

WELCOME TO A CHIC

ROUNDTABLE DISCUSSION

23 MARCH 2023

**WALES OPTIMISED
RETROFIT PROGRAMME**

HOW CAN WE HELP BUILD A BETTER WALES



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Residential decarbonisation in Wales

ORP and what should come next

Christopher Jofeh

Thursday 23 March 2023

Better Homes, Better Wales, Better World

Decarbonising existing homes in Wales

Report to Welsh Ministers from the Decarbonisation
of Homes in Wales Advisory Group

18 July 2019

Cartrefi Gwell, Cymru Well, Byd Gwell

Datgarboneiddio cartrefi presennol
yng Nghymru

Adroddiad i Weinidogion Cymru gan y Grŵp Cynghori
ar Ddatgarboneiddio Cartrefi yng Nghymru

18 Gorffennaf 2019

Summary of Recommendations

1. Political parties in Wales should make a strategic commitment to national residential decarbonisation and stick to it
2. The Welsh Government should set ambitious housing targets to meet its ambition of achieving net zero carbon by 2050
3. The Welsh Government should put in place the right quality system and delivery mechanisms across all tenures to help achieve the targets
4. The Welsh Government, working with others, should develop a holistic package of support across all tenures to motivate and facilitate action
5. The Welsh Government should collect data about the status and condition of the housing stock to inform future decisions and measure progress towards targets
6. The Welsh Government should continue to monitor and test new solutions to decarbonise homes
7. The Welsh Government and its partners should make maximum use of communities, networks, associations and Third Sector organisations in helping to decarbonise homes

ORP



HOMES FIT FOR THE FUTURE: THE RETROFIT CHALLENGE

How will we finance the decarbonisation of homes
in Wales to support our net zero ambitions?

Executive Summary



HOMES FIT FOR THE FUTURE: THE RETROFIT CHALLENGE

How will we finance the decarbonisation of homes
in Wales to support our net zero ambitions?

We estimate a national programme will require £14.75bn of investment over the next decade⁶ (to 2030):

- **£5.5bn for social housing,**
- **£4.8bn for homes in fuel poverty, and**
- **£4.4bn for homes in the owner occupied and private rented ('able to pay') sectors respectively.**





Picture information

Source: Andrew Hazard Photography and Design



Wales Climate Week 2022

21–25
November



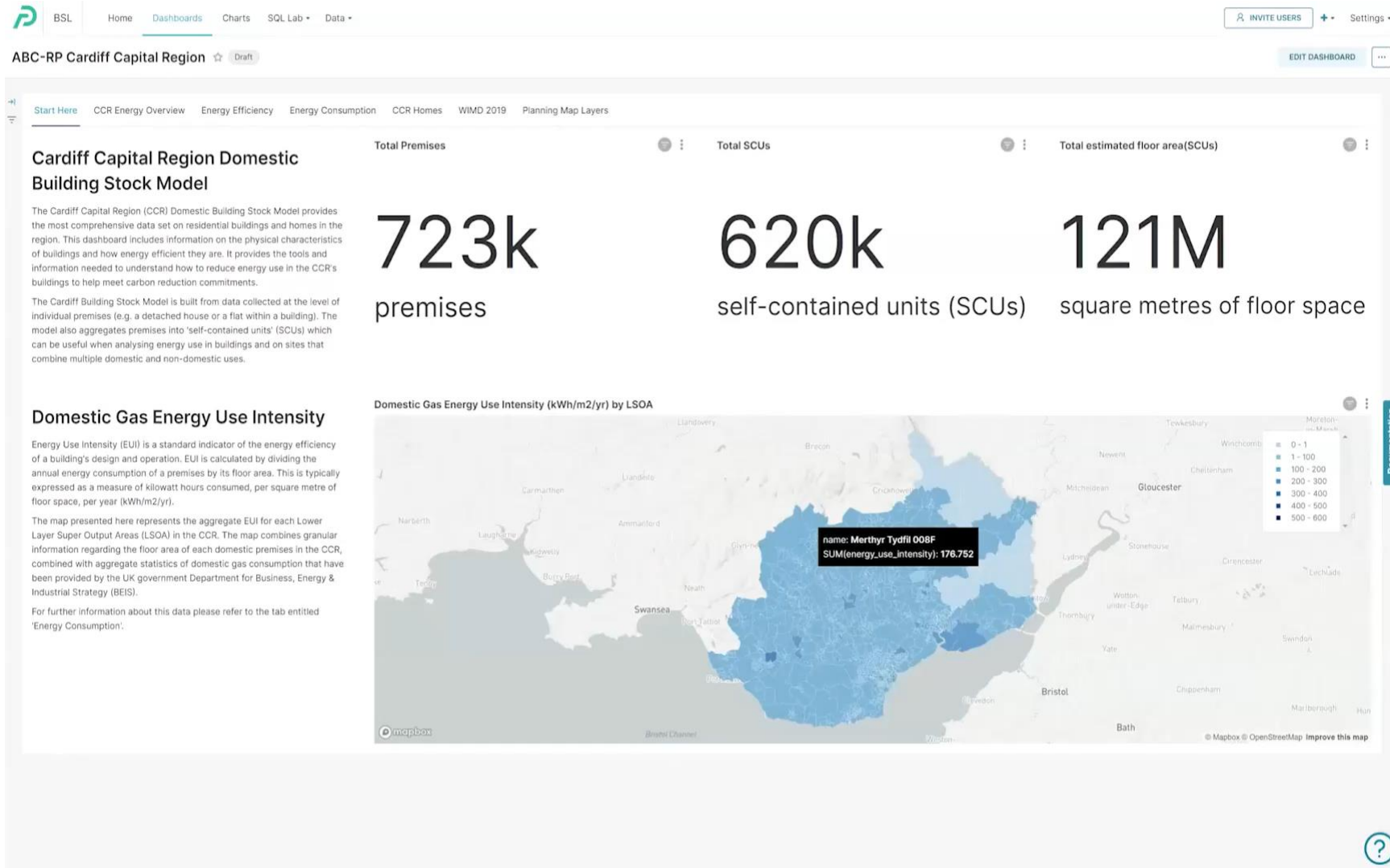
[View on-demand conference now >](#)

