

Data and technology to tackle damp and mould



Emily Dorrian
Senior housing
development officer,
West Dumbartonshire
Council



Gregor Morrison
Relationship manager
Glasgow, Aico



Refreshment break

Time to network and speak to your
exhibitors



What are we doing to address fuel poverty across Scotland?



Stacy Angus
Chief executive,
Osprey Housing



Tracey Longworth
Director of housing
operations, Orkney
Housing Association



Ryan Conway
Regional
specification
manager, Aico





Addressing Fuel Poverty across Scotland



*Stacy Angus, CEO
Osprey Housing
March 2025*

ery day



About Osprey

- ~1800 properties
- 67 settlements
- Three Local Authority areas
- Urban and Rural Stock with varying challenges



Defining Fuel poverty

- The fuel costs necessary for the home are **more than 10%** of the household's adjusted **net income**
- **Assumes a lot on averages** – doesn't always meet reality of lived experiences



The key drivers

The Scottish Government states there are four main contributors to fuel poverty, which are:

1. poor home energy efficiency
2. high energy costs
3. low household income
4. how energy is used in the home



Making a difference every day



1. Poor Home Energy Efficiency

- **Asset Management strategy**
 - Property evaluation tool developed
 - Understanding of the performance of our stock – financially and from a tenants quality perspective
- **93.3% of Osprey Stock are EPC Band C or above**
 - 75% built year 2000 or newer
 - 25% pre 2000 – mixed construction types
 - 22% flatted properties / 78% houses
- **Fabric First approach**
 - upgrading insulation above standards
 - Accessing funding
 - Improved spec for window and door replacements



2. High Energy Costs

UK energy infrastructure and pricing is the biggest factor

The Urban/Rural differences

- **Osprey have 77% of homes heated by mains gas boilers;**
 - still the most affordable form of heating
 - It is however a fossil fuel – current SG proposal is for all domestic heating systems should be zero emissions by 2045.
- **The 23% 'off grid' properties;**
 - 13% already onto ASHP (mix of new build and retrofit)
 - Prioritise the remaining 10% to tackle fuel costs
 - Gives better choices for suppliers and ways to pay
 - More effective control and comfort
 - Accept ASHP isn't a best fit for all properties



3. Low Household Incomes

- 
- A large, semi-transparent background image shows the silhouettes of two men standing on a grassy hill, holding hands and looking towards the horizon. The sun is low in the sky, creating a bright, hazy glow. The man on the left is wearing a cap and a light-colored shirt, while the man on the right is wearing a plaid shirt and dark trousers.
- **Income maximisation support**
 - Low Income working households
 - Benefit checks
 - Self refer service
 - Understanding our tenants
 - **Accessing funding**
 - Directing this to specific tenant groups – heating types or other entitlement factors
 - **Internal tenant support funds**
 - Floor covering fund
 - Hardship fund



4. How Energy Is Used in the Home

Varying Tenant Needs

- Household composition and their needs are a significant factor – it isn't one size fits all

Energy Advice

- Signposting
- Engagement and education
- Internal support
- Cloud based data – 'live' and remote support



The Challenge for RSL's

**Striking the
balance right**

Rent Costs

v

Fuel costs





Final Thoughts

Making a difference every day



Refreshment break

Time to network and speak to your
exhibitors



How do we assure tenants of our competence and conduct standard



Rachael Williamson
Interim director of
policy,
communications and
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Shelley Hutton
Head of external
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Places for People
Scotland



