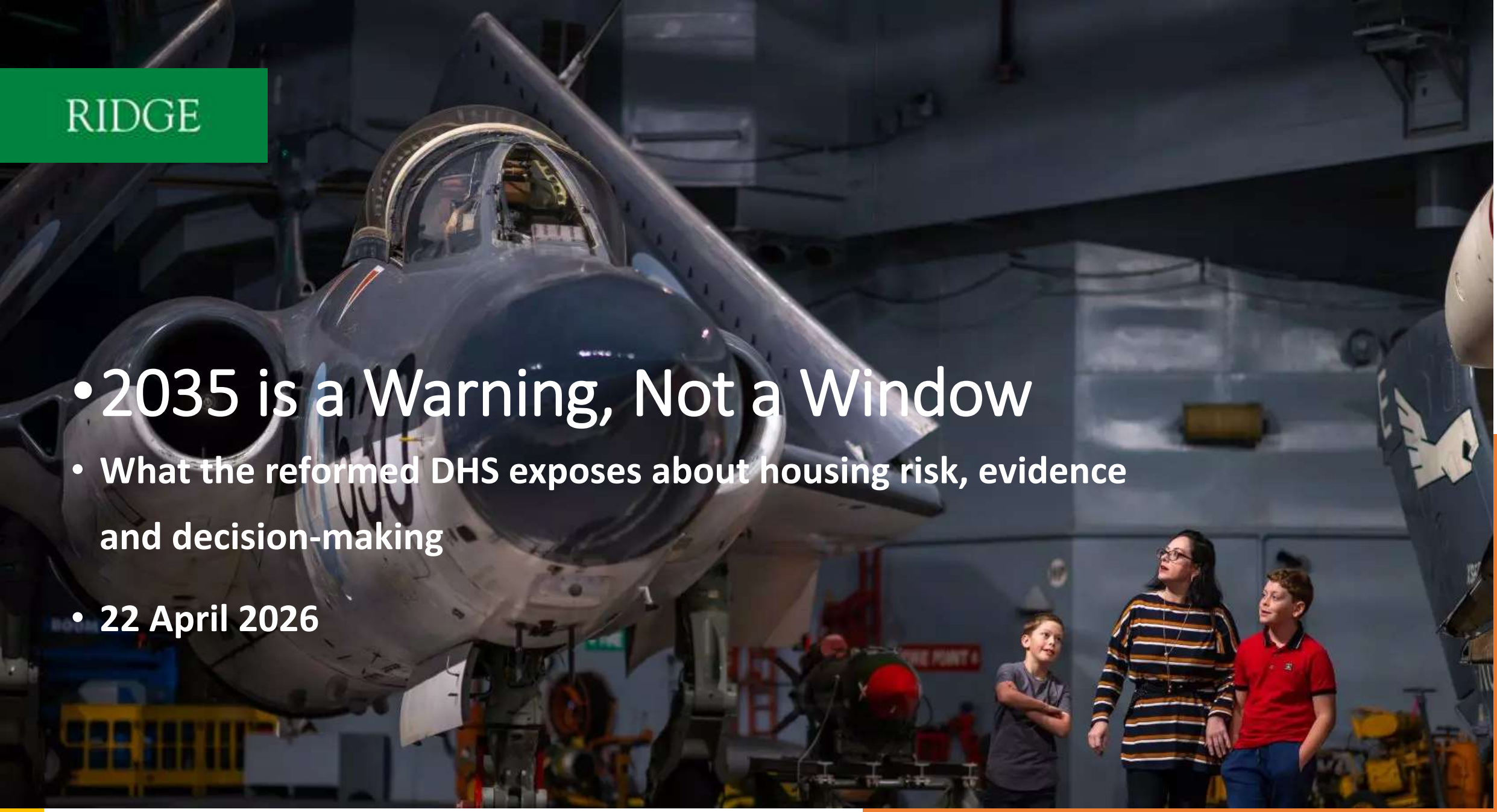
1,500+
TEAM
Expertise in multiple disciplines.

80%
REPEAT BUSINESS
Satisfied clients across most industry sectors.