Let's Talk Climate Change - creating a greener, stronger, fairer Wales.

Wales Climate Week 2022 will focus on climate choices and the important contribution that the general public can make in helping to tackle climate change.

This year's event will form an important part of the consultation on a new national strategy that will establish the guiding principles around how government, businesses and the general public can work together to address the climate and nature emergencies.

1: Stock Model



- Comprehensive stock model covering domestic and non-domestic.
- ~50% EPC coverage
- Current EPC rating alongside potential EPC rating.
- Building height, floor area, external walls, tenure, construction age, attachment status.....
- Integrated WIND metrics.
- Currently being used to determine building heights across Wales.

Stock model - visualising - current to future state



current_energy_rating

- A
- B
- C
- D
- E
- F
- G
- <Null>
- <all other values>

potential_energy_rating

- A
- B
- C
- D
- E
- F
- G
- <Null>
- <all other values>

Homes of today for tomorrow

Decarbonising Welsh Housing between 2020 and 2050

STAGE 2: Exploring the potential of the Welsh housing stock to meet 2050 decarbonisation targets

Ed Green, Simon Lannon, Jo Patterson, Helodd Iorwerth
Welsh School of Architecture, Cardiff University



Issue: 18.07.2019

case study 04: Semi-detached house, 1945-64

headlines: A poor quality mains gas house
An holistic retrofit
'Clean slate' for a decarbonisation strategy



Owner: Carmarthenshire County Council
Location: Brynhyfryd Road, Llanelli, Carmarthenshire SA15 3RH
Construction type: Traditional masonry cavity wall construction
Status of works: planning
End user: social housing tenants

Project summary: The semi-detached houses on Brynhyfryd Road were built after the second world war. They are 85m² floor area, and heated via a gas wet central heating boiler. Minor changes have been made to the properties, but little work has been done to enhance the energy efficiency- this is a 'clean sheet' property requiring considerable attention.

Summary of works: Anticipated retrofit for this non-traditional dwelling type: EWI to external walls, window replacement, new gas boiler. Decarbonisation retrofit: Upgrading all insulation apart from roof, replacing mains gas heating and hot water system with electric heating, via an appropriate heat pump system, PV as renewable.

Summary of results: **Anticipated retrofit: RDSAP 42 (EPC 'E') to 67 (EPC 'D')**
Decarbonised 33% to 67% (relative to 1990 levels)
Capital cost £11,512 per dwelling

Decarbonisation retrofit: RDSAP 42 (EPC 'E') to 93 (EPC 'A')
Decarbonised 33% to 96% (relative to 1990 levels)
Capital cost £30,710 per dwelling

