

Building Safety and Quality Forum

24 March 2026, 10:00am – 11:30am, Online, Teams

Agenda

10:00 Welcome, introductions and housekeeping
Siân Humphreys, Head of Repairs, Connexus Homes and Forum Chair

10:05 Interactive Introductions

10:25 Asset management and Tenant Wellbeing: Navigating repairs, retrofit, and vulnerability

With new legislation, including Awaab's Law, mandating social landlords to address health hazards including damp and mould within strict timeframes, this session will explore the complex realities of supporting vulnerable customers through energy efficiency initiatives, particularly in the context of energy efficiency upgrades and essential repairs. Through real-life case studies we will highlight how repairs and retrofit work intersect with customer wellbeing, and how agreeing realistic timescales can transform outcomes.

With a focus on fuel poverty, mental health challenges and customer engagement often compounded by issues like hoarding or trauma, we'll examine how frontline teams can navigate these barriers through empathetic communication and collaborative planning.

Presentation led by Laura Fordyce, Business Development Manager, Warmworks

11:05 Interactive Q&A and a discussion

- Real-life examples of repairs and retrofit projects where wellbeing was central.
- How frontline staff navigate barriers and built trust.
- **Lessons learned:** what worked, what didn't, and how to adapt

11:20 Wrap Up & Key Takeaways

11:30 Next Steps and close
Siân Humphreys, Head of Repairs, Connexus Homes and Forum Chair