Colin Stewart
Chair, Tenants
together



Callum
Chomczuk
Director, CIH
Scotland





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Housing

Competence & Conduct

Rachael Williamson

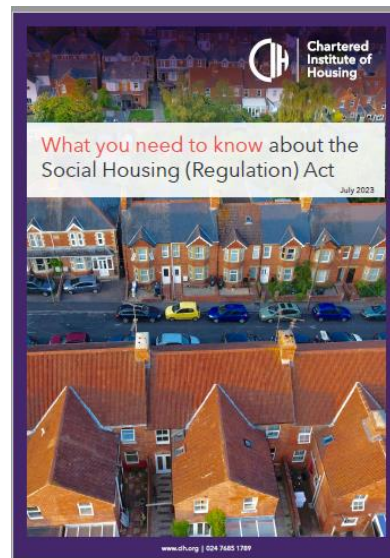
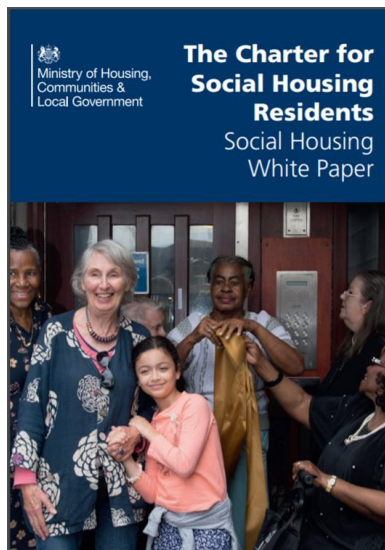
Interim director of policy, communications &
external affairs

March 2025

Context



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Grenfell's legacy should be a recommitment to safety and professionalism across our industry

Formalising professionalism



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Social Housing (Regulation) Bill [HL]

[AS AMENDED IN PUBLIC BILL COMMITTEE]

CONTENTS

The Regulator of Social Housing

- 1 Fundamental objectives
- 2 Advisory panel
- 3 Collection of information
- 4 Power to charge fees
- 5 Relationship between regulator and housing ombudsman

Registration of providers of social housing

- 6 Meaning of “English body”
- 7 Registration criteria
- 8 Designation
- 9 De-registration

Duties of registered providers

- 10 Appointment of health and safety lead by registered provider
- 11 Electrical safety standards

Registered providers: insolvency, restructuring etc

- 12 Moratorium on disposal of land
- 13 Limited liability partnerships
- 14 Insolvency of registered providers
- 15 Notification requirements: expansion to profit-making organisations
- 16 Conversion of company into registered society: continuation of registration
- 17 Restructuring of registered societies
- 18 Receipt of transfers of engagements from a registered society
- 19 Notification of constitutional changes
- 20 Notification of change of control

Standards

- 21 Standards relating to competence and conduct
- 22 Standards relating to information and transparency
- 23 Code of practice: standards relating to consumer matters
- 24 Direction by Secretary of State
- 25 Failure to meet standards: exercise of intervention powers
- 26 Performance monitoring

Bill 206

58/3



Department for Levelling Up,
Housing & Communities

Closed consultation

Consultation on a direction to the Regulator of Social Housing to set a Competence and Conduct Standard for social housing

Updated 28 March 2024

We are analysing your feedback

Visit this page again soon to download the outcome to this public feedback.

Social housing managers will require
qualifications in professionalism drive

Competence & Conduct Standard (as proposed)



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Consultation set out proposals for:

- Outcomes focused standard – applies to **all staff** involved in provision of housing management services
- Private registered providers and local authority registered providers to have **regularly updated written policy** including:
 - Approach to **managing and developing** the skills, knowledge, experience and conduct of staff - **tailored** to relevant different roles within organisation
 - Steps taken to secure that **service providers' relevant staff** have the necessary skills, knowledge, experience and behaviours
 - Approach to **learning and development, reviewing staff performance** and **managing poor performance**
- Registered providers must also adopt and embed an appropriate **code of conduct** within the organisation



Who needs to be qualified?



