



Cymru

TANI

2026



# Breakout: A Fair Transition To Net-Zero



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# The study and partnership

- Tai Pawb- tackling climate change impacts on housing, improving efficiency and equality
- Project funded by The Open University
- 2023-24: Community engagement and networking
- 2024-25: Research, Report and dissemination




**A Fair and Equitable Transition?**  
Tenants' experiences of decarbonising social housing

May 2025

 The Open University  
Y Brifysgol Agored  
Wales Cymru

 **tai pawb**  
promoting equality in housing  
hybu cydraddoldeb ym maes tai

 PolicyWISE

 The Open University  
Open Societal Challenges



# The Study

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**4 FOCUS GROUPS**

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**23 SOCIAL HOUSING  
TENANTS**

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**11 POLICYMAKERS +  
PROFESSIONAL**

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**OU ETHICAL APPROVAL**

# Key research questions

Does decarbonisation improve housing equality

Does it exacerbate inequality?

In what ways does it benefit tenants?

Does it introduce new problems or challenges?

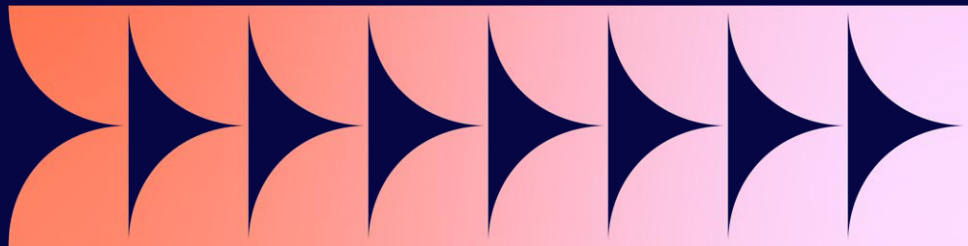
What adjustments are tenants making now to reduce carbon?

# Energy consumption and poor-quality housing

Advisory...because of the damp, they [housing provider] expect us to keep the heating on a lot, obviously to keep it dry. But at the same time, you've got to keep your windows open and your vents open. Realistically, you can't do it, especially with the energy prices now. So to be honest, it's heavy curtains, carpets, but it is just trial and error with damp and mould - **Shirley**

.... It's cheaper to use the tumble dryer because I've got damp in the property, [damp] means windows are open, which means heating on to dry clothes. But windows that are open isn't energy efficient. And gas prices are increasing just now, I think mine have gone up another 10%. So it's a lot of money to keep heating on in the winter and when you think about how long your heating's on, and your windows are open...it just makes more sense – **Shirley**

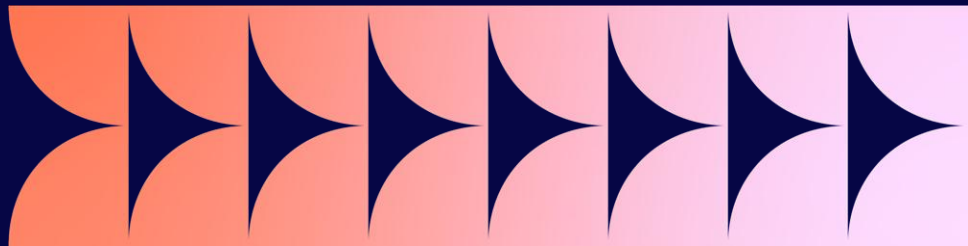
I used to have the heating on overnight to dry clothes, but I just use the tumble dryer now - **Olivia**



# Advantages and disadvantages of decarbonising housing

He said, “how are the solar panels going?” and I said, “Oh, it’s made such a difference to my life.” I mean, my electric bill is half, you know, the amount of electric I put in, it’s half or less, it’s wonderful, you know. And it really has, for somebody who’s on a limited income, you know. Going from putting £40/£50 a week, which I was doing, and now £20 every three weeks - **Grace**

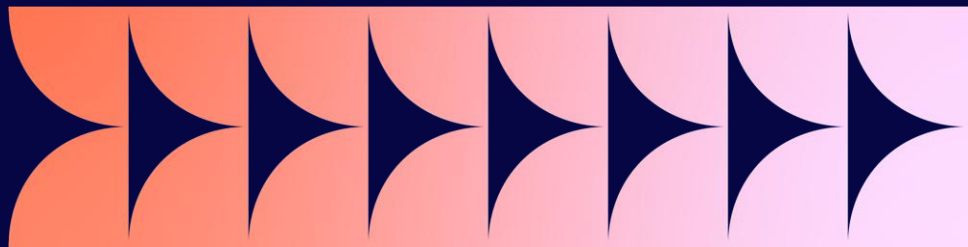
....every morning you’d wake up, you’ve paid your standing order charge regardless, on pay-as-you-go, it’s a quid gone, straight away. But then doing the washing in the summer, I was, like, “Oh, I love this.” and I’d have my tumble dryer on, which used to cost me a fortune in the summer, whereas this year, I didn’t pay for any of it because I had the solar panels. It’s amazing, honestly. And yeah, with the app, you get a grid like that, and it shows you in the summer, what you’re getting from the grid, what’s going back to the grid, and how much is on your battery. My battery’s on 32%, and that’s in the winter - **Emma**



