

NEWSLETTER

SPRING EDITION



Is your Window Strategy fit for purpose to deal with the demands of social housing in 2026 and beyond?

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It's a question many housing providers are quietly asking themselves right now. Over the last two decades the sector has become used to increasingly stringent regulatory updates, but the pace and scope we are now seeing is very different.

Where once the focus was primarily on the Decent Homes Standard, housing providers are now navigating a far broader landscape, with multiple priorities running alongside each other:

- ✓ Fire remediation
- ✓ Damp and mould
- ✓ Ventilation / Overheating
- ✓ Decarbonisation / Retrofit
- ✓ Repairs and maintenance backlogs
- ✓ Planned investment programmes
- ✓ Future Homes Standard compliance

Layered over this is the introduction of Awaab's Law, with further phases coming that will expand the scope of the Housing Health and Safety Rating System (HHSRS) to cover 29 housing hazards. Together, these drivers are reshaping how the sector thinks about housing quality, moving towards a much welcomed broader concept: Healthy Homes.

The road to healthy homes

Having a strong window strategy is already getting landlords ahead of the game. A robust door and window strategy can impact all these priorities.

Many windows currently being replaced across social housing were originally fitted during Decent Homes programmes in the early 2000s, when white PVC-U windows transformed the housing landscape across the UK.

But over the last two decades windows and doors have undergone significant improvements thanks to new innovation, delivering improved security, durability, energy efficiency and ventilation.

Act now, don't wait

The government officially delayed the overhaul of Energy Performance Certificates (EPCs) - which include assessments of windows - from October 2026 to the second half of 2027, with the following short announcement:

"Following engagement with industry on the delivery timeline, we have decided to move the launch of the reforms to the second half of 2027. We will work with industry and the

devolved administrations to agree a new launch date and shared implementation plan by the summer of this year."



The much-needed reform, which the Anglian Building Products team welcomes, involves replacing the current rating system with the Home Energy Model (HEM), designed using four metrics for better measurement: Energy Cost, Carbon Emissions, Fabric Energy Efficiency (covering insulation, windows, and doors), and Heating System.

EPC reform is long overdue and while we're disappointed by yet another delay in the guidance for the sector, one thing is for sure: Minimum Energy Efficiency Standards (MEES) is going ahead with a compliance deadline of 2030. It's essential for landlords to act now rather than wait.

Modern, high-performance windows are crucial for MEES and the HEMS Fabric Energy Efficiency metric which will remain central and are fast being recognised for the integral role they play in creating the holistic Healthy Homes being sought by the sector, regardless of timelines.

While the delay may offer extra time to improve homes under current assessment methods, having a strong window strategy is already getting landlords ahead of the game.



If you'd like to know more about how to navigate Healthy Homes get in touch with Sam on LinkedIn.

PLACE BASED SPECIFICATION

Does your window specification work for every home?

A strategic move to integrate the Decent Homes Standard and SHDF energy efficiency initiatives into a unified work stream, Healthy Homes is rapidly shifting from a buzzword to a strategic lens. As organisations reach the end of one cycle of asset strategies and begin shaping the next, the concept is being pulled into sharper focus. And rightly so. At its core, Healthy Homes is about something profoundly simple yet systemically difficult: enabling people to live well within their homes.

Achieving this goal requires a fundamental rethink of how we diagnose problems, how we procure solutions, and how we collaborate across the supply chain.

Scenario-based specifications

If we want healthier homes, we need healthier specifications. Retrofit, damp and mould, and Healthy Homes must be understood as a place-based strategy, it all goes far beyond building upgrades. We should be designing scenario based, environment-based specifications and procurement routes that consider ventilation performance, heating affordability, building fabric, incomplete repairs, seasonal effects, how we specify works and how residents experience their living environment day to day.

A new vision: combined, intelligent work streams

Imagine a model where specialist contractors, who are best placed to join the dots, help manage integrated work streams: retrofit strategy, sensor installation, solar panel fitting, damp and mould investigation. A robust window and door strategy, with the correct specifications, supports all of these.

