



National Housing
Maintenance Forum



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NHMF BEST BUILDING SAFETY INITIATIVE AWARD WINNER 2026



Birmingham City Council & True Compliance were named winners of Best Building Safety Initiative for transforming building safety management across more than 200 high-rise buildings through a pioneering combination of technology, culture change, and resident engagement.

Their Building Safety Management System (BSMS) is described as the first fully integrated framework to bring together compliance, organisational culture and resident partnership. Aligned with the Building Safety Act 2022, it replaces reactive processes with a transparent, accountable and learning-focused safety culture. At its centre is the True Compliance platform, providing live, block-by-block assurance through colour-coded dashboards and giving managers and senior leaders real-time visibility of performance and risk.

The impact has been significant.

Birmingham City Council closed 14,305 fire-related remedial actions with supporting evidence between September 2024 and September 2025, while resident safety concerns are now resolved in 3 to 4 days rather than 15 days. The system has eliminated more than 500 manual reports each month, improved efficiency and reduced duplication. Residents benefit from

clearer communication and easier reporting through the “See it, Scan it, We’ll Sort it” QR-code system, while contractors have stronger accountability and live reporting.

The model is already influencing others, with local authorities, Council directorates and contractors adopting or replicating elements of the approach. Judges highlighted it as a proven template for safer buildings, stronger resident trust and sustainable compliance through the effective integration of people, processes and technology.

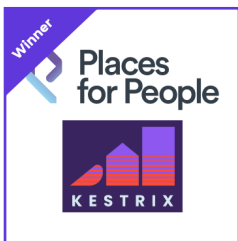
What made them stand out?

Birmingham City Council and True Compliance have shown how building safety can move beyond compliance alone, creating a resident-focused, data-driven culture that delivers faster responses, better assurance, and lasting organisational change.



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NHMF BEST WARM HOME INITIATIVE AWARD WINNER 2026



Places for People & Kestrix were the winners of the Best Warm Home Initiative, recognised for pioneering a transformative approach to identifying and tackling heat loss across housing stock at unprecedented speed and scale.

Their Rapid Thermal Performance Assessment (RaThPA) combines thermal imaging, photogrammetry, artificial intelligence and remote sensing to assess how well homes retain heat without needing access to residents' properties. Using drones and satellite imagery, it captures and analyses thermal and visual data to identify heat-loss hotspots and support evidence-based retrofit planning. By automating a process usually dependent on costly manual surveys, the partnership can assess thousands of homes in days rather than months.

The benefits are substantial. Traditional energy surveys can cost between £200 and £500 per property, while Kestrix's external-only assessments can be delivered for £16 to £50 per home. In one project, 785 homes were assessed at around £50 per property, saving more than £100,000 compared with conventional methods. For residents, the process is non-intrusive, avoiding

appointments or home access, while helping landlords prioritise properties with the greatest heat loss and highest energy costs.

The wider impact extends beyond individual homes. The technology supports neighbourhood-scale retrofit programmes that can reduce carbon emissions, improve comfort, lower bills and tackle fuel poverty. Contractors also benefit from clearer evidence-based scopes of work and objective proof of outcomes.

What made them stand out?

Places for People and Kestrix have demonstrated how cutting-edge technology can be harnessed to deliver warmer homes, smarter investment decisions, lower carbon emissions and better outcomes for residents. Their scalable, data-driven approach offers the housing sector a practical blueprint for accelerating retrofit programmes and tackling fuel poverty at scale.



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NHMF BEST HEALTHY HOME INITIATIVE AWARD WINNER 2026



Accent Housing & Ian Williams were named winners of the Best Healthy Home Initiative, recognised for developing a proactive, scalable approach to identifying and addressing damp, mould and condensation issues before they impact residents' health. Their partnership demonstrates how housing providers can move from reactive repairs to preventative intervention, helping residents stay safe and healthy while preparing for the requirements of Awaab's Law.

Working across 19,000 homes, Accent and Ian Williams embedded health-focused property checks into every repair visit. A bespoke smartphone workflow requires operatives to answer damp, mould and ventilation questions before a job can be closed, ensuring emerging issues are spotted even when residents have not reported them. The information feeds directly back to Accent, giving a real-time view of housing conditions and enabling swift follow-up.

A key innovation is using operatives as the organisation's "eyes and ears" in residents' homes. Alongside repairs, staff look for signs of damp, mould, ventilation failures and wider wellbeing concerns. Emergency Damp & Mould Kits, carried as standard van stock, allow immediate treatment or short-term support while longer-term remedies are arranged.