# Disadvantages of decarbonising housing

The electricity is higher than the gas, the tanks, the water tanks, it's not really that practical because, I mean, sometimes you just want to take a shower and you have to...it's timed, you know? And even sometimes I feel like the solar power thing is not really working. I have an issue with my batteries always on standby, I don't see it doing a lot of things. The follow up [housing advice and guidance] was not done properly, so it affected the people who live there. We're paying higher bills, the hot water is not there all the time, the solar panels, I think are not working - **Jenna**

My brother is, he's an architect, and working for housing associations. First thing he said to me, "Well, where's your box in your attic?" I said, "Well, I haven't got a clue what you're on about". When I asked my housing association about it, it took me weeks to get to the bottom of it and it turns out that at the back of the solar panels, they've all got their individual transformers feeding into my box, I have no battery back - I've no way of storing all that - **Alfred**

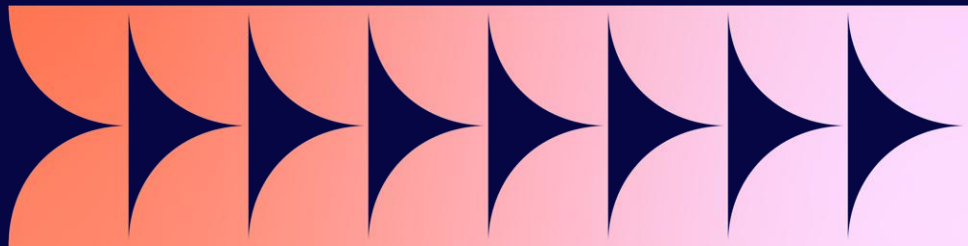


# Overheating and decarbonised housing

Yeah, I mean, I live in a two bedroomed fairly modern, four years old. It is prefabricated, and I know that they've done extra things on the external walls for thermal [insulation] and all this. But I just can't cope with the heat. In the summer it's just crazy. It really is crazy – **Alfred**

Obviously when lockdown happened, with that, that was a really hot summer, wasn't it? I actually have got a fan. I had my empty ice cream containers full of water in the freezer, and when they came out, they were put in front of I actually have got a fan, to help me breathe. I mean, yeah, but then the fan will get in there, and then I'll have to switch it off, and then for a while...it's back on again – **Margaret**

We literally moved out into our back garden patio and lived in the gazebo because we couldn't stay indoors. And people think, “Oh yeah, but we've got to make a house all nice and cosy for winter”. And it's like, “Yeah, but I can't live in it then in the summer”. And it's something, it isn't just me, it's something I've talked with lots of tenants and they've all said the same thing – **Martha**



# Conclusions and Recommendations

**Decarbonised housing can address inequalities around economic disadvantage, but quality of housing support can affect this:**

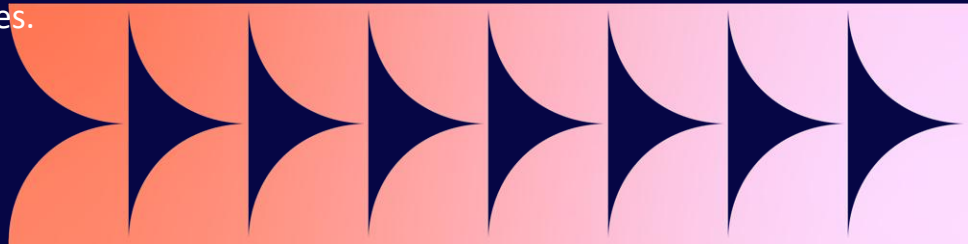
Greater organisational efforts needed to understand how tenants are using decarbonised technologies, and greater support, greater community-level, tenant involvement, to share knowledge, learning and understanding

**Damp and mould housing forces tenants to make difficult decisions around energy consumption:**

Welsh Government better distinguishes between decarbonising housing strategies and making damp and mould free. There are many overlaps with decarbonising housing, but the goal to make homes damp and mould free must remain a priority.

**Decarbonised housing introduces new challenges with overheating during summer months:**

Welsh Government issue guidance for tenants on how to mitigate the risk of overheating in summer months; guidance on overheating impacts on health and energy consumption as tenants are likely to consume more energy to reduce indoor temperatures.