Healthy Homes demands this kind of joined up thinking. When measures are disconnected across asset management, repairs and resident engagement, correction takes time and money. If we want people to live well in their homes, we must build systems that allow us to work well together.



Interested in this concept?
Scan the QR code to read
the full article

HERE ARE SOME CONSIDERATIONS:



A ground-floor flat with two small children: What window restrictor is appropriate? Does the child have complex needs? What does safety look like in this specific home? Where is the family drying their clothes?



A block of flats with a stairway window: Should the window meet PAS24 standards? Should it be fire rated, and/or a different material? What is the building layout? What is the fire strategy?



Elderly man living on the second floor: Do the windows in the stairwells need to be fire rated? Are the doors required to be fire rated? What does the back of the property look like, are there other exits?



Next time... In our next newsletter, we'll be sharing more about our work in Darlington Borough Council, including an update on the retrofit works underway. In the meantime, if you have an innovative solution that could support fire safety, retrofit or net zero, we'd love to hear from you, get in touch with our team today!

PLACE BASED SPECIFICATION



A cold property with mould in the back bedroom and a south facing kitchen: If the kitchen is triple glazed, does the back bedroom with mould need to be triple glazed also? What is the resident doing in each room?



A south facing kitchen on a busy main road: Should the front window be triple glazed to manage solar gain? Should triple glazing be used to reduce noise?

COMING SOON...

A new thin triple-glazed sealed unit, engineered to deliver triple-glazing performance without changing window frames or glazing beads.

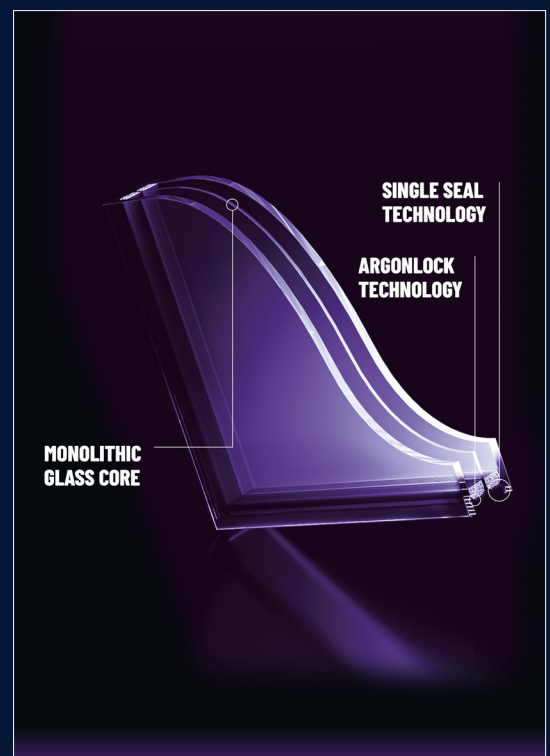
High performance triple glazing has been talked about in the UK market for many years, but the practicalities of achieving meaningful performance benefits haven't been straightforward to overcome. UNTIL NOW.

Allowing social housing clients to retrofit existing double glazed IGUs, upgrading them to high performance thin triple glazing and achieving a U-value of 0.8 w/m²k, the new product ZERO.8™ offers up to 90% greater thermal efficiency compared with standard double-glazed units.

As with all new innovations launched into social housing, we're keen to work with clients to get feedback and collaborate. In coming months, we'll be meeting the market to show how replacing windows using ZERO.8™ is a better way to spend public money, making budgets go further and increasing homes' thermal efficiency for clear and tangible upgrades with significant performance benefits over double glazing.

For more information please contact Sam on: 07894 993177 or samantha.alleyne@angliangroup.com

READ MORE ON ZERO.8



SOCIAL AFFORDABLE HOUSING BIDS NOW LIVE!

Bidding opened in February for the government's £39bn Social and Affordable Housing programme through Homes England, marking the start of a new ten-year funding cycle, providing momentum in delivery for years ahead.