Experts from multiple disciplines available within one convenient appointment.

Our Expertise

- Property Consultancy
- Architecture
- Building Services Engineering
- Building Surveying (including DDA audits)
- Civil Engineering
- Cost Management
- Digital Engineering (BIM)
- Drone Services
- Fire Risk / Fire Safety
- Geo-Environmental Consultancy
- Geospatial Services
- Health and Safety (PD, CDMC)
- Lighting Design
- Project Management
- Structural Engineering
- Sustainability and ESG
- Town and Country Planning
- Transport Planning
- Utility Surveying



RIDGE

2035 is a Warning, Not a Window

- What the reformed DHS exposes about housing risk, evidence and decision-making
- 22 April 2026

How confident are you… really?

Can you evidence the condition of your homes… and the risks within them?

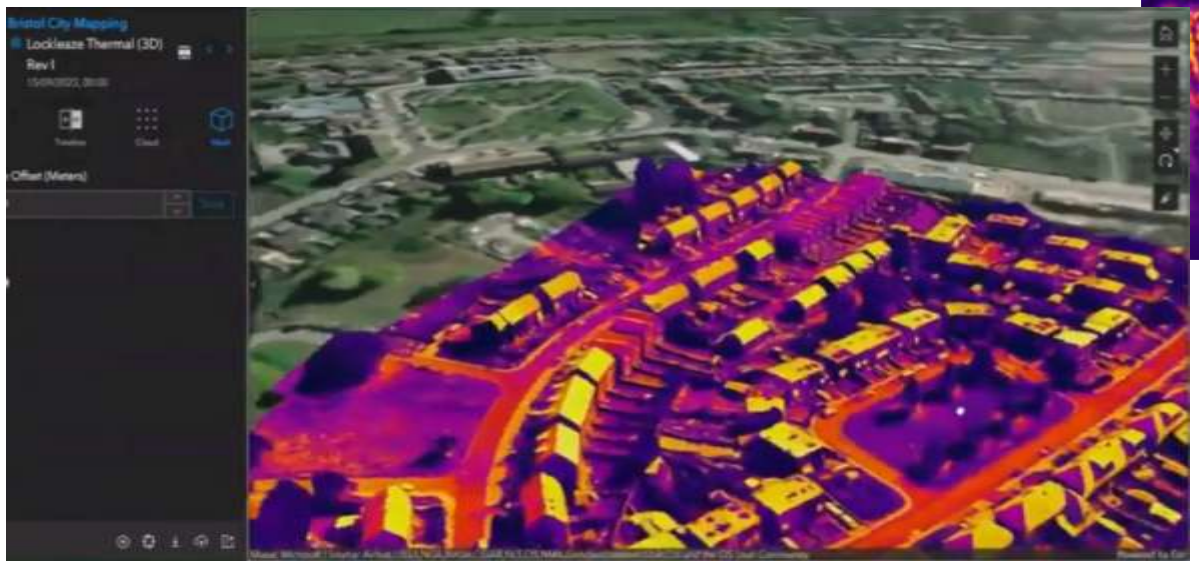
2035 is not your risk horizon

The standard has quietly changed shape

- **Components → outcomes**
- **Assumption → evidence**
- **Condition → lived experience**