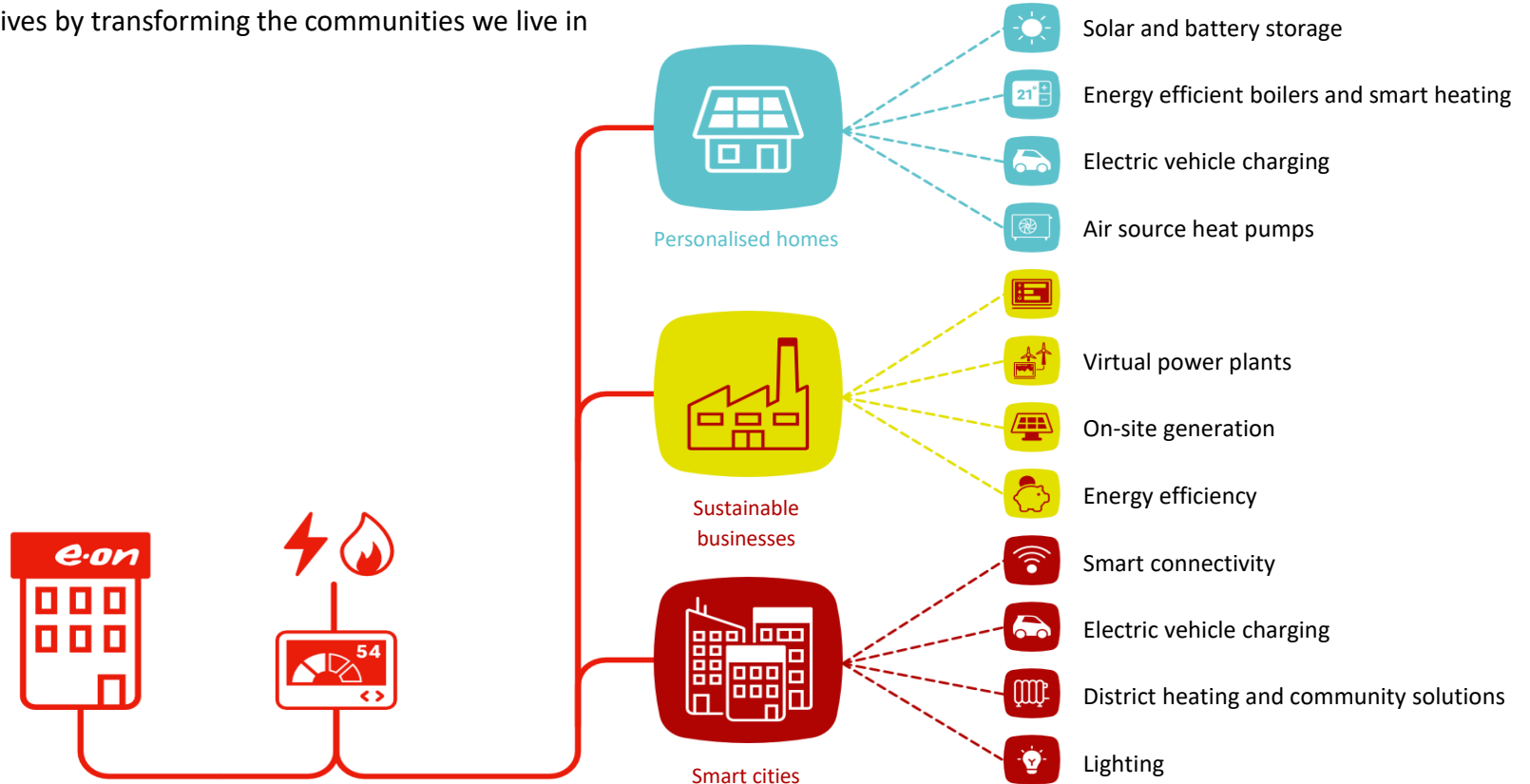


A fair transition  
to net zero

*e.on*

# Our purpose:

Improving lives by transforming the communities we live in



# So far...

**2020**

Green Funding Solutions was launched to support the delivery of the Green Homes Grants, providing an end-to-end turnkey solution