We deliver tailored social refurbishment and affordable housing programmes, working

collaboratively with housing associations and developers to ensure windows and doors meet stringent energy efficiency, security, and compliance standards. We look forward to seeing the positive impact this long-term investment will have on the sector and residents.

WHAT WE DELIVER

ABP is the UK's largest, end-to-end manufacturer and installer of windows and doors for social housing. Beyond delivering high-quality products, we build true partnerships with RSLs, working collaboratively to improve housing stock and provide expert guidance every step of the way.

- **PVC-U Windows** – Our material of choice, designed and delivered through our own end-to-end manufacturing facility in Norwich and including in-house recycled materials inside the profiles. Virtually maintenance free, highly energy efficient and secure, with Secured by Design accreditation.
- **Triple Glazing** – Our new thin triple glazing can be used to upgrade existing double glazed units to improve the energy efficiency inside the existing frame.
- **Timber & Aluminium Windows** – Alternative windows for conservation and restricted planning requirements or high traffic areas, delivered with our team's vast experience and skillsets to support the planning and installation process.
- **Roofline and Rainwater Goods** – When carrying out planned maintenance or replacement door and window programmes, it makes sense to upgrade the rainwater and roofline upgrades at the same time, improving aesthetics and saving money.
- **Fire Doors** – Our FD30 Composite and Timber Fire Doors offer durability, low maintenance, thermal performance, PAS 24 compliant security and fully tested 30-minute fire resistance (BS 476-Part 20/22 for internal and EN16034 CE Mark for external).
- **Communal Entrance Doors** – Top security performance, PAS24 and SBD, with the relevant fire certification, we design and install entire entrance systems including communal doors.
- **Retrofit / PAS Works** – We take a consultative and strategic approach, working in partnership with our clients to deliver Whole House refurbishments as PAS 2030 and PAS 2035 certified principal contractors.
- **Solar Panels** – In partnership with our supply chain, we install MCS accredited and warranted solar panels as the certified Principal Contractor.

DIGITAL FIRST FOR SMARTER ASSET DATA

Our client dashboard brings together the latest technology with the growing demand for accessible project information. It offers a graphical presentation of data, with the ability to drill down to individual property data if required. It's designed with the facility that allows us to send specified users the latest report on the regularity of their choice.

We recognised that the request for project information started increasing as our clients looked for more data to support their own business processes. As they were aware of the amount of information we were capturing on a project in our Dynamics AX system, this often resulted in ad-hoc requesting of information, which over time began to place a strain on us and divert our team away from managing their projects.

To address this, we worked closely with our clients to create a solution that showcased the information they needed to access. We initially created a skeleton of the dashboard to demonstrate what was possible, and from there, they helped us shape the solution we have today. This resulted in the addition of some useful features, like a property search button and a UPRN search.

We continue to develop the dashboard in line with client's needs. Where requests are widely applicable, we include them as part of our standard dashboard, but for more specific requests, we can also offer bespoke versions tailored to individual clients.

EXAMPLE CUSTOMER STATUS REPORT

226
PROPERTIES
COMPLETED

191
PROPERTIES
NOT COMPLETED

56%
PROPERTIES
COMPLETED

36
INSTALLS
BOOKED

16
INSTALLED
LAST WEEK

13
COMPLETED

34
OPEN REMAKES

NPS SCORE LTM **74.07**

NHMF CONFERENCE



National Housing
Maintenance Forum

Samantha spoke at the NHMF Conference Plenary in January, From Damp & Mould to Healthy Homes - Effective Interventions, sharing the stage with industry peers to discuss place-based specification and this new way of thinking.

ABP is excited to be contributing to the shared goal of procurement reform to unlock Healthy Homes, particularly through addressing damp, mould, and ventilation strategies, through continued collaboration with specialist supply chain partners, housing providers, and innovating with framework organisations and sector bodies like the NHMF Healthy Homes Working Group.



If you're interested in learning more about the shift to Healthy Homes through holistic, interconnected interventions, scan the QR to watch the full session.