case study 04 – specifications

Specification 1: anticipated retrofit

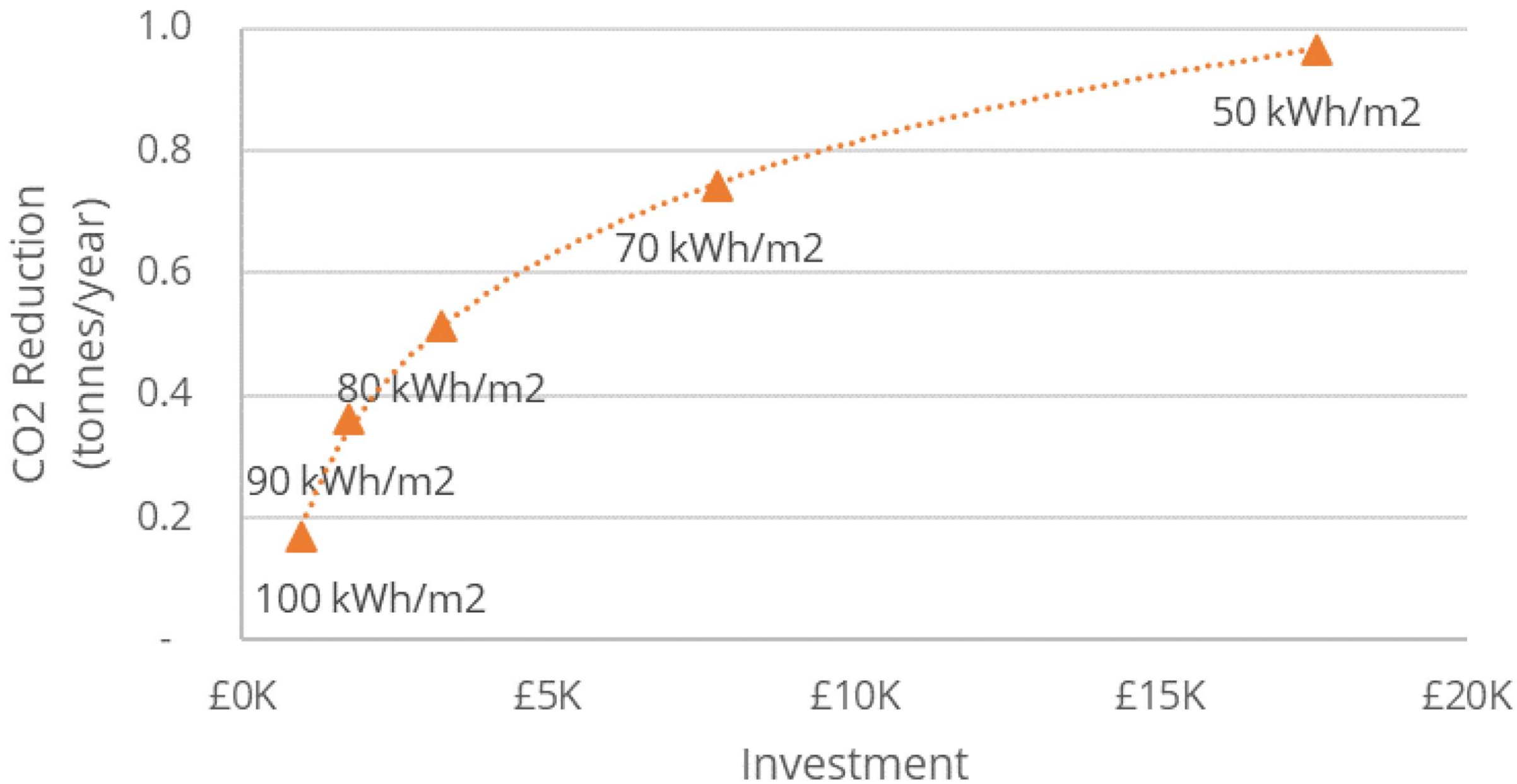
The landlord anticipates upgrading the thermal fabric of the walls to improve thermal performance, but assumes the roof is sufficiently insulated. The ground floor cannot be insulated unless the property is void. With 400 voids last year and 4000 people on a waiting list, it is difficult for them to justify keeping the property void to carry out floor insulation. The property will be re-glazed during a typical RMI cycle, and the existing boiler replaced with a mains gas combi boiler. PV is not considered for cost reasons.

component:	why:	how: (specification)	likely cost
walls	Programme of wall insulation	External Wall insulation 100mm	£3,263
roof	Whole stock review	Assumed to be sufficient 300mm	
floor	Nothing planned	No upgrade	
window, door	RMI cycle	Standard high performance (upvc)	£4,670
heating and hot water	RMI cycle	Mains gas combi boiler	£3,580
airtightness, ventilation	As part of works	Normal practice	
renewables	Nothing planned	No upgrade	
Total cost			£11,512

Specification 2: decarbonisation retrofit

An holistic fabric upgrade of all fabric other than roof (assumed to be sufficient) is the first step of the decarbonisation retrofit. This includes provision of 50mm floor insulation. Heat pumps are installed later and occupants receive training to ensure that the technology is understood and can be supported organisationally. PV is an important part of making fuel bills affordable.

component:	specification:	likely cost
walls	External Wall insulation 100mm	£3,263
roof	Assumed to be sufficient at 300mm	
floor	50mm over-floor insulation.	£2,113
window, door	Triple Glazing composite (timber)	£9,340
heating and hot water	Air Source Heat Pump	£8,180
airtightness, ventilation	Best practice without MVHR (considered to have minimal impact)	£816
renewables	PV 4kWp	£7,000
Total cost		£30,710



Annual CO₂ reduction against investment of various retrofit packages for one example address. Source: Parity Projects (2022). Hard to decarbonise social homes.