Since the 2024 pilot, more than 60,000 smartphone surveys have been completed, covering 14,524 properties. This proactive monitoring identified 729 homes with damp or mould, 610 homes with missing or non-functioning extractor fans and 168 properties with failing double glazing. Early intervention has prevented problems escalating and helped ensure residents are not left in unhealthy conditions while awaiting surveys or repairs.

What made them stand out?

Accent and Ian Williams have demonstrated how embedding proactive health checks into everyday repairs can transform housing management, delivering earlier intervention, better resident outcomes, stronger compliance, and a practical model for preventing damp and mould before it affects people's health.



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NHMF BEST RESIDENT IMPACT AWARD WINNER 2026



Platform Housing & Voicescape were the named winners of the Best Resident Impact Award, recognised for transforming resident engagement through an innovative digital communication system that gives residents greater control, convenience and accessibility when managing appointments and essential services.

Developed with Voicescape, the intelligent engagement platform supports more than 40,000 gas safety checks, 3,000 electrical inspections and repairs appointments. It replaces traditional call queues and repeated rearrangements with proactive automated communications, allowing residents to confirm appointments by phone or text, reply "YES", bypass queues and connect directly to the right team when help is needed.

The impact has been remarkable. Gas servicing no-access rates fell from 31% to 17%, while EICR no-access rates dropped from 41% to 18%. General repairs achieved a 92% response rate, supported by more than 65,000 connected resident calls. The system also helped Platform achieve 100% gas compliance, improving safety and operational performance.

Residents benefit from greater choice and flexibility, with appointments fitting around their lives. The approach has been particularly

valuable for vulnerable residents and those who struggle with traditional contact methods, contributing to a 96.4% satisfaction rate. Financial savings from reduced failed visits include an estimated £280,000 annually from gas servicing and £34,500 from EICRs, while fewer wasted journeys also reduce emissions.

What made them stand out?

Platform Housing and Voicescape have shown how smart technology can remove barriers between residents and services, creating a more accessible, resident-centred experience that delivers measurable improvements in satisfaction, safety, efficiency and value for money. Their partnership has redefined what effective resident engagement looks like and provides a clear model for the sector to follow.





NHMF RISING STAR AWARD WINNER 2026



Dana Wink, Peabody, was named Rising Star in recognition of her remarkable progression, inspirational leadership, and significant contribution to building safety across both Peabody and the wider housing sector.

In just five years, Dana has progressed from Fire Risk Assessor to Assistant Director of Building Safety, taking responsibility for compliance across more than 400 high-rise buildings, including 248 higher-risk properties. Her rapid progression reflects exceptional technical expertise and a leadership style grounded in resilience, empathy and a strong commitment to resident safety.

Dana joined Peabody shortly before the Building Safety Act and played a pivotal role in preparing the organisation for the new regulatory environment. She led the registration of higher-risk buildings and oversaw eight Building Assessment Certificates, all approved without corrections. She also designed a Building Safety Management System connecting people, properties and processes through a robust “golden thread” of information.

Beyond Peabody, Dana contributes to NHMF working groups, the G15 Building Safety Group and other forums, helping shape proportionate, evidence-based approaches. As a volunteer with the Institute of Fire Engineers Southern Branch, she delivers professional development webinars and supports peers and smaller organisations adapting to new responsibilities.

What made her stand out?

Dana Wink exemplifies the qualities of a true rising star: exceptional achievement, transformative leadership and a lasting impact on residents, organisations and the wider housing sector. Through her blend of technical knowledge, compassion and collaborative leadership, she is helping shape the future of building safety and raising standards across the industry.





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NHMF APPRENTICE OF THE YEAR AWARD WINNER 2026



Kirsten Jackson, Bell Group, was named Apprentice of the Year in recognition of her exceptional commitment to learning, technical excellence, and unwavering drive to improve standards both for herself and those around her.

Throughout her apprenticeship, Kirsten has shown curiosity, professionalism and ambition. Rather than simply completing required tasks, she treats every opportunity as a chance to learn and improve. At college, she pushed beyond the curriculum, independently researching advanced decorative finishes and specialist heritage restoration techniques to deepen her knowledge and refine her craft.

Her workplace application has been equally impressive. On a home affected by significant water damage, Kirsten identified that a standard repair would not provide a lasting solution. Drawing on her understanding of surface preparation and substrates, she recommended a specialist stabilising sealer to the site manager, preventing potential failure and demonstrating both technical competence and confidence.

