# CHIC







BUILDING SAFETY & COMPLIANCE



NEW BUILD
DEVELOPMENT



CAPITAL & PLANNED INVESTMENT



PROFESSIONAL SERVICES



DECARBONISATION & RENEWABLES



TECHNOLOGY SOLUTIONS



FACILITIES MANAGEMENT

Communities & Housing Investment Consortium Ltd 84 Spencer Street, Birmingham, B18 6DS

**T:** 0121 759 9990

**E:** enquiries@chicltd.co.uk

chicltd.co.uk

# CHIC

INITIES AND HOUSING INVESTMENT CONSORTIUM

## HOUSING MATTERS NOW

**CHIC Annual Report** 

2024/25

CHICLTD.CO.UK

#### 15 YEARS OF CHIC

Over the course of the last 12 months CHIC has continued to grow and mature as a consortium, both in the volume of services we deliver and the value we provide to our members. Member spend through CHIC increased by 31% this year alongside a 73% increase in the number of trading contracts. These outcomes reflect not only increased demand but also highlight the trust our members place in our frameworks, our procurement support and our ability to respond quickly to changing needs.

This year marks our 15th anniversary. This is a milestone that reflects our sustained commitment to collaboration, innovation and delivering real value for the housing sector.

Our membership has grown by 12% and we have invested in and strengthened our regional presence, particularly in London and the South East. Nearly half of our members now use two or more of our frameworks, with over a third using multiple services. These figures demonstrate an increasing integration of our services into our members operations.

We have continued to invest in people and technology, with nine new colleagues joining the CHIC team. This year has seen further investment into our CSOL and CHIC eSourcing systems, to ensure that we maintain high standards of service and value for money for our members. I am also delighted to report that our average transaction fee has remained below our Board's strategic 2% target, once again balancing affordability with quality for our members.

We have sought input and worked closely with members to develop new and updated frameworks aligned with their emerging needs. Robust engagement with our membership is important to us and I am pleased that our independently run stakeholder survey saw a 55% increase in responses this year.

Another key highlight of the year was our Newbuild Framework achieving the Constructing Excellence Gold Standard accreditation. This is a real testament to our commitment to quality, sustainability and collaborative working. We believe this underlines our growing reputation as a trusted partner in building safe, high quality homes.

Our social value dividends continue to grow, through our partners contract commitments, the teams contributions and our donations to our associated charity, CHIP.

I want to personally thank all our members and supply chain partners for their continued engagement. We work collaboratively and this input is critical as we develop new frameworks, expand services and continue to deliver what matters most – safe and warm homes for residents.

John Fisher, Chief Executive

It has been a privilege to serve my first full year as Chair of CHIC. Once again it has been a busy 12 months for the sector, and I have been pleased to see CHIC playing a key role in helping the sector navigate these changes. This will not stop, and we remain committed to providing advice and support to our members to help them realise the opportunities that are presented to them. Our team boasts experience, scale and regional presence to be a trusted advisor that the sector can rely on.

I have enjoyed spending time with our members to get a deeper insight into their needs and working with John and his team to enhance our offering. I am grateful for the positive and energising support I have received from the Board, staff and members throughout the year.

Our Board continues to be strong and diverse and to represent the sector. It is currently made up of 11 directors including nine Member Representatives and two Independent Directors. Demonstrating the strength of our governance as a board, this year, we utilised an independent organisation to support us in completing a thorough review of our services contract with ARK. I am pleased to report that this showed all of our expectations are being met and we have therefore agreed to extend the contract for a further term.

Looking ahead, the Board remains focused on delivering member led, high quality services while navigating the changing landscape of our sector, including the introduction of the new Procurement Act, Awaab's Law, updated Decent Homes and Energy Standards. I look forward to working closely with our members, partners and colleagues to drive continued value and positive outcomes for social housing communities.

Amanda Long, Chair of the CHIC Board



**David Wells** 



**Sandip Shergill** 

**Ian Davies** 



Jayne Stringer



Sarah Payling



**Charlotte Johnson** 



Caroline Lawley



Steve Porter



Victoria Speakman



**Chantal Pottage** 



#### **DELIVERING FOR OUR MEMBERS**

We are defined by our members and shaped by their evolving needs. As a member owned organisation, every service we deliver is purpose built to support housing providers.