this is Saltburn Conservation Area

Article 4 Direction and Local Development Order 2021



A Bristolian's guide to Solid Wall Insulation

A guide to the responsible retrofit of traditional homes in Bristol



Capability

Opportunity

Motivation

Capability

Homeowner knows why improving a home's energy efficiency is important

Knows the steps to be followed

Knows how to carry out each step

Opportunity

Motivation

Capability

Homeowner knows why improving a home's energy efficiency is important

Knows the steps to be followed

Knows how to carry out each step

Opportunity

Homeowner has time to improve the home's energy efficiency

Can afford to do it

Knows others who are doing it

Has triggers to prompt action

Has LA and Welsh Government support

There are local firms who can undertake the work and local builders' merchants who can supply what is needed

Motivation

Capability

Homeowner knows why improving a home's energy efficiency is important

Knows the steps to be followed

Knows how to carry out each step

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Homeowner has time to improve the home's energy efficiency

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Motivation

Homeowner wants to improve the home's energy efficiency

Needs to do it (cares about negative consequences of not doing it)

Believes it would be a good thing to do

Draws up a plan for doing it

Anticipates greater comfort, bill savings and possibly enhanced property value

Examples of actions that influence the behaviour of homeowners

Legislation

Set mandatory residential minimum energy efficiency standards to be enforced by 2030 and 2040 – [WelshGov](#)

Introduce variable Land Transaction Tax – [WelshGov](#)

Environmental and social planning

Identify homes whose owners cannot afford to meet minimum energy efficiency standards, as a first step to making funding available – [WelshGov](#)

Publish Local Development Orders showing locally-appropriate external energy efficiency measures that do not require planning permission – [LA planners with local architects & engineers](#)

Persuasion

Communicate the importance and benefits of retrofit – [WelshGov](#), [LAs](#), [mortgage providers](#), [estate agents](#), [health boards](#)

Education

Provide information about the steps to be followed when decarbonising a home, likely costs and availability of funding – [Citizens Advice](#), [banks](#), [building societies](#), [LA retrofit one-stop shops](#), [builders' merchants](#), [small builders & heating engineers](#)

Provide information on suitably qualified retrofit consultants, builders and installers – [LA retrofit one-stop shops](#), [builders' merchants](#)

Publish best practice guidance for social landlords – [Welsh Zero Carbon Hub](#)

Enablement

Create standard contract between homeowner and RSL for the RSL to deliver energy efficiency improvements to private homeowners – [FMB](#), [JCT](#) and [CHC](#)

Create standard private homeowner/small builder retrofit contract – [FMB](#) and [JCT](#)

Support private homeowners on the retrofit journey – [LA retrofit one-stop shops](#)

Regulation

Oblige estate agents and letting agents to provide energy cost information – [WelshGov](#)

Define and mandate retrofit quality regime – [WelshGov](#), [LA Building Control](#), [FMB](#), [professional institutions](#)

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One-stop shop business model options

Source: https://energy-cities.eu/wp-content/uploads/2020/07/INNOVATE_guide_final.pdf

Business model	Roles & Responsibilities	Practical example of what the one-stop-shop offers to homeowners
1 Facilitation model	<ul style="list-style-type: none"> • Raise awareness on energy renovation benefits • Provide general information on optimal renovation works • First advice at the 'orientation stage' 	It advises on how to renovate your house and can provide you with the list of suppliers.
2 Coordination model	<ul style="list-style-type: none"> • Coordinate existing market actors (suppliers) • Make sure all one-stop-shop services are offered to homeowners • No responsibility for the result of renovation works (only overlooking the whole process) • No responsibility for the overall customer journey (just the first part) 	It advises on how to renovate your house and will push suppliers to comply with their promises. Suppliers remain responsible for the final result.
3 All-inclusive model	<ul style="list-style-type: none"> • Offer a full renovation package to homeowners • Bear responsibility for the result of renovation works • Bear responsibility for the overall customer journey 	The one-stop-shop is a contractor that sells you the whole service package and is your main contact point in case something goes wrong with suppliers.
4 ESCO-type model	<ul style="list-style-type: none"> • Offer a full renovation package with guaranteed energy savings to homeowners • Bear responsibility for the result of renovation works • Bear responsibility for the overall customer journey 	The one-stop-shop sells you the renovation package and guarantees the energy savings for the contract duration. The one-stop-shop is paid through energy savings achieved.
5 Better Homes Hub	<ul style="list-style-type: none"> • Offer a one stop shop service for all tenures and through area based schemes • Incorporate a blended funding approach and 'financial coordinator' role to support all circumstances • Coordinate the regional 'infrastructure' that needs to be in place to make the one stop shop a success 	The one stop shop is a service that works with individual homeowners and entire neighbourhoods, coordinating finance, the appropriate supply chain and wider stakeholders.

Social care in Wales - Decarbonisation Routemap towards Net Zero by 2030

Moving up a gear (2021-2022)

Understanding the context, formalising actions to accelerate and securing stakeholder sponsorship.

Short term

The 'Health and Social Care Climate Emergency National Programme Board' will **embrace the decarbonisation of the social care sector** and support the delivery of a future decarbonisation strategy.