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- **Senior housing managers** and **senior executives** of both **registered providers** and **service providers**, who have a **substantive role** in managing delivery of housing management services to the registered provider's social housing tenants

NOT in scope:

- those who solely manage delivery of care and support
- those who manage back-office functions which do not involve managing the direct delivery of services to tenants
- unpaid volunteers

Senior housing manager v executive

Senior housing manager

These staff will usually manage the **direct delivery of housing management services to tenants**. Those with managerial responsibilities in respect of the functions are likely to be in scope:

- Customer services management
- Complaints management
- Tenant / resident involvement or empowerment
- Lettings management
- Tenancy management
- Income management
- Repairs and maintenance
- Asset management
- Anti-social behaviour management
- Estate management
- Capital/major works

Senior housing executive

These staff will usually be Heads of Services and Directors who provide **strategic direction and have accountability** in relation to housing management services. They will deliver the following functions:

- provides overall strategic direction and accountability in relation to service quality.
- accountability for developing and embedding their organisation's culture in line with strategic objectives.
- accountability for ensuring implementation of strategies to manage and improve performance.
- accountability for ensuring accessible and customer-focused policies and procedures are in place.

This may capture the organisations' CEO in some instances.

Qualification content



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Senior housing manager	Senior housing executive
<ul style="list-style-type: none">• professional practice skills for housing management such as collaborative working and exercising professional judgement;• ensuring needs of tenants are met (for example, those with additional needs);• customer service in housing including effective engagement with tenants and delivering respectful and professional housing services;• relevant housing law;• national housing policy and current trends driving the housing sector; and• embedding organisational policies in housing organisations.	<ul style="list-style-type: none">• ethical practices and understanding how these practices apply to housing organisations and professionals;• professional practice skills for housing management such as collaborative working and exercising professional judgement;• ensuring needs of tenants are met (for example, those with additional needs);• customer service in housing including effective engagement with tenants and delivering respectful and professional housing services;• strategic and business planning for housing management;• leadership and management in the context of housing management; and• stakeholder engagement and managing relationships in housing management.
LEVEL 4 MINIMUM QUALIFICATION	LEVEL 5 MINIMUM QUALIFICATION

Next steps



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- UK govt has committed to take forward the C&C standard
- But detail still tbc – Qs over scope, timetable etc
- Once consultation outcome confirmed, the Regulator will need to consult on the Standard

“Under the new consumer regulatory regime, the Regulator of Social Housing will actively seek assurances that social housing providers are taking action to meet these [Grenfell response] requirements and hold those who are not to account. We are also addressing the behaviours and attitudes that have contributed to these issues by introducing practical interventions to reform our systems and put residents back at their very heart. This includes a new Competence and Conduct regulatory standard for social housing staff.”

Policy paper

**Grenfell Tower Inquiry Phase 2 Report:
Government response (HTML)**

Published 26 February 2025

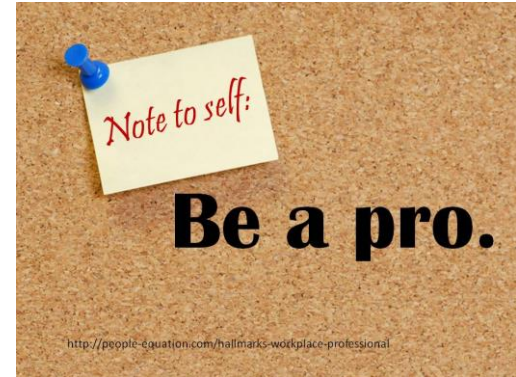
Professionalism



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*Professional is not a label
you give yourself, it's a
description you hope
others will apply to you*