BSI SURVEILLANCE AUDIT REPORT

We are pleased to confirm that we have successfully completed our BSI surveillance audit, maintaining certification to ISO 9001 (Quality), ISO 14001 (Environmental) and ISO 45001 (Health & Safety) with **zero minor conformities**.

The audit confirmed that our management systems continue to achieve their intended outcomes. Site visits to our Croydon Depot and at live installation works in Surrey demonstrated strong operational controls, well-maintained welfare facilities, compliant waste management processes (over 87% of waste recycled), and clear adherence to CDM and health and safety requirements.



ISO 9001
Quality
Management
Systems
CERTIFIED

ISO 14001
Environmental
Management
CERTIFIED

ISO 45001
Occupational
Health and Safety
Management
CERTIFIED

Customer satisfaction continues to be a key focus, with survey feedback showing high scores, including 9/10 for punctuality for punctuality, 9/10 for installer attitude, and strong ratings across quality, cleanliness, and overall service. KPI performance and monthly client review meetings demonstrated high levels of compliance.

The audit recognised several strengths in incident reporting and investigation, document control and team engagement.

COME AND SEE US THIS YEAR

We're excited to be out on the road this year, exhibiting and speaking at some of the biggest social housing events in the calendar. If you're attending, make sure you come and see us!



HOUSING
HOUSING 26

23rd – 25th June (Manchester)



HIL South
15th September (London)

CLIENT SPOTLIGHT – WAVE 3 CASE STUDY



BACKGROUND

In 2025, Saffron Housing were awarded £7m in Wave 3 of the Warm Homes Social Housing Fund programme to improve the energy efficiency of their properties over the following 3 years. Saffron identified the qualifying properties, with the lower EPC rating as the higher priority. Works included window replacement, air-source heat pumps, solar PV and loft insulation.

The programme, led by Richard Egle, Carbon Reduction Manager at Saffron, has developed from a small in-house scheme in the early funding phase, to use of an energy provider supply chain and then to a Main Contractor led solution.

However, for this next phase, Saffron took the decision to return to an in-house delivery model using local specialist suppliers. This delivery model has meant they have avoided outsourcing management costs, resulting in Saffron delivering more properties than originally planned.

Making the choice to stay local and to support local specialist suppliers, demonstrates how possible, and in this case beneficial it is to deliver complex schemes whilst maintaining a high quality of works, and provide local jobs and apprenticeships whilst gaining high resident satisfaction scoring.

Having previously worked with Saffron for their planned window scheme, Anglian Building Products were chosen to carry out the window element of these works. Saffron also on boarded Dodd Group for the other measures and CPH Retrofit Coordinators for their PAS 2035 expertise throughout the project.

CHALLENGES

Initially, 150 properties were identified and allocated to the programme, and progress was made. With increased momentum, positive performance, and additional funding becoming available, an additional 115 properties were then added to the programme in year 1.

Doubling the programme increased the risk of stretching contractors' PAS-2035 administration. In addition, there was a greater need for closer collaboration as each contractor increased its workforce to manage the programme. Within this planning, we were concerned that we may need to review our existing communication with tenants, to ensure it was accessible and fully explained the process and speed with which the project was being rolled out. It was clear that an additional communication strategy was needed to support the resident journey.

ACTIONS TAKEN

Local resourcing from all contractors

To ensure the programme delivered maximum economic growth to the region, all delivery partners were locally sourced. ABP and Dodd Group already have offices in Norfolk, and CPH supported this by opening a regional office in the area to support workload and increase resource. This created 5 new local job roles. This local influence has provided dedicated bases for surveys, collaboration, and increased resident-facing activities. The benefits of this also include: faster turnaround of documentation, more consistent quality assurance checks, and improved communication between contractors and Saffron Housing. This ensured programme momentum was sustained during peak periods. Contractors were also able to carry out regular property visits, respond quickly to customers queries, and provide additional support to schemes where customers were more vulnerable.