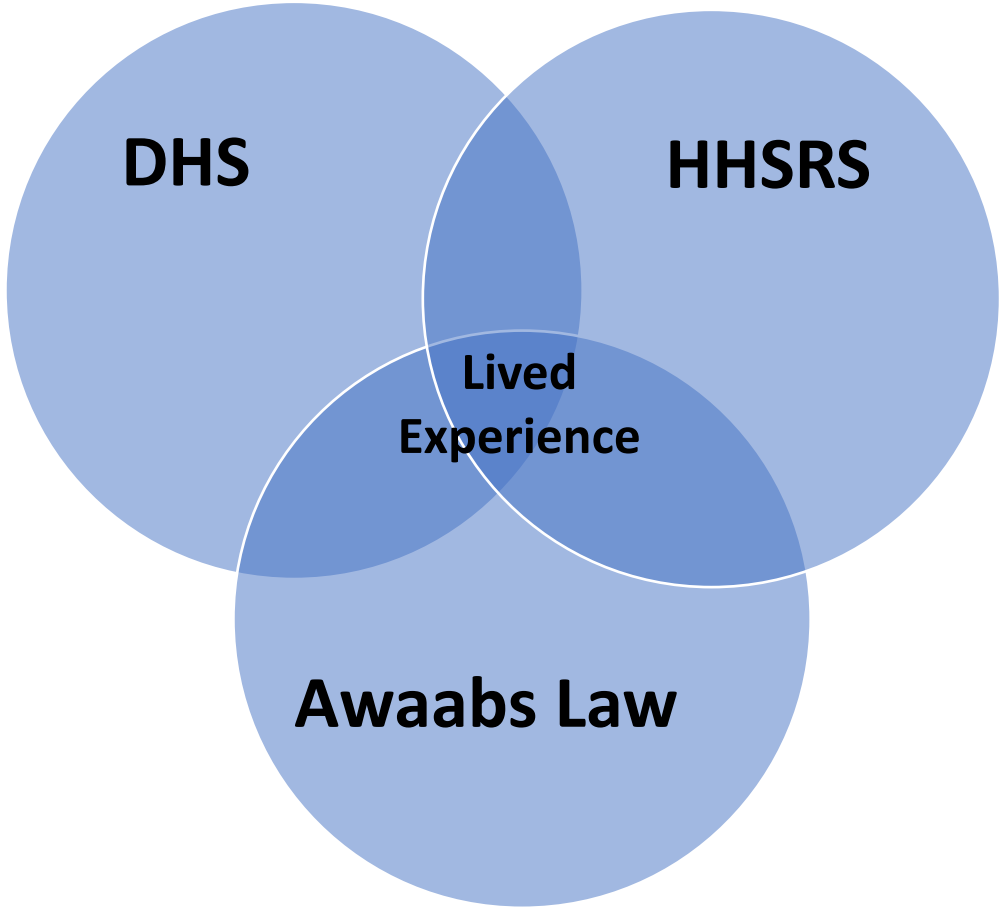
Damp & mould is the test case

- **Where health, fabric and performance meet**

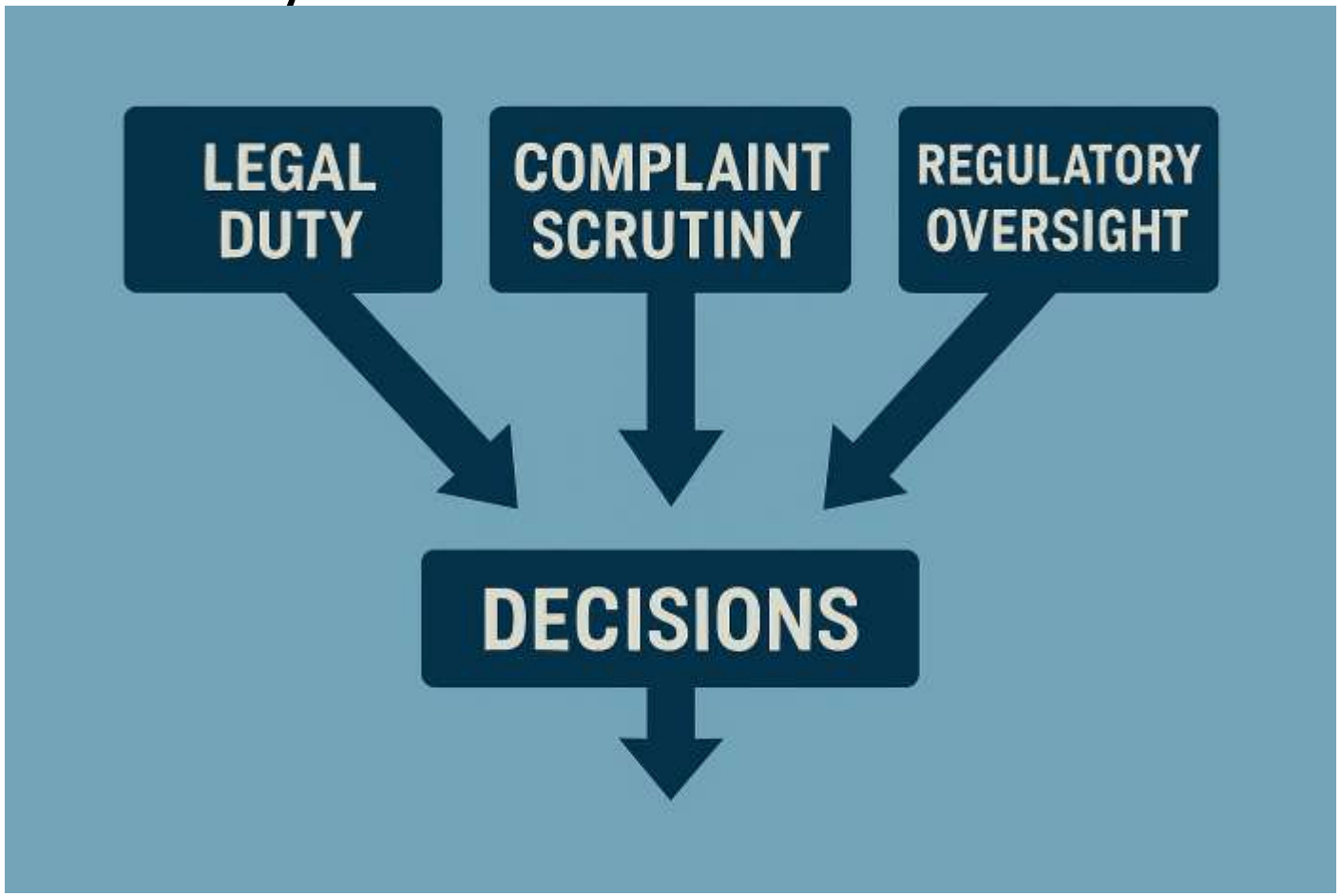


Tenants don’t experience standards – they experience homes

- **DHS → condition**
- **HHSRS → hazards**
- **Awaab’s Law → response**
- **One lived reality**