David Maister, True Professionalism



CIH professional standards



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Integrity



Inclusive



Ethical



Knowledgeable



Skilled



Advocate



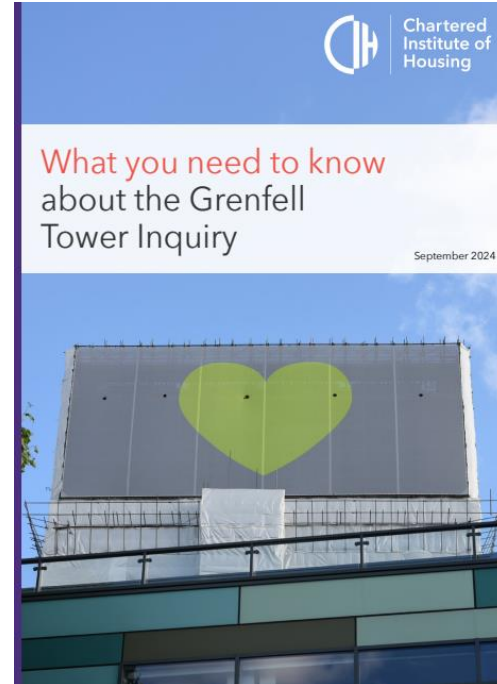
Leadership

Further information



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- <https://www.cih.org/publications/what-you-need-to-know-guide-about-the-grenfell-tower-inquiry/>
- <https://www.cih.org/blogs/six-takeaways-from-cihs-post-grenfell-inquiry-webinar-on-culture-and-engagement/>



Shelley Hutton

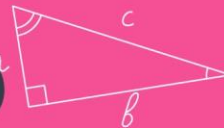
Head of External Communications

PFP preparation for the qualification requirement in England and what that means for Colleagues in Scotland

Thrive



$$a^2 + a_2^2 = 4a$$



$$a^2 - b^2 = (a-b)(a+b)$$



Supporting the UK's housing sector
to meet the demands of the future.

**BUILDING
SKILLS.
SHAPING
FUTURES.**

The offering



Apprenticeships

High-quality apprenticeships tailored specifically for the housing sector, provided by experienced professionals who blend practical skills with values-driven learning.

Derby Academy



Short courses (Future and technical)

Equip those in the housing sector with the skills required both now and, in the future, while also enhancing the quality and value of the current learning opportunities available.

Regional delivery or local



Organisational Development

A range of organisational development products tailored to the housing sector, designed to meet the demands necessary for business growth.

Regional delivery or local

- Colleagues in England
- Level 4
 - Blended learning approach combining face-to-face, online, and self-led learning.
- Level 5
 - There are two delivery and assessment models available, depending on the learner's experience level.
- Colleagues in Scotland
- Training beyond managers
- Timescales
- Delivery

Training approach

The CIH Housing qualifications consist of 6 or 7 mandatory modules. PFP Thrive will offer a blended learning approach, featuring 3 face-to-face modules and 3/4 online modules. The majority of the assessments and profession discussions will be conducted online.

Training locations

PFP Thrive will make use of its training centres located throughout the UK. Learning will be available at 6 locations, including **London, Norwich, Leeds, Derby, Preston, Newcastle, and Edinburgh**. Exclusive cohorts of 10 or more learners can be arranged and delivered at a location of the business's choice.

Online only courses

PFP Thrive will deliver online only courses for those that cannot travel.

Facilitation

All courses will be delivered by our expert group of qualified facilitators and assessors.

Professional Competence Route (Level 5)

PFP Thrive will provide a professional competence route for individuals with significant housing experience and knowledge. This pathway allows learners to bypass the learning modules and proceed directly to assessment, which will be conducted through professional discussions and/or assignments.



Delivery Plan (CIH Level 4)

CIH Level 4 (Pilot)	
Cohort 1	Preston
Module 1 (F2F)	20/05/2025
Module 2 (Online)	02/07/2025
Module 3 (Online)	05/09/2025
Module 4 (Online)	07/10/2025
Module 5 (F2F)	12/12/2025
Module 6 (P2F)	10/02/2026

CIH Level 4	
Cohort 5	Norwich
Module 1 (F2F)	03/11/2025
Module 2 (Online)	20/01/2026
Module 3 (Online)	24/03/2026
Module 4 (Online)	27/05/2026
Module 5 (F2F)	28/07/2026
Module 6 (P2F)	08/09/2026

CIH Level 4	
Cohort 10	Norwich
Module 1 (F2F)	05/02/2026
Module 2 (Online)	25/03/2026
Module 3 (Online)	26/05/2026
Module 4 (Online)	29/07/2026
Module 5 (F2F)	09/09/2026
Module 6 (P2F)	30/11/2026

CIH Level 4 (Online only)	
Cohort A	ONLINE ONLY
Module 1 (Online)	01/12/2025
Module 2 (Online)	27/01/2026
Module 3 (Online)	17/03/2026
Module 4 (Online)	14/05/2026
Module 5 (Online)	13/07/2026
Module 6 (Online)	15/09/2026