Consultation events for residents

The strong local presence of all delivery partners plays a critical role in supporting meaningful and consistent customer consultation. Dedicated resident events were organised at locations such as Marion Roberts Court and Depwade Court Independent Community Living Schemes, among others. These sessions created an accessible and comfortable environment for residents, allowing contractors to explain the planned works, discuss any concerns, and ensure customers fully understood the improvements being made to their homes. This approach has strengthened trust, improved communication, and helped deliver a more positive resident experience throughout the programme.



CLIENT SPOTLIGHT – WAVE 3 CASE STUDY



Knowledge sharing amongst the teams

Knowledge sharing is encouraged across organisations, with site managers, retrofit coordinators, and installers exchanging best-practice insights and lessons learned. Generally, this is carried out during pre-arranged monthly meetings and includes ad hoc site visits between contractors and the client. This collaborative approach so far, has driven consistency across the programme and helped reduce installation variances, call-backs, and delays.



OUTCOMES/KEY ACHIEVEMENTS

- 265 properties set to be delivered in Year 1, for the same budget as the initial 150 that were planned.
- 265 properties achieving EPC C Rating or above.
- Local contractors bringing success to the region.

Incredible Tenant satisfaction, as indicated by our overall NPS Scores of 81.10, which includes:

- Quality of information - 9.40/10
- Conduct & Attitude - 9.30/10
- Clear tidy & safe - 9.50/10
- Quality of installation - 9.20/10

CUSTOMER FEEDBACK

"Two lovely lads came and done my windows and doors. They did an amazing job and cleaned up where they had worked. Kept me informed on what was happening when rooms were done so me and my daughter could move to another room etc. I'm very happy and will be recommending for anyone I know looking for new windows and doors."

SOCIAL VALUE SPOTLIGHT

£134K

FINANCIAL
DONATION
in the last 3 years

500+

HOURS
spent delivering social
value per year

58

APPRENTICES
employed across
the group

52

VOLUNTEERING
DAYS in the
last 3 years

£5m

TOTAL IMPACT
VALUE in the last
3 years

A YEAR WORTH REFLECTING ON

2025 marked a significant chapter in our journey and one certainly worth reflecting on. For ABP, social value is built into how we operate, and from the way we plan projects to the way we measure outcomes, we've implemented systems and processes that help us manage, monitor and maximise the positive impact we have on the individuals and communities where we live and work.

This is reflected in our recent achievement to Social Value International Level 2 Management Certificate. A key part of strengthening our delivery has been the appointment of a dedicated Social Value Manager, Billy Lowe.

Billy comments: "It's been an exceptionally strong and productive year for Social Value at ABP. Achieving our Level 2 Institute of Social Value Management Certification, being recognised at the SVLG Awards, and exceeding our annual social value commitment with Hyde Housing.

"While these milestones are incredibly important, our real progress lies in the positive outcomes we've helped create across our stakeholder groups.

"Our Social Value Team collaborates with customers to design and deliver bespoke community programmes. These sessions are built around customer needs, support job readiness, improve wellbeing, and ensure long-term, meaningful impact.

Supporting informed career pathways

We've delivered a number of initiatives to help individuals build confidence when applying for jobs or planning their future careers, including:

- Virtual careers sessions for SNG residents
- Careers workshop with local schools for Swindon Council
- Mentoring at the Peterborough Youth Conference
- Working with M3 Job Club to support members in Basingstoke with CV reviews

Delivering meaningful impact

"We're pleased to share that five out of 24 customers who attended at least one ABP session with Sovereign Network Group (SNG) in November are now in work".



Jackie Wilson, Training and Commissioning Officer at SNG, comments:

"ABP has been a fantastic partner to work with, delivering three engaging online workshops for our Employment and Skills customers. These focused on AI and recruitment, Career pathways and job roles, and Time management.

ABP has been a fantastic partner to work with, delivering three engaging online workshops. They were responsive, flexible, and genuinely committed to supporting our customers.

We're always so proud to receive feedback like this and to see our support helping individuals reach their goals. Our focus now is on building on that momentum and delivering even greater impact in the year ahead."



Please contact our Social Value Lead, Billy Lowe, for any questions on how we can support you, your residents and communities on social value initiatives: billy.lowe@angliangroup.com