Local Authorities will fully **support** the Climate Emergency for Wales declaration in the delivery of social care, by championing a future **decarbonisation strategy**.

Key stakeholder groups, including the National Commissioning Board, ADSS Cymru and social care provider forums will **add decarbonisation as a fixed item on their agenda**.

Welsh Government and local authorities will further understand and **appraise the assessment of carbon emissions of the social care sector**. This will include identifying the sector's emissions within a local authority's whole footprint, **improving the approach to data management**, and putting in place a system that enables stakeholders to **monitor progress**.

Local Authority **'Carbon Management Plans'** will specifically address **decarbonisation in the social care sector** and set out actions to be undertaken within the identified time frame. Where Plans are already in place and social care has been omitted, social care addendums will be developed.

Well on our way (2022-2026)

An expectation that low carbon is becoming the norm for a Net Zero social care sector and stakeholders are aware of what has to be done.

The carbon impact will be appraised in planning, commissioning, and the delivery of social care. **The reduction of carbon emissions will be mandated** within new procurement contracts for social care providers and the social care related supply chain.

Local Authorities and **social care providers will promote active travel**, consider models of care that reduce travel mileage and strengthen the local community workforce while Welsh Government will provide incentives to **pursue the provision of ultra-low emission vehicles**, the necessary infrastructure as well as public transport.

New developments and refurbishments of social care buildings will be designed and built according to Net Zero building standards, which includes the provision of low-carbon heat, the generation of renewable electricity and the provision of EV charging. The Welsh Funding Programme or other incentives are considered as funding routes for energy efficiency and renewable energy technology.



Education and carbon literacy programmes will be undertaken for **social care workers** and those who commission and procure social care services. The sector will **share activities and learning** via social care stakeholder groups.

Welsh Government and local authorities will develop the approach to the **procurement of social care providers to appraise their sustainability credentials** and exert greater influence in the supply chain.



Achieving our goal (2026-2030)

Net Zero has become routine, is culturally embedded and self-regulating.

Long term

A smart and positive approach to modern, **environmentally friendly**, low carbon, **high-quality social care will be incorporated into all processes, energy and carbon reporting/monitoring is common practice**.

Every building used for social care will have undergone energy-efficiency upgrades - low carbon heating will be utilised, renewable energy will be generated on-site and/or provided by community projects where feasible.

Any procured **social care related service or product will also be appraised in terms of carbon**. Besides delivery of social care at the highest standards, the commissioning of social care will have a clear low carbon approach.

Low carbon travel will be established and social care providers will be implementing low carbon travel plans as standard.

Social care related carbon emissions will have reduced, and the sector will be aware of how to **achieve Net Zero by 2030**. Focus groups and panels will concentrate on lessons learnt, progress monitoring and related activities such as biodiversity, and adaptation.



NET ZERO



Gwasanaeth Ynni
Energy Service



NHS Wales Decarbonisation Strategic Delivery Plan

2021-2030

(including Technical Appendices)