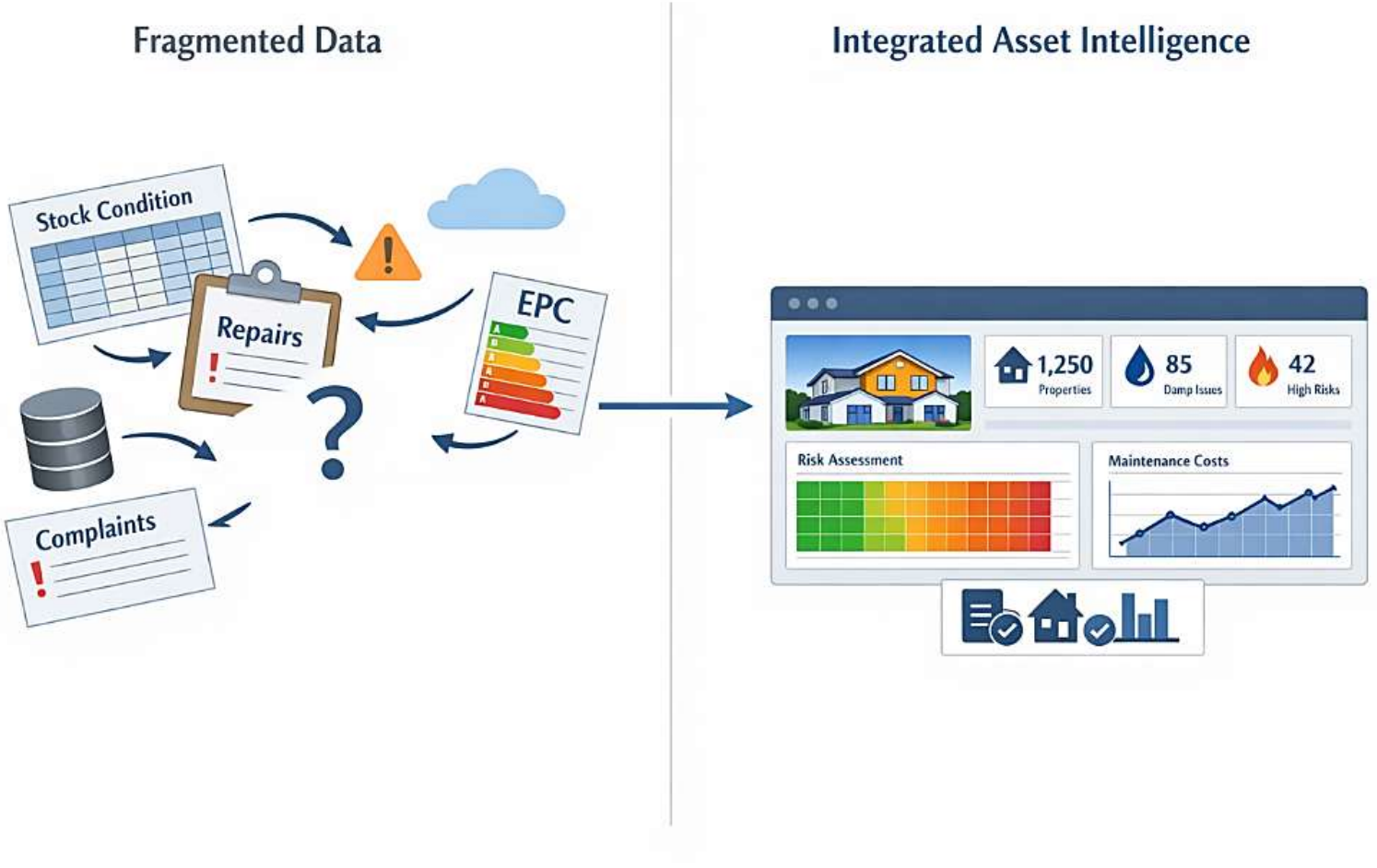
The pressure is already here



- **Awaab's Law → time-bound duties**
- **Ombudsman → case-by-case scrutiny**
- **Regulator → increasing expectations**

