

PROFESSIONAL

Conferences

LEARNING OBJECTIVES FOR THE CURRENT RESIDENTIAL PROPERTY ISSUES 2026 CONFERENCE 6 HOURS FORMAL CPD

Session I

Home Survey Standard Update

Speaker: Larry Russen

- Understand the possible general 'thrust' of the 2nd edition of the RICS HSS (HSS 2), based on the public consultation version;
- Consider some of the possible differences between mandatory and or other requirements in HSS1 and HSS2; and
- Show how hazards in residential properties can be assessed so that clients have clear guidance regarding any necessary actions required.

Session II

The Building Safety Act And Building Regs– Latest Developments

Speaker: Anna Thompson

- Recognise the need for change following the Grenfell Tower Inquiry report and the findings of the Independent Panel.
- Have an awareness of the implementation of the Building Safety Act.
- Understand the regime and responsibilities for clients, designers and contractors.
- Understand how Building Control has become a Registered profession and how competence is being measured throughout the industry.
- Be aware of the most recent changes to building regulations and others in the pipeline.

Session III

Building Defects – Chimneys

Speaker: Larry Russen

- Understand some of the 'rules' regarding how chimney stacks should be built so they perform satisfactorily;
- Consider some of the structural benchmarks that apply to chimney stacks;
- Review some of the provisions required to help prevent moisture and condensation issues in stacks; and
- Think about how flues are built and how they should 'work'.

Session IV

Energy And Retrofit Update For Surveyors

Speaker: Professor Richard Fitton

- Explain the key recent and forthcoming changes to EPCs, including new metrics and the transition towards the Home Energy Model (HEM).
- Describe the current and proposed Minimum Energy Efficiency Standards (MEES) requirements and their implications for domestic and non-domestic property.
- Recognise how proposed changes to the RICS Home Survey Standard may affect surveyors' responsibilities when reviewing EPCs and advising on energy improvement measures.

- Identify the main professional and technical risks associated with residential retrofit, including inappropriate measures, existing defects and poor pre-retrofit information.
- Outline the role of current retrofit standards and assessment frameworks, including the RICS Residential Retrofit Standard and BS 40104:2025.

Session V

Complaints Without The Drama: Practical Complaint Handling For SME Surveyors

Speaker: Marion Ellis

- Understand the distinction between a complaint, a claim, and a potential negligence issue.
- Be introduced to a six-stage triage framework for managing complaints from first contact to resolution.
- Recognise the value of investigating a complaint holistically — the client journey and the file, not just the report.
- Understand the difference between acknowledging a client's concern and admitting liability.
- Be aware of how AI is changing both client complaints and the tools available to surveyors handling them.
- Recognise complaints as a source of practical business improvement, not just risk to be closed down.

Session VI

Heat Pumps – A Mysterious Grey Box, The Future Of Home Heating, Or A Disaster Waiting To Happen?

Speaker: Professor Richard Fitton

- Explain the basic operation and principal components of a domestic air-to-water air source heat pump system.
- Identify the key documentation that should accompany an ASHP installation, including MCS information, commissioning records, heat-loss calculations and emitter schedules.
- Recognise the visible characteristics of a competent installation, including appropriate siting, pipework, drainage, cylinders and controls.
- Identify common visible defects and warning signs, including poor insulation, restricted airflow, drainage problems, refrigerant concerns and undersized emitters.
- Record and report ASHP observations within the limits of a visual survey, and recognise when referral to a suitably qualified specialist is appropriate.