**19,400**

Homes our team has helped to improve

**28,800**

Measures installed including PV, battery, insulation & low carbon heating



# Retrofit changes more than buildings

Local job creation

New skills development

Strengthening communities

Supporting fair transition to net zero

## How social impact is measured at E.ON

### ESG (Environmental, Social and Governance)

- Steered by E.ON SE
- Managed by central Sustainability and Social Impact team

### Social Value

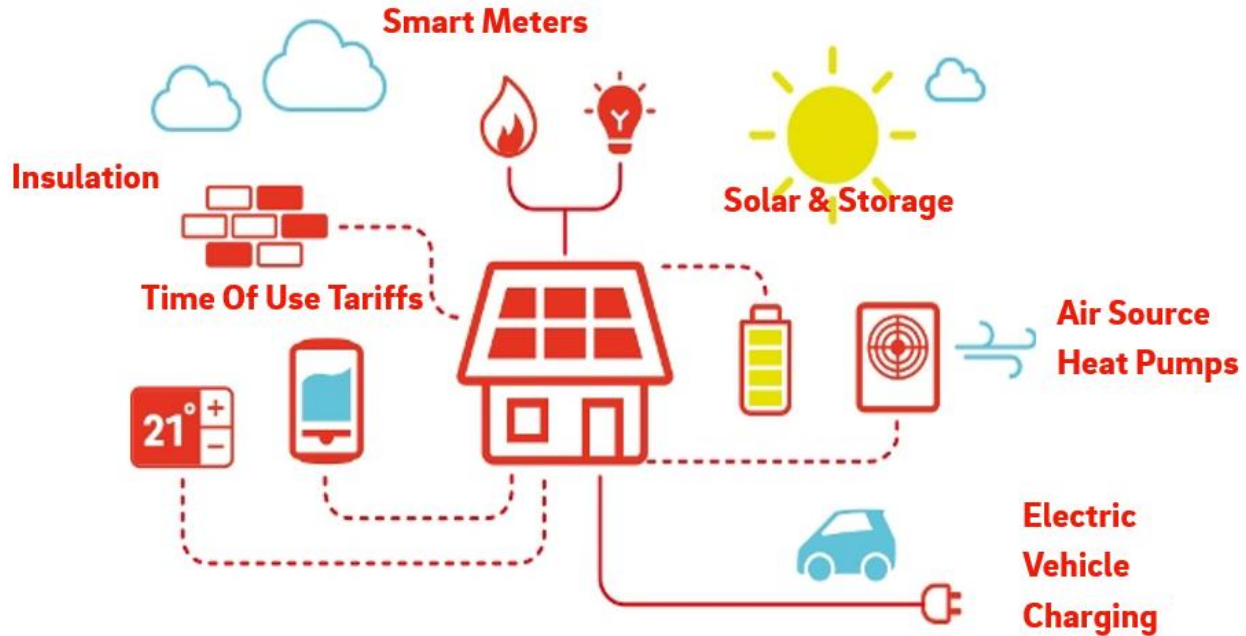
- Managed locally in businesses
- Dedicated social value leads, bid and business
- E.g. Green Funding Solutions

### Social Impact

- Managed by central Sustainability and Social Impact team with close collaboration with social value leads, ESG and subject experts
- Brings together mandatory and voluntary activity



# Net Zero Training Academy



Diolch

Cerys.Williams@eon.com





**TAI** 2026

Please visit the exhibition stands  
between sessions.

Thank you



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# Breakout: Do We Have The Skills To Meet The Requirements Of The Building Safety Bill?



Douglas Haig  
Managing director, Seraph Property Management  
and Non-Exec Director of NRLA

Dr Henry Dawson  
Senior lecturer  
Cardiff Metropolitan University

Nick Taylor-Williams  
Director of housing  
Caerphilly County Borough Council



TAI 2026 · CIH CYMRU



# Do we have the skills

## *to meet the Building Safety (Wales) Act?*

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*An honest view from block management and the private rented sector.*

### **Douglas Haig**

Managing Director, Seraph Group

Non-Executive Director, National Residential Landlords Association

Ex-Board, CIH Cymru · WG Building Safety Implementation Advisory Group

# No — and pretending otherwise is the bigger risk.

Across block management, property management and the private sector that supports them, the skills, the funding model, and the culture the Act requires are not yet in place. It is uncomfortable to say in a room of housing professionals — but Grenfell told us what happens when the sector pretends otherwise.

## Skills

The competence the Act requires sits well above where most managers operate today.

## Funding

Service charges have risen 41% in five years — management fees haven't kept pace.

## Culture

Reactive habits, fragmented data, and limited cross-sector trust still dominate.

# Block managers and property managers — different worlds, same Act

The Act applies to every multi-occupied residential building of two or more units. In practice that means two distinct workforces are now in scope, supported by a third — and none have been resourced for what is coming.

## BLOCK MANAGER

### Category 1 & 2 buildings

Higher-risk multi-occupied residential buildings — typically the larger, taller, leasehold-heavy schemes that fall under the most demanding parts of the duty-holder regime.

- Accountable Person & Principal Accountable Person
- Building safety case + safety case report
- Mandatory occurrence reporting
- Resident engagement strategy
- Golden Thread of building information

## PROPERTY MANAGER

### Category 3 buildings

Smaller multi-occupied buildings — under 11m or under 5 storeys, with two or more residential units. There are c.51,000 of these in Wales. Most owners don't yet know the Act applies to them.