This is the real issue: visibility

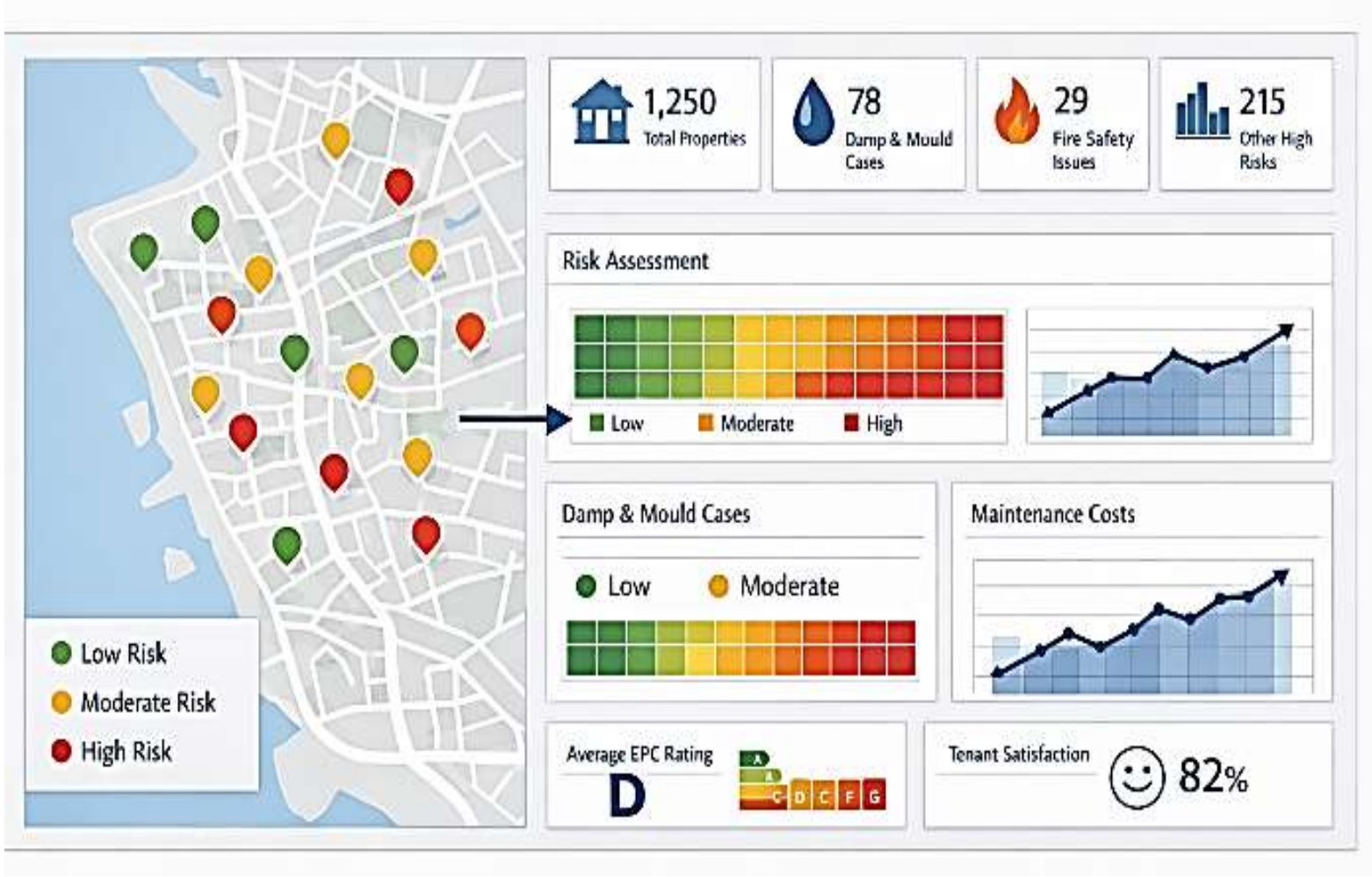
- **Fragmented data creates blind spots**
- **Weak baselines distort decisions**