Health and safety is another defining feature of Kirsten's apprenticeship. She carefully assesses risks, checks equipment, uses the correct PPE and disposes of waste properly. On one project, she exceeded basic requirements by using a high-

quality particulate respirator and wet-sanding techniques to reduce airborne dust for herself and colleagues.

Kirsten's influence extends beyond her own work. She is a positive role model, inspiring peers and senior colleagues through her proactive attitude, willingness to challenge processes and commitment to raising quality standards. As a young woman succeeding in the trade, she is also an excellent ambassador for apprenticeships and for encouraging more women into the industry.

What made her stand out?

Kirsten Jackson exemplifies everything an outstanding apprentice should be: skilled, ambitious, safety-conscious, innovative and eager to learn. Her willingness to go beyond expectations, combined with her ability to apply knowledge in practical situations and inspire others around her, makes her a deserving winner of the 2026 Apprentice of the Year Award.



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NHMF FRAMEWORX SOCIAL VALUE PROJECT AWARD WINNER 2026



Peabody nominated by Purdy (Part of Sureserve) won the NHMF Frameworx Social Value Project Award and the associated donation of £10,000 from the NHMF Social Value Fund for transforming a simple foodbank initiative into a thriving community hub that tackles food poverty, isolation and social exclusion while creating lasting value for residents.

The Darwin Court Foodbank in South London evolved from emergency food distribution during Covid-19 and continued when local need remained high. Since August 2023, it has supported residents aged 16 to 94 in an area facing significant hardship. What began as food support has become a year-round community resource serving 210 registered residents.

Peabody and Purdy transformed an underused meeting room into a welcoming community minimart, allowing residents to choose food with dignity and independence, without referrals, vouchers or complex eligibility checks. Purdy's investment in fridges, freezers and shelving created a sustainable facility that provides essential supplies and a social space for residents who may otherwise experience isolation.

The initiative goes beyond food provision. Seasonal activities, Christmas gift schemes and voucher programmes strengthen community connections, while a dedicated Baby Bank provides nappies, food and clothing for families

with young children. The hub also acts as a trusted gateway to wider support services.

Purdy's contribution includes funding, food donations, a regular volunteer workforce and senior leadership involvement. Using the HACT Social Value Insight Tool, the partnership has demonstrated an estimated Social Return on Investment of £876,929 from Purdy's investment of just £19,800, alongside immeasurable benefits in reducing hunger, isolation and hardship.

What made them stand out?

Peabody and Purdy have demonstrated how genuine partnership, long-term commitment and community-led support can deliver extraordinary social value. The Darwin Court Foodbank is far more than a food provision service; it is a trusted community hub that improves lives, strengthens neighbourhoods and provides a powerful blueprint for social impact across the housing sector.



Watch this video to
find out more about
this project and the
impact of the donation.

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NHMF DELEGATES' CHOICE AWARD WINNER 2026



Peabody & United Infrastructure Ltd were named the Delegates' Choice Award winners at the NHMF Best Practice Awards 2026 in recognition of a resident-first partnership that has transformed repairs, maintenance and community engagement while delivering measurable benefits for residents and neighbourhoods.

Through their North Counties Responsive Repairs, Voids and Disrepairs contract, the partnership has gone beyond traditional maintenance to put residents at the centre of every decision. Initiatives include a free handyperson service for independent living schemes, community repair hubs and one of the sector's first operational models supporting compliance with Awaab's Law and improved responses to damp and mould.

Service delivery has improved significantly. Routine repairs are completed in an average of 13 days against a 20-day target, and the service generated 476 written compliments in a single year. Peabody also benefits from live performance dashboards, providing real-time insight into repairs, service trends and operational demand.

The partnership's social value extends beyond repairs, including Minecraft-based damp and mould education workshops for schools, mock interviews, CV workshops, charity support and apprenticeship opportunities. More than £7,000 was donated to local charities and events,

strengthening community networks and social cohesion.

Financially, the model has delivered strong value through improved first-time fix rates, more efficient void turnaround and proactive use of live data. The partnership has committed to reinvesting at least 1% of contract value into social value activities, equivalent to more than £1.7 million in direct community benefit.

What made them stand out?

Peabody and United Infrastructure demonstrated that outstanding resident outcomes come from combining excellent operational performance with empathy, innovation and community investment. Their partnership has delivered faster repairs, stronger resident trust, meaningful social value and lasting community impact, making them a worthy recipients of the award chosen by NHMF delegates.