- Proportionate fire & structural risk assessment
- Reasonable steps to manage identified risks
- Clearer ownership of compliance and records
- Resident information and complaint routes
- Co-operation duties with the building safety authority

## Suppliers

### All buildings

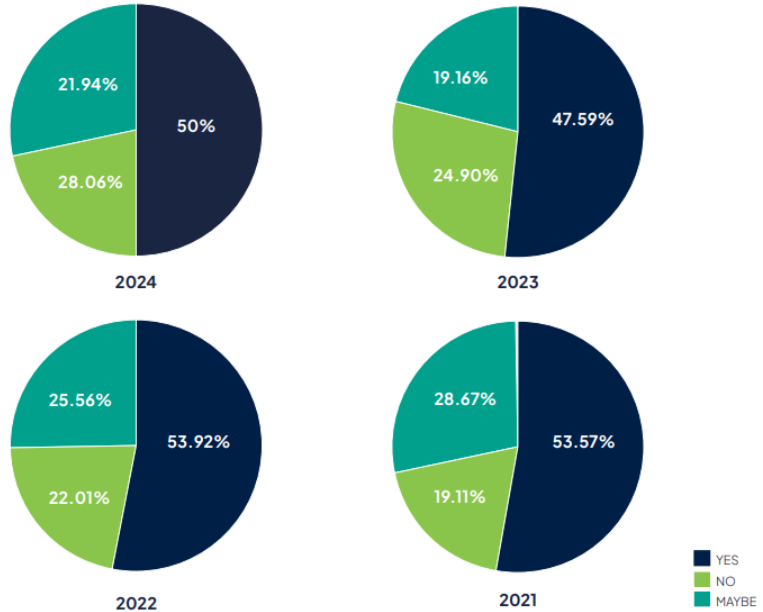
Professional advisors & trades – Surveyors, insurers, project managers, carpenters, fire stoppers, M&E contractors etc.

# Staff retention is fragile

The Property Industry (TPI)'s 2025 Wellbeing Survey looks at retention and the influences behind it.

Wales for the first time tops the “happiness chart” in block management.

Do you see yourself staying in property management for the next three years?



Source: TPI Wellbeing Survey, 2025. n = sector-wide block management workforce.

# Mental health and wellbeing are at risk

67%

of TPI respondents felt their mental health was at risk in 2024

*“Completely overwhelmed.” “Burnt out.” “Undervalued.”*

The pattern recurs where expectations stay high but personal competence and organisational support is limited or unclear — precisely the conditions a poorly-implemented Act would create.

## TOP REPORTED SOURCES OF PRESSURE

#1

Leaseholder / Freeholder / Landlord

#2

Government / Regulator

#3

Employer

#4

Personal finances

Source: TPI Wellbeing Surveys, 2024–2025.

# Abuse and unacceptable behaviour: slow improvement

## 1 in 8

reported experiencing no abuse at work in 2025 — the highest since 2021

## 43% increase

Increase in physical abuse, although this reduced by 16% last year.

### WHAT THIS TELLS US

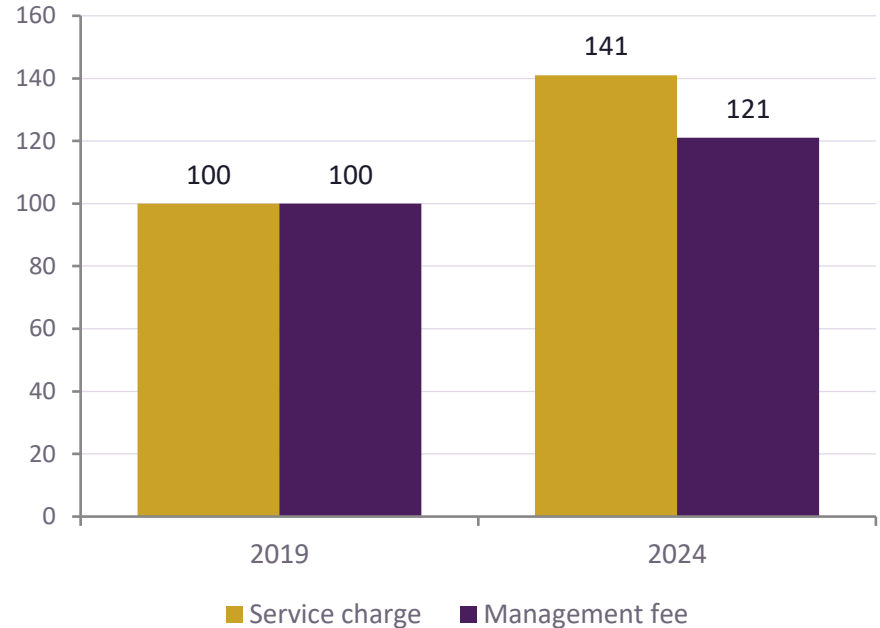
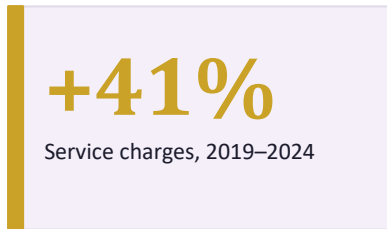
Conditions are improving, but slowly — and from a low base. Asking the same workforce to absorb a step-change in statutory duty without backing them with policy, training and protection from abuse is asking for failure.