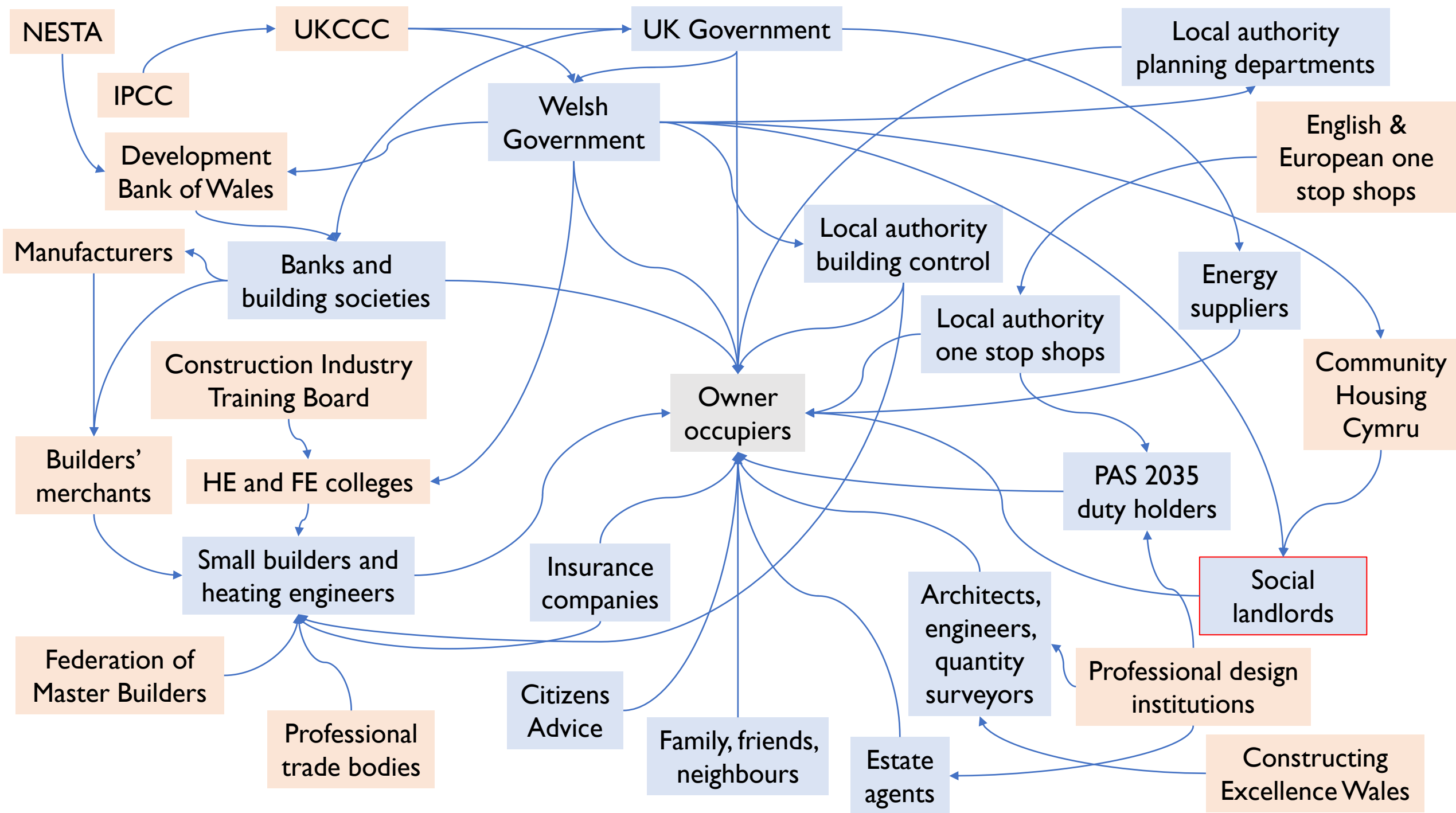
Published March 2021



Residential decarbonisation route map

Themes

1. Finance
2. Skills & workforce growth
3. Data
4. Pathways
5. Communications
6. The user journey
7. One stop shop/advisory function
8. Area based decarbonisation
9. Contributions from other bodies



Some actors who influence homeowners in Wales, either directly or indirectly

Banks and building societies	Builders and installers	Builders' merchants
Carbon Trust	CBI Wales	CITB
Citizens Advice	City Regions	Climate Change Committee
Communities & Housing Investment Consortium	Community energy organisations	Community Housing Cymru
Construction Leadership Council	Conveyancers	Designers (architects, engineers)
DNOs	Department for Energy Security and Net Zero	Department for Levelling Up, Housing and Communities
Development Bank of Wales	Energy Saving Trust	Energy suppliers
Energy Systems Catapult	Estate agents	Family and friends
Green Finance Institute	Green Construction Board	HE and FE colleges
HM Treasury	Housebuilders	Insurers
Local Authorities (multiple departments)	Manufacturers and suppliers	Membership organizations (e.g. National Residential Landlords Association)
National House Building Council	National Home Improvement Council	Office of the Future Generations Commissioner for Wales
PAS 2035 duty holders	Professional design institutions (e.g. RSAW, RICS)	Professional trade bodies (e.g. FMB)
Public Service Boards	Registered social landlords	Rent Smart Wales
Role models (TV, social media, sport, etc.)	Rotary	Schools, churches, etc.
Third Sector	Trade Associations (e.g. Home Builders Federation)	Trades unions
TrustMark	UK Research and Innovation	Universities
Urdd Gobaith Cymru	Valuers	Welsh Government



Diolch
Thank you
chris.jofeh@arup.com

Welsh Optimised RetroFit Programme (ORP)



Communities & Housing Investment Consortium

A member owned procurement and asset
management consortium, delivering efficiencies
and social value for its members.

chictd.co.uk

Context

40% of UK Carbon emissions are from the home

Government estimates the cost to retrofit is £9k per property

Housing sector estimates the cost to retrofit is between £19k and £25k per property

Cost to retrofit Welsh social homes estimated to be between £25 - £50 billion



Requirements – Optimised Retrofit Programme

- **CHIC Commissioned in February 2021**
- **Route to market for all retrofit work funded by Welsh Government**
- **Specific and dedicated to Wales**
- **29 Authorities in Wales involved in project**
- **Not mandatory for Authorities to use**
- **Development of SME supply chain & local employment**
- **Ongoing support from CHIC**
- **£3.8b committed to deliver retrofit by 2050**
- **Now includes Building Safety as well**



Challenges

Emerging Markets

- New Entrants, Micro / SMEs
- Funding limitations / requirements
- Untested Models / Specification development

Compliance with PCR 2015

- Time consuming and costly
- Achieving Value for Money
- Quality and Performance feedback loop