CIH Level 4	
Cohort 2	Derby
Module 1 (F2F)	01/09/2025
Module 2 (Online)	04/11/2025
Module 3 (Online)	08/01/2026
Module 4 (Online)	10/03/2026
Module 5 (F2F)	29/04/2026
Module 6 (P2F)	14/07/2026

CIH Level 4	
Cohort 6	Edinburgh
Module 1 (F2F)	01/12/2025
Module 2 (Online)	15/01/2026
Module 3 (Online)	19/03/2026
Module 4 (Online)	06/05/2026
Module 5 (F2F)	21/07/2026
Module 6 (P2F)	06/10/2026

CIH Level 4	
Cohort 11	Newcastle
Module 1 (F2F)	03/03/2026
Module 2 (Online)	20/05/2026
Module 3 (Online)	18/06/2026
Module 4 (Online)	18/08/2026
Module 5 (F2F)	03/11/2026
Module 6 (P2F)	12/01/2027

CIH Level 4 (Online)	
Cohort B	ONLINE ONLY
Module 1 (Online)	01/04/2026
Module 2 (Online)	08/06/2026
Module 3 (Online)	12/08/2026
Module 4 (Online)	15/10/2026
Module 5 (Online)	19/01/2027
Module 6 (Online)	25/02/2027

CIH Level 4	
Cohort 3	London
Module 1 (F2F)	01/10/2025
Module 2 (Online)	09/12/2025
Module 3 (Online)	03/02/2026
Module 4 (Online)	14/04/2026
Module 5 (F2F)	11/06/2026
Module 6 (P2F)	04/08/2026

CIH Level 4	
Cohort 7	London
Module 1 (F2F)	02/02/2026
Module 2 (Online)	15/04/2026
Module 3 (Online)	12/06/2026
Module 4 (Online)	05/08/2026
Module 5 (F2F)	23/10/2026
Module 6 (P2F)	09/12/2026

CIH Level 4	
Cohort 12	Preston
Module 1 (F2F)	08/04/2026
Module 2 (Online)	24/06/2026
Module 3 (Online)	27/08/2026
Module 4 (Online)	12/10/2026
Module 5 (F2F)	15/12/2026
Module 6 (P2F)	23/02/2027

CIH Level 4	
Cohort 13	Leeds
Module 1 (F2F)	02/12/25
Module 2 (Online)	
Module 3 (Online)	
Module 4 (Online)	
Module 5 (F2F)	
Module 6 (P2F)	

CIH Level 4	
Cohort 4	Derby
Module 1 (F2F)	15/09/2025
Module 2 (Online)	30/10/2025
Module 3 (Online)	10/12/2025
Module 4 (Online)	28/01/2026
Module 5 (F2F)	04/03/2026
Module 6 (F2F)	05/05/2026

CIH Level 4	
Cohort 8	Derby
Module 1 (F2F)	02/03/2026
Module 2 (Online)	30/04/2026
Module 3 (Online)	15/07/2026
Module 4 (Online)	03/09/2026
Module 5 (F2F)	09/11/2026
Module 6 (P2F)	21/01/2027

CIH Level 4	
Cohort 14	Leeds
Module 1 (F2F)	01/04/26
Module 2 (Online)	
Module 3 (Online)	
Module 4 (Online)	
Module 5 (F2F)	
Module 6 (P2F)	

Cohort starts

Preston – 01/07/25
 Derby – 01/09/25
 London – 01/10/25
 Derby – 15/09/25
 Norwich – 01/11/25
 Edinburgh – 01/12/25
 London – 02/02/26
 Derby – 02/03/26
 ONLINE – 01/04/26
 ONLINE – 01/12/2025
 Norwich – 05/02/26
 Leeds – 02/12/25
 Leeds – 01/04/26
 Newcastle – 03/03/2026
 Preston – 06/04/2026



Delivery Plan (CIH Level 5)