Source: TPI Wellbeing Survey, 2025.

# Service charges keep rising — management fees don't

Between 2019 and 2024, management fees rose 21%. Over the same period, the underlying service charges they sit within rose 41%. Management fees as a share of the service charge have fallen from 8% (2019) to 6% (2023–24).

- Insurance costs have risen 92%
- High rise/risk buildings (HRB's) risen by 49%
- Government rhetoric on “fleecehold” is not helpful
- Leasehold and Freehold Reform (LAFA and beyond) will increase it further.



Source: TPI sector benchmarking, 2019–2024 (rebased to 2019 = 100).



PART TWO

# How do we close the gap?

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*Three practical, fundable answers — apprenticeships, wider funded training, and cross-sector knowledge sharing.*

# Apprenticeships — the PRS and block-management view

## 01

### A pipeline, not a panic

The Medr-funded Regulatory Compliance Higher Apprenticeship gives us a sustainable route into building safety, fire risk, surveying, block management and property management roles — if employers commit to taking apprentices, not just talking about them.

## 02

### Existing staff, new ceiling

Apprenticeships work as upskilling tools, not just entry routes. Funded routes let employers move competent people up to the levels the Act demands without the prohibitive cost of full retraining.

## 03

### PRS landlords need this too

Apprenticeships have historically been in trades and other sectors. The PRS, leasehold and block sectors must lean in — or we will be permanently behind on competence.

# Wider funded training — for the workforce we already have

Apprenticeships alone won't fix this. We need a wider, publicly co-funded training offer for the existing workforce — block managers, property managers, surveyors, fire risk assessors, environmental health teams and PRS landlords — and we need it now.

## Technical competence

Funded CPD on Golden Thread, occurrence reporting, fire safety strategies and the duty-holder regime.

## Standards aligned to the Act

CIH Cymru, RICS, TPI, IFE and CIEH frameworks pulled into one shared, Welsh-recognised competence map.

## Mental health & wellbeing

Treat retention as a safety issue. Fund wellbeing investment and Unreasonable Behaviour policies as standard.

## Leaseholder & landlord literacy

Short, clear education modules so those paying the bills understand what they're paying for and why.

# Cross-sector knowledge sharing

The Act sits across tenures, professions and authorities. None of us holds all the data, all the standards or all the levers. A safer regime depends on local authorities, PRS, social housing, surveyors, environmental health, fire services, insurers and residents talking to each other — routinely, not in a crisis.

## WHAT GOOD LOOKS LIKE

- Joint Welsh practice forums, not just professional silos
- Open data on remediation pathways, not just departmental dashboards
- A shared incident-learning protocol
- A focus on being an intelligent customer
- CIH Cymru, NRLA, CIEH, RICS and TPI co-delivering Welsh CPD
- Funded quality focused, not bureaucratic led enforcement.
- Structured schemes for competencies across all skill sets



A practical and costed approach to implementation

# Where this leaves us

01

## Be honest about the gap

The Act is the right legislation. The skills, funding and culture to deliver it are not yet there. Pretending otherwise is the bigger risk.

02

## Fund the people, not just the buildings

Apprenticeships and a wider, publicly co-funded training offer are the only credible way to close the competence gap before full implementation.

03

## Share what we know

The Act is cross-sector by design. Our response has to be too — LAs, PRS, social, surveyors, EH, fire and residents talking routinely.



# THANK YOU

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*Questions, challenge and conversation welcome.*