- **Paper compliance is no longer safe**



This has moved to the boardroom

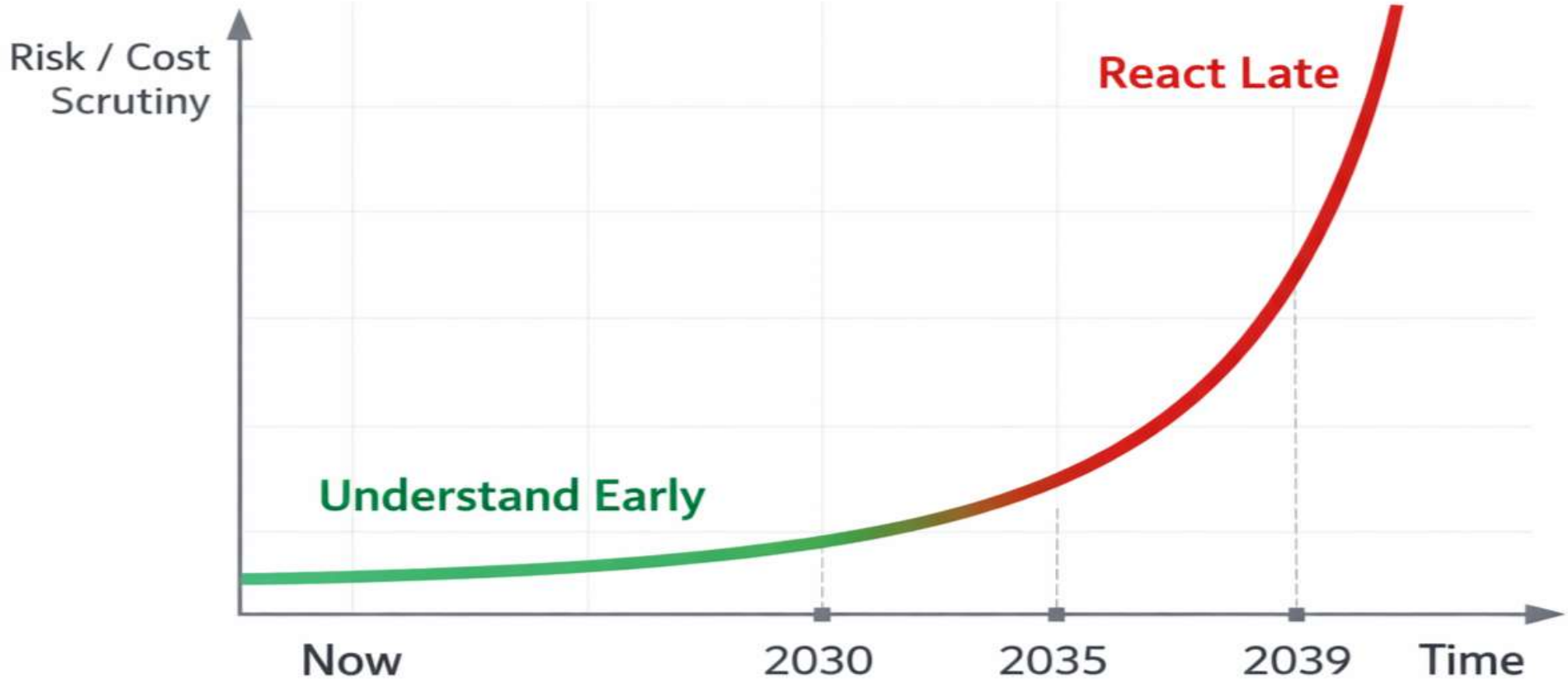
- **This is no longer an operational issue**
- **It’s a governance issue**