CIH Level 5	
Cohort 1	Preston
Module 1 (F2F)	27/05/2025
Module 2 (Online)	24/06/2025
Module 3 (Online)	23/09/2025
Module 4 (Online)	20/11/2025
Module 5 (F2F)	13/01/2026
Module 6 (Online)	23/02/2026
Module 7 (F2F)	20/04/2026

CIH Level 5	
Cohort 2	Derby
Module 1 (F2F)	16/09/2025
Module 2 (Online)	13/11/2025
Module 3 (Online)	17/12/2025
Module 4 (Online)	16/02/2026
Module 5 (F2F)	23/04/2026
Module 6 (Online)	03/06/2026
Module 7 (F2F)	22/07/2026

CIH Level 5	
Cohort 3	Edinburgh
Module 1 (F2F)	02/12/2025
Module 2 (Online)	21/01/2026
Module 3 (Online)	11/03/2026
Module 4 (Online)	21/05/2026
Module 5 (F2F)	07/07/2026
Module 6 (Online)	24/09/2026
Module 7 (F2F)	20/10/2026

CIH Level 5	
Cohort 4	London
Module 1 (F2F)	26/01/2026
Module 2 (Online)	26/02/2026
Module 3 (Online)	09/04/2026
Module 4 (Online)	29/06/2026
Module 5 (F2F)	25/08/2026
Module 6 (Online)	28/10/2026
Module 7 (F2F)	24/11/2026



Thank you

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Tenants together

Scotland's tenant participation
and engagement network

www.tenantstogether.scot



Tenants Together
Scotland



Committed to empowering the tenants of today and tomorrow

Tenants together

Our Mission Statement

We are **a national network of tenants** committed to empowering **the tenants of today and tomorrow**, ensuring their **voices are heard and influence decisions** within the **Scottish social housing sector**, to **protect tenants' rights and make a difference**.



Tenants Together
Scotland

WHO

AUDIENCE

WHAT

WHERE

WHY



Tenants Together

What Do Tenants Expect?



- › **Safe, warm and well-maintained homes**
- › **Clear, honest communication** about their rights and services
- › **Respect and professionalism** from the people managing their homes
- › **Accountability** when things go wrong



Tenants Together

The Reality: Have Standards Been Good Enough



- › **Scottish Housing Quality Standard & Scottish Social Housing Charter**
- › **The Grenfell Tower tragedy & Awaab Ishak – Damp & Mould**

Too often, tenants tell us they feel:

- › **Ignored when they raise serious concerns**
- › **Frustrated by bureaucracy**
- › **Powerless in decision-making,**



Tenants Together

Scotland's Stronger Protection: The Role of the Scottish Housing Regulator



In England

- › Regulation in England has been much weaker than in Scotland
- › Tenants in England had less protection, less enforcement, and less oversight of landlord performance.

In Scotland

- › Landlords must meet the Scottish Social Housing Charter
- › The Regulator actively monitors performance
- › Tenants have more transparency
- › There is a clear expectation of tenant participation



Tenants Together

How do we assure tenants?



By Action

We only assure tenants if we commit to three key principles:

- Transparency – Who is responsible and what are they doing?
- Accountability – “What happens when things go wrong?”
- Professionalism – “How do we treat tenants with respect?”



Tenants Together

Qualified Housing Professionals



Tenants Together
Scotland

Housing staff should be qualified

Tenants have a right to ask:-

- › Who is making the big decisions about their homes?
- › Are those people properly trained to do the job?
- › If not, why not?



Tenants Together

What needs to change?



Tenants tell us at TTS the key areas where Scotland must raise its game

- › Stronger tenant rights to challenge landlords
- › Greater investment in tenant engagement
- › Mandatory qualifications for housing professionals



Tenants Together

Final Thought



The biggest assurance we can give tenants is this:

- › That they matter.
- › That their voices are heard.
- › That their concerns lead to real action

Contact us

**Scotland's tenant participation
and engagement network**

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Tenants Together
Scotland

How do we assure tenants of our competence and conduct standard



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