**Douglas Haig**

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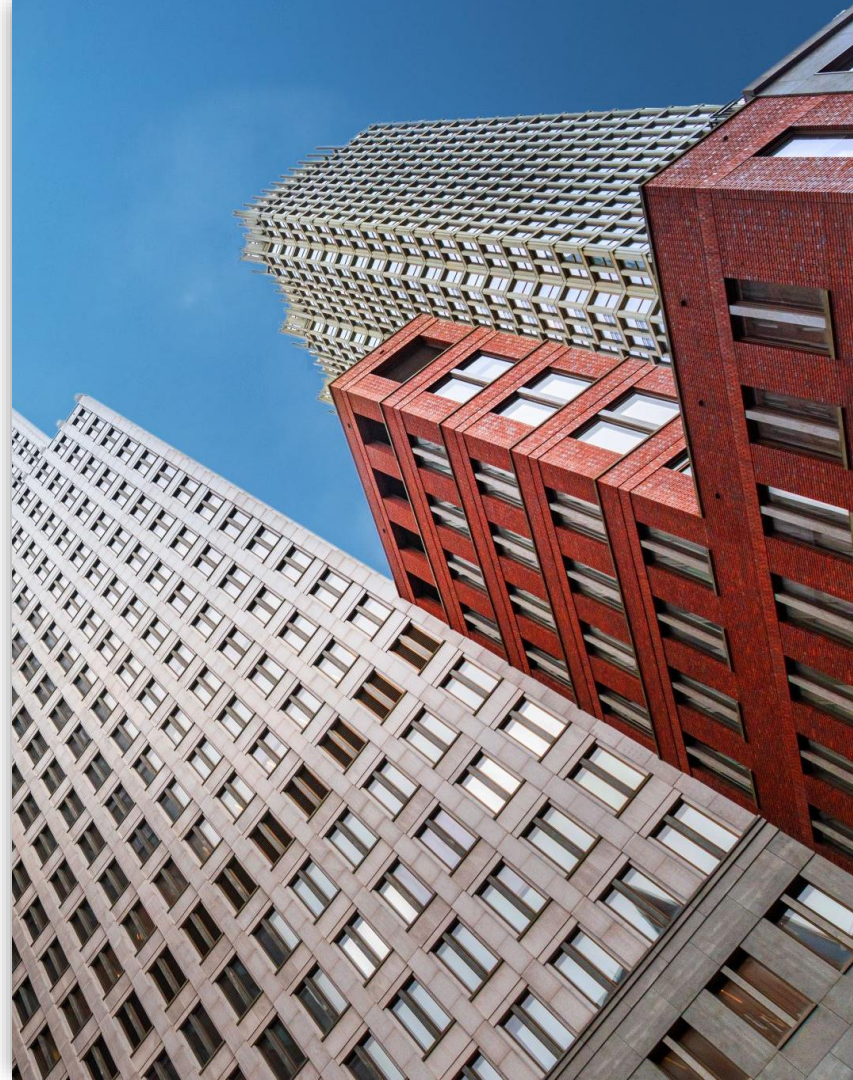
**Building Safety** – do we have the skills to meet the requirements of the Building Safety Bill?

The Local Authority View

Nick Taylor-Williams

Director of Housing, Caerphilly

- Category 1 buildings - which are at least 18m or at least 7 storeys
- Category 2 buildings - which are less than 18m in but at least 11m, with fewer than 7 storeys but at least 5 storeys
- Category 3 buildings - which are less than 11m and fewer than 5 storeys
  
- Estimated number of category 1 buildings in Wales: **180**
- Estimated number of category 2 buildings in Wales: **449**
  
- Estimated number of category 3 buildings in Wales: circa **51,000**
- Estimated number of houses in multiple occupation in Wales: **15,000**



Local Authority	Cat 1 Buildings	Cat 2 Buildings
Cardiff	99	136
Merthyr Tydfil	1	1
Neath Port Talbot	8	8
Newport	7	19
Pembrokeshire	1	12
Swansea	42	114
Torfaen	3	2
Vale of Glamorgan	6	62
Blaenau Gwent		13
Bridgend		4
Carmarthenshire		28
Rhondda Cynon Taff		14

## CAT 1 & 2 BUILDINGS (SOUTH WALES)

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**Cat 1 = 167**

**Cat 2 = 413**

# Building Safety Authority - Cat 1 & 2 Skills

- **Advanced Building Control & Engineering:** Fire engineering, structural safety assessments, and construction management knowledge to review, approve, and inspect HRBs
- **Regulatory Enforcement & Compliance:** Skills in enforcement - compliance notices, stop notices, and managing "special measures orders" as a last resort
- **Operational Management of the "Golden Thread":** Manage, review, and maintain digital, up-to-date, and accessible building information, ensuring a continuous safety record
- **Environmental Health & Safety Management:** Auditing fire risk assessments, structural assessments, and the management systems of "accountable persons".
- **Risk Assessment Capability:** Assessing building safety risks (fire spread and structural failure) across diverse residential buildings, Cat 1 and Cat 2 building standards
- **Registration and Information Auditing:** Skills to manage the registration of in-scope buildings, verify safety certificates (issued every five years), and manage data related to PAPs (Principal Accountable Persons)
- **Resident Engagement & Complaints:** Ability to implement resident engagement strategies, handle complex safety complaints, and provide residents with effective routes for resolution