Contractual Terms

- Demarcation of liabilities
- Levels of Insurance
- Length of Warranties



Considerations

- **Route to Market**
 - Single Source Contract
 - Framework
 - Dynamic Purchasing System
- **Contract Value & Market Forces**
- **Commissioning protocols & working practices**
- **Forms of contract**
- **Funding requirements**
- **Market development through skills**



Retrofit Services

- Retrofit:**
- Advisors
 - Assessors
 - Coordinators
 - Designers
 - Managing Agents
 - Installers
 - Materials Distributers & Manufacturers
 - Evaluators and Monitoring Technology



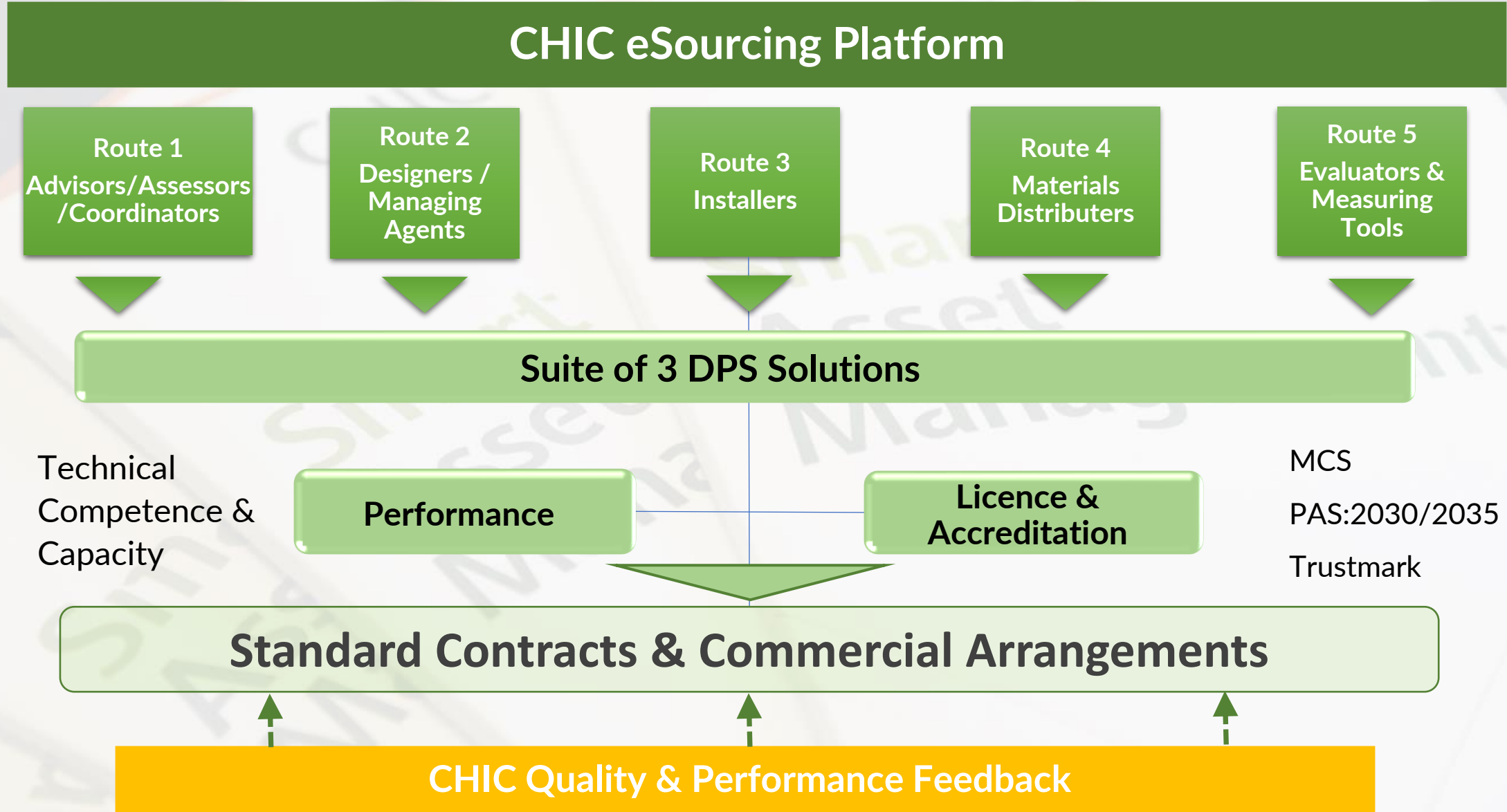
Dynamic Purchasing System (DPS)

Developed a suite of DPS solutions

- **New contractors & suppliers can join at anytime for free**
- **No maximum duration**
- **It is run as a completely electronic process**
- Compliant with Public Contracts Regulation 2015
- Each DPS set up for defined requirement divided into categories (lots) of works or services
- Authorities can join at any time
- Flexible and legally compliant procurement solution
- Cost efficient procurement solution
- Value for money through economies of scale
- Access to a wider pool of eligible providers who are continuously checked and monitored