This year we have launched 4 new frameworks, supported over 395 live projects and helped our members achieve savings across their asset management activities.

#### **NEW FRAMEWORKS THIS YEAR**

- Kitchens and Bathrooms
- Legal Services
- Fire and Building Safety
- Mechanical & Electrical



We support a wide spectrum of member projects, from smaller service contracts that enable quick, responsive delivery, to major capital and planned investment programmes. Our portfolio spans across areas such as building safety & compliance, professional services, asset improvement and regeneration, reflecting the varied needs of our members, with over 1,053 live projects.

#### BY SERVICE



#### 70% 12% 6% 3% £0 to £0.5m £0.5m to £1m £1m to £2m £2m to £3m

4%	<b>2</b> %	<b>3</b> %
£3m to £5m	£5m to £10m	>£10m

#### **Most Used Service**

Over the years, CHIC has expanded its geographic coverage and now has products and services that can be utilised by its members across all parts of the UK. Members requirements can differ based on geographical location.

Our regional Member Services Representatives will work to understand their members local issues and requirements to propose the best solutions for them.



Page 4 ———————

**Welsh Housing Quality** Standards Roundtable

**Legal Services** Framework Launched



July 2024

**The Procurement Act Explained webinar with SHAP** 



August 2024 September 2024

**Newbuild Framework Core Group** 

**CHIC Community Pavilion at HOMES UK** 

Roundtable

**Achieved Constructing Excellence Gold Standard Accreditation** 



November 2024

December 2024



**Board appoints Chantal Pottage and** Sandip Shergill as Non-Executive **Directors** 

Fire & Building Safety Framework Launched

Mak Akinyemi retired from CHIC Board



January 2025 February 2025

**Healthy Homes Core Group Roundtable** 

Sale of CHIC Modular **Show House** 



March 2025

**CHIC Conference & Exhibition** 

**CHIP Dinner & Awards** 

**CHIC Sponsored Walk** 



April 2025

June 2025



Kitchens & Bathrooms Framework Launched



October 2024

**JCT Contracts training** with Trowers & Hamlins



**The Procurement Act 2023** came into force



**Mechanical & Electrical** Framework Launched



Housing 2025 in Manchester

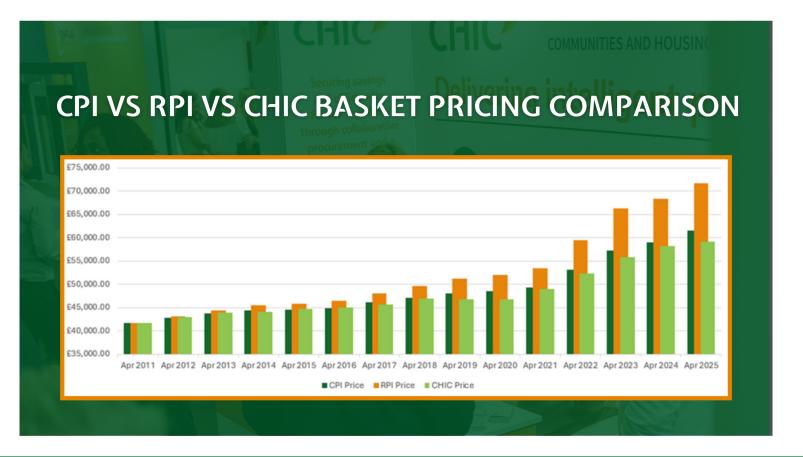
#### FINANCIAL OVERVIEW

CHIC delivered a strong financial performance in 2024/25, successfully balancing affordability for our members with sustainable growth. As a not-for-profit consortium, our priority remains to keep transaction fees competitive while ensuring professional support for all projects.

This year, our average transaction fee was below the upper target set by our board of 2%. Member spend through CHIC contracts increased to £312m, while our turnover grew to £5.1m, enabling us to strengthen our reserves.

Maintaining healthy reserves is essential to support our financial stability and investment in new services, system enhancements and member support activities. The board will continue to review and adjust our financial strategy to ensure that CHIC's fees remain affordable whilst sustaining the quality and value of our services for members.