What good looks like now



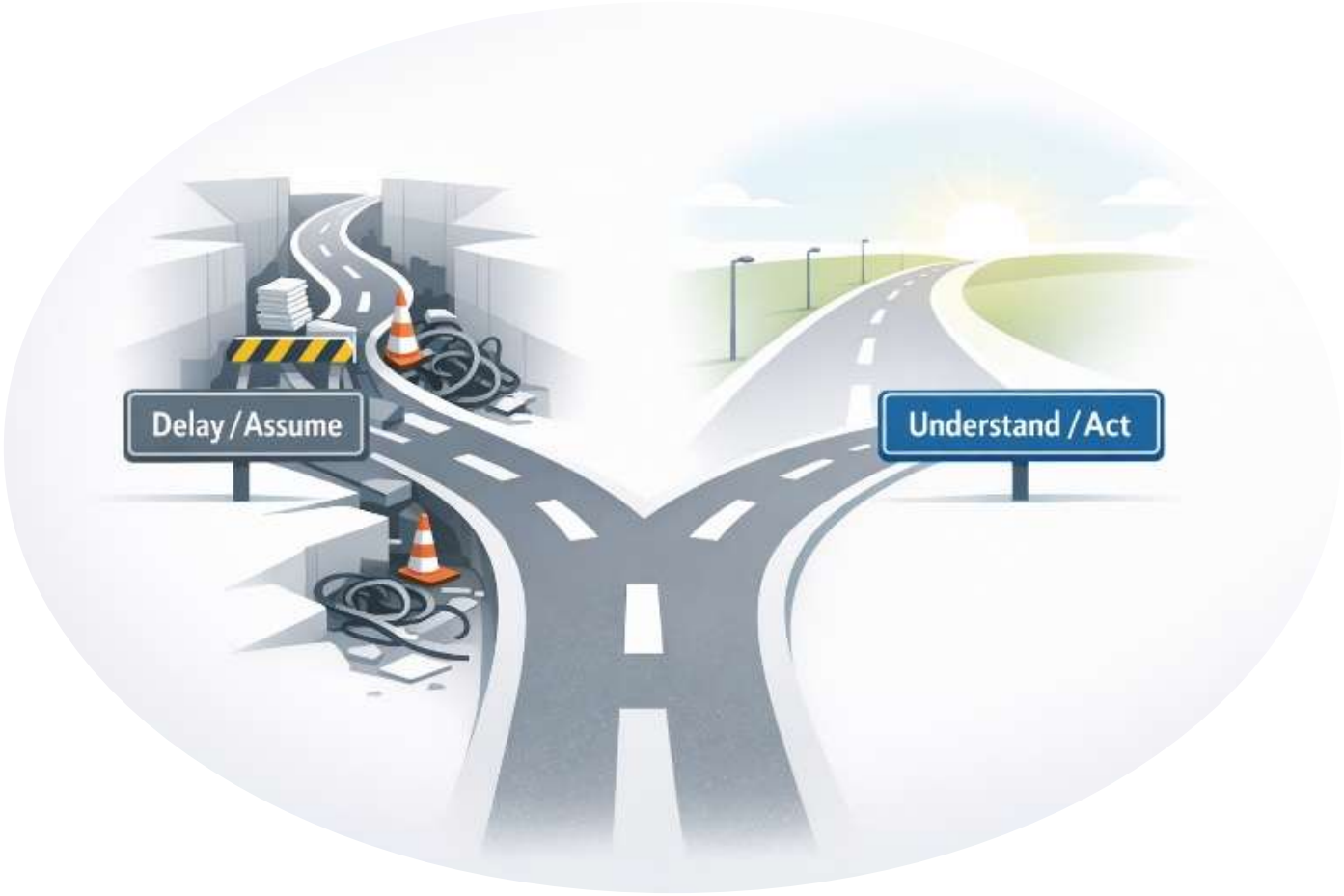
- **Evidence-led baseline**
- **Property-level risk understanding**
- **Joined-up planning (condition + safety + retrofit)**