# Cat 3 & HMO Skills

- **Fire Safety Inspection and Enforcement:** Expertise in the amended Regulatory Reform (Fire Safety) Order 2005, as the Bill places stricter requirements on fire safety in smaller multi-occupied buildings.
- **Risk Assessment Auditing:** Ability to evaluate if Accountable Persons (APs) have conducted thorough fire risk assessments and are managing fire risks appropriately.
- **Knowledge of "Relevant HMOs":** Specific skills to manage fire safety regulations related to houses in multiple occupation, which are covered by the new duties.
- **Communication and Education (Resident Focus):** Ability to enforce new resident duties (not blocking escape routes, not tampering with fire doors) and educate residents on safety, as they play a greater role in ensuring safety for smaller buildings.
- **Enforcement of "Golden Thread" Basics:** Although less onerous than for HRBs, LAs need the skills to ensure basic safety records (maintenance, fire assessments) are maintained by building owners, even for smaller properties.
- **Dispute Resolution/Complaints Handling:** Ability to operate a building safety authority complaints scheme, enabling residents to escalate concerns externally when APs fail in their duties.



# Fire and Rescue Authorities in Wales

- **North Wales:** Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, and Wrexham.
- **Mid and West Wales:** Carmarthenshire, Ceredigion, Swansea, Neath Port Talbot, Pembrokeshire, and Powys.
- **South Wales:** Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Monmouth, Merthyr Tydfil, Newport, Rhondda Cynon Taf, Torfaen, and the Vale of Glamorgan



# FRA Responsibilities

- **Enforcement of Fire Safety Risk:** FRAs are responsible for enforcing duties on Accountable Persons (APs) to assess and manage fire safety risks.
- **Inspection and Regulation:** FRAs have the authority to inspect premises to ensure compliance with the new regime, which applies to multi-occupied residential buildings of all heights including Cat 3.
- **Servicing Notices:** FRAs can serve enforcement, alteration, or prohibition notices on Responsible Persons (RPs) if they believe building safety duties are not met.
- **Joint Inspections:** FRAs will work with local authorities and the Joint Inspection Team (JIT) to bring additional capacity to inspections and evaluate the risk profile of high-rise buildings.
- **Validation of Safety Cases:** For Cat 1 buildings, FRAs will assist the local authority in reviewing safety case reports to ensure proper management of fire risks.
- **Ensuring Competency:** FRAs will ensure that fire risk assessments are carried out by "demonstrably competent" persons.
- **National Register Interaction:** FRAs provide details of issued enforcement and prohibition notices to a national register managed by the National Fire Chiefs Council (NFCC).

# Shared resources, capacity and funding

- Identifying relevant skills gaps within the local authority
- Activities aimed at addressing relevant skills gaps
- Provision of relevant learning and development opportunities for staff
- Activities aimed at supporting effective joint working between the future enforcing authorities under the Bill
- Other activities to assist the local authority in preparing to take on the functions of the building safety authority
- Any work undertaken with the Welsh Government to prepare for implementation of the Bill (for example, to support the costs or workforce workstreams)





# Meeting workforce demands

Dr Henry Dawson

# Some figures



- Total environmental health workforce approx. 7,170 of which 25% cover housing (approx. 1,800) (CIEH, 2021; LGA, 2023)
  - 299 EHPs in Wales (2,586 Firefighters) (Careers Wales, 2026)
  - 141 core staff inspecting private sector housing and RSLs (200 with admin). Staff not evenly spread (NPT 1.4 per 100,000 people) 6 legal staff across north Wales
  - 13% posts unfilled, 48% had a vacancy open for >1 year. Two authorities content with staffing numbers in Welsh housing teams
  - 55% reported housing officer vacancies hard to fill. Some use of agency staff (WG, 2003)
- Staffing for council housing inspections up by 17 to 156 (*ibid*)
- Students coming from universities (2025-6 intake):
  - 94 apprenticeship students
  - 99 traditional BSc students
  - 111 MSc students

(CIEH, 2026)



# Some more figures



- 55% reduction in funding of regulatory activity funding 2009/10 to 2020/21 (WLGA, 2022)
- Total spend on public protection services (environmental health, trading standards and licensing) £56ml. <0.5% of local government budget (*ibid*)
- Wages are not competitive with private sector
- “Local authorities face significant capacity issues. The most common barrier to conducting work related to building safety was workload pressure”. 45% local authorities say are confident tackling safety in buildings 11-18m, 80% confident for HMOs (WG, 2023)
- 22 local authorities in Wales – costs for training one new officer p.a.
  - MSc Environmental Health Salaries and fees £7.9ml over 5 yrs
- Regulatory Officer Apprenticeship
- Medr and a new L4/5 apprenticeship



- We need to fund development of new staff and the structures that develop those staff
  - Need a new competency framework
  - Category 1 & 2 will require specialist knowledge in short supply – duty to rectify relevant defects – Remediation order/contribution order) powers for RPT (regs forthcoming)
- Increased expectation for local authorities
  - Complaints
  - Postcode lottery?
- Overlap with Housing Act 2004 & Fire Safety Order
- Upskilling existing staff
- HHSRS update in England



# Thank you for listening

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