We have been tracking competitive pricing on a comprehensive 'basket of goods' for 15 years. This graph demonstrates how our partnership with the supply chain consistently provides competitive value for money.



#### PEOPLE DEVELOPMENT

This year we invested in and welcomed nine new colleagues to our team. We have also introduced a new management structure, invested further in leadership development and created progression pathways for colleagues. Some new starters share their experience:

"Completing a two-year graduate apprenticeship at CHIC and now working as a Commercial & Technical Executive, I've gained valuable experience and built strong relationships along the way."

Haris Habib, Commercial & Technical Executive



"I'm enjoying the supportive, collaborative culture and gaining a full 360° view of frameworks - from behind the scenes development to practical application."

Asya Parveen, Procurement Manager

"Over the last six months, I've really enjoyed working closely with CHIC's members, providing tailored support and building strong relationships to ensure smooth project delivery."

**Chloe Stead, Member Services Manager** 



Page 8 -----

**——————** Page

# GOLD STANDARD ACCREDITATION

CHIC is delighted to be among the first organisations to be verified under Constructing Excellence's prestigious 'Gold Standard Verification Scheme.' This certification underscores our commitment to implementing best practice in construction procurement and management, aligning closely with government endorsed initiatives to drive value, reduce risks and support net zero goals across public sector development and regeneration projects.

"Achieving the Gold Standard is a significant milestone for CHIC. Our Newbuild Framework not only addresses our members immediate needs but also lays the groundwork for sustainable growth in the housing sector. This accreditation reaffirms our dedication to delivering quality, innovation and value through collaborative and sustainable frameworks that benefit the communities we serve."



#### **OUR 2025 SURVEY RESULTS**

Each year, we ask our members and suppliers what works well and whether there are any changes or improvements that they can suggest. This year more members responded than ever before and shared their views.

# WHAT OUR MEMBERS SAID

"Having a single point of contact throughout the process has made everything smoother and more efficient."

"The frameworks are easy to access and cover a wide range of buying options."

"CHIC stands out for it's attention to detail and quick, professional communication."

258 responses received – up 55% from 2024

+3 Net Promoter Score

49% of members use 2+ CHIC contracts
Increasing engagement from our membership and supplier base across London & South East

## WHAT OUR SUPPLIERS SAID

"We appreciate CHIC's transparency and proactive supplier engagement - it builds trust and efficiency."

"Being part of CHIC has opened up tender opportunities that we otherwise wouldn't have known about."

"The framework's accessibility and unranked structure make it easier for us to compete and win work fairly."

Page 10 ---- Page 11

#### LOOKING AHEAD

As we move into 2025/26, we are expecting to support the delivery of £330 million in asset and development spend, through a wide variety of services. These range from low cost, short term contracts to major investment programmes and newbuild schemes.

We remain committed to refining our processes to fully embrace the requirements of the Procurement Act 2023, aiming to continue our high standards of procurement efficiency and seamless project delivery across the sector.

Our investment in people continues to be a priority. We are dedicated to growing talent from within, offering clear career pathways and development opportunities that empower our team to thrive and lead the future of procurement.

A key part of this is our planned executive leadership succession with Luke Hurd, our existing Chief Operating Officer, preparing to take over as CEO from John Fisher in July 2026, ensuring a smooth transition and continued strong leadership.

Looking ahead, our aim is to position ourselves to our members as a best-in-class knowledge hub, leading the way in asset management procurement, benchmarking, supply chain engagement and partnership working. Our goal is to consistently deliver the gold standard for our members, ensuring that value, innovation and excellence remain at the heart of everything we do.

### FRAMEWORKS IN THE PIPELINE FOR 2025/26

- Consultancy
  - Compliance
- Aids & Adaptations
- Decoration Works
- Conveyancing Search
  - Lifting Equipment & Mobility Aids

As CHIC celebrates it's 15<sup>th</sup> anniversary, our Annual Conference and Report theme 'Housing Matters Now' defines our purpose. Our sector now recognises the importance of building safety and strategic asset management and there is political will to build new homes.

CHIC has considerable asset management expertise and uses this to deliver intelligent procurement. We will continue to support our members to invest in their homes efficiently, maximising the benefits for their residents to live in safe and warm homes.