Waiting increases risk



- **Delay doesn’t defer risk - It compounds it**

The real risk isn’t 2035



- **It’s what you don’t understand today**

RIDGE

BUILT
ENVIRONMENT
CONSULTANCY

Thank you

- Mark Astbury
- Partner
- Mastbury@ridge.co.uk

- Kev Hartshorn
- Partner
- kevinhartshorn@ridge.co.uk

15:50-16:20

National Housing Maintenance Forum

Andrew Burke
NHMF
Topical Update

HAMMAR SW
22 April 2026

National Housing Maintenance Forum

Topical Update
NHMF Best Practice

Andrew Burke
Deputy Secretary
NHMF

NHMF is serviced by

What we'll cover

National Housing Maintenance Forum

Existing requirements

What's new in 2026

What's coming

What resources are available

Opportunities

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Existing requirements

National Housing Maintenance Forum

- Building Safety – Building Safety Act, BACS Gateways, BSR & Updates
- Fire safety – Fire Safety Regs, Regulatory Reform Order 2005, PEEPs, FRAs
- Awaab's Law – Govt, compliance
- Scrutiny – RSH, Ofgem, Ombudsman

NHMF is serviced by

What's new in 2026?

National Housing Maintenance Forum

- BSR reorganization, CLC guidance & NHMF WG
- Heat Network Market Framework Regs:
  - Consumer Protection started Oct 2025
  - Ofgem as Regulator Jan 2026
  - Register Heat Networks NOW
  - Update customer services & records
  - HNTAS consultation & THN Response

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What's coming?

National Housing Maintenance Forum

- Building Safety – BSR remediation plan
- Fire safety – Competence & FRA certification
- HNTAS & metering – outcomes
- Awaab's Law – Phase 2
- Revised HHSRS
  - Consultation outcome
  - Regs & Guidance June 2026

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Resources

National Housing Maintenance Forum

- NHMF Best practice
- NHMF Conference 2026 & Awards 2026
- BSR update April 2026
- Heat Network Regs & HNTAS
- Rethinking Repairs and Maintenance

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

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Best Practice: Opportunities

National Housing Maintenance Forum

- NHMF Partnerships – OISD & Transforming Homes
- The Hague (Netherlands) NHMF Study Tour 2026
  Dates 13 to 15 May 2026
- Berlin NHMF Study Tour 2025 – Summary report

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Conclusions and questions

National Housing Maintenance Forum

- Residents are key! Keep them safe, healthy and warm
- Questions

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

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

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Questions/ Discussion