



National Housing
Maintenance Forum

National Housing Maintenance Forum

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2025 Berlin Study Tour Timetable

UK National Housing Maintenance Forum (NHMF)

This visit will practically spotlight best practice techniques and comparisons between Germany and the UK in maintaining social housing and deploying latest techniques for commissioning/undertaking repairs, asset management, and best practice provision for safe, healthy homes, including optimum resident communication.

Wednesday May 14 – Understanding the City

Key outcomes and learning

To learn about the history of the city and how the conflicts during the 20th Century and 'partition' have had a profound effect on the population and the built environment. The informal and relaxed tours will provide an opportunity to learn about the impact of a divided city on equality, diversity and inclusion.

There will be two groups, a walking tour of the city centre and a visit to Eastern Berlin including the Stasi Museum

We will then dine together at BRLO Brwhouse, Schöneberger Straße 16, 10963 Berlin

Thursday May 15 – Public Housing in Berlin

Key outcomes and learning

The GDW (National Association of Housing Companies in Germany) located at Klingelhöferstraße 5, 10785 Berlin will be our host for the day.

We will learn about the many European models for housing and explore how public housing is regulated, financed and managed in Germany. This will include a deeper exploration of affordable housing in Berlin.

The two largest registered providers in Berlin, Gewobag and Howoge will each deliver presentations on the challenges they face including their asset management strategies and methods of delivering planned and responsive repairs.

We will then undertake a site visit in West Berlin to learn about community investment, tenant engagement and the varying types of housing provision provided by Gewobag and Howoge.

In the evening we will dine with our hosts at Zur letzten Instanz, Waisenstrasse 10179



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Friday May 16 – Delivering planned & responsive repairs in Berlin – A deep dive!

Key outcomes and learning

We will return to GDW's offices and explore in more depth service delivery from a contractor's perspective.

Germany's largest service provider, B&O Service AG, who work for both Gewobag and Howoge in Berlin, will explain how they deliver their maintenance services including

- Outsourcing and insourcing delivery models in Germany
- Risks and Opportunities
- Delivering refurbishment, vacant homes and responsive repairs services
- Call Handling and fault diagnosis
- Direct delivery and subcontracting arrangements
- Commercial models
- Use of technology

This session will be interactive where NHMF delegates will be invited to participate in exploring UK and German best practice including the challenges and opportunities we each face with respect to skills shortages, training and technology. In summary, what can we learn from each other to develop solutions that benefit our clients and residents?

Following this in-depth review we will spend the afternoon visiting B&O Service AG sites in East Berlin where we will see both refurbishment and vacant home upgrades taking place.

Finally, we will travel to Berlin Airport for those wishing to return to the UK.