DPS Routes to Market



Benefits

- Access to 45 Welsh based suppliers across all lots
- Regulatory compliant
- Turnkey solution v segregated service
- Insurance requirements reviewed (Construction Line)
- Single contractual relationship (JCT suite of contracts)
- Long term warranty & defects management
- Social value benefits



Using the DPS

CHIC dedicated team: **Jackie Leonard (Head of Member Services)**
 Katie Carey (Head of Commercial)

CHIC eSourcing Portal

- Dedicated eSourcing portal reducing administration
- Linked to Sell to Wales for notifications
- Digital clarification process – compliant and auditable
- Minimum 10 day procurement cycle
- Standard templates for ease of bidding

Supplier Management

- Single simple application process (SQ)
- Compliance check on financial, insurance and accreditations (Construction Line)
- 3rd Party bid support for SME's

Commercial

- Suite of standard contract terms
- Standard pricing models updated as market forces change
- Auditable contract data for fund reporting



Other CHIC Services

Suite of DPS Solutions

- CHIC Telecoms DPS
- CHIC Development DPS
- CHIC Energy DPS
- CHIC Cleaning DPS
- CHIC Grounds Maintenance DPS
- CHIC Asbestos DPS
- CHIC Fire Protection and Sprinkler Systems DPS
- CHIC Commercial and Domestic Appliances DPS
- CHIC Furniture & Floor Coverings
- CHIC Agency DPS
- CHIC All Under One Roof DPS
- CHIC Total Facilities Management DPS
- CHIC Merchant Services DPS



Other CHIC Services

CHIC Frameworks

- CHIC Active Fire Protection & Security Systems Framework
- CHIC Adapted Bathroom Materials Supply Framework
- CHIC Asbestos Abatement Services Framework
- CHIC Compliance Audit Services Framework
- CHIC Compliance Services Framework
- CHIC Consultancy Services Framework
- CHIC Conveyancing Search Framework
- CHIC Digital Asset Delivery Framework
- CHIC Fire Doors Framework
- CHIC Merchants Frameworks
- CHIC Planned Works (Phase 2) Framework
- CHIC Risk Assessments Framework
- CHIC Roofing Systems & Works Framework
- CHIC Suppliers for Lifting Equipment & Mobility Aids Framework
- CHIC Temporary Fire Alarms Framework
- CHIC Planned Works (Phase 1) Framework
- CHIC Kitchen Materials Framework
- CHIC Windows and Doors Framework



Want to know more?

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Luke Hurd

Chief Operating Officer

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Table 1

ORP Investment Programme Planning

How can we achieve optimum outputs (financial, qualitative and social) from ORP funded works?

Things to consider:

- What have we learned from early phase projects?
- Do we really know enough about the energy performance of our homes?
- Do we know what are the best retrofit investment solutions? Will they make our customers homes warmer and cheaper to run?
- How do we integrate retrofit investment into Strategic Asset Management Planning?



Table 2

ORP Project Delivery

How can we ensure that we deliver retrofit works efficiently and effectively?

Things to consider:

- How do we design, specify and procure the work we need to be done?
- Can we use our ORP investment to grow local economies and businesses?
- How will we measure success – both during the works and after completion?
- How can we make sure residents are fully engaged and benefit from the investment?



Table 3

ORP Supply Chain Engagement

How can we make sure our supply chain is ready and has capacity?

Things to consider:

- Does the supply chain have the skills and capacity to meet the demands we will be asking of it?
- How can we support and develop the Welsh supply chain, in particular SMEs' and Micro businesses?
- Are the design solutions and technological innovations sufficiently proven and understood?
- Are the materials available at the scale we need – and, if not, how can we manage demand?



Table 4

ORP Programme Collaboration

How should we be working together to measure success?

Things to consider:

- There was great sector collaboration initially – how do we keep this going?
- How should we be sharing our experiences, case studies and data?
- What measures should we consider for long-term success?
- How do we capture the learning and the experience?



WHERE WE WILL BE...



CIHTAI 2023
Cymru
26 - 27 APRIL
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**WE'RE EXHIBITING,
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**HOUSING
INDUSTRY LEADERS**
Cymru
Mercure Holland House Hotel, Cardiff
11 July 2023



HOUSING 2023
27-29 JUNE MANCHESTER CENTRAL



**PROCUREX
CYMRU o WALES**
ARLOESI ADDYSGU CYDWEITHIO
INNOVATE EDUCATE COLLABORATE
8 NOVEMBER 2023



WEDNESDAY 24 MAY 2023

CHIC CONFERENCE & EXHIBITION 2023

Connecting **Housing Strategy** to **Operational Reality**



WEDNESDAY
24 MAY 2023



8.00AM -
5.00 PM



TELFORD INTERNATIONAL
CENTRE, TF3 4JH



REGISTER NOW

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Award Nominations
NOW OPEN

Apprentice of the Year

Social Value Employer of the Year

High Achiever of the Year

Mentor of the Year

Sponsorship Opportunities and
Individual Seats Available



REGISTER NOW