

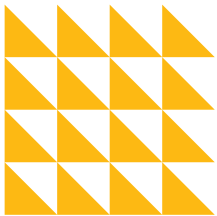
Housing the future





“Eurhonet is a network of people who are passionate about housing and its role in community building. Together, we are an invaluable resource, utilising each other’s experience and knowledge of various issues related to human living.”

Cathrine Holgersson
CEO, AB Gavlegårdarna, Sweden



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About Eurhonet

Eurhonet, the European Housing Network, is a network of public and social housing providers committed to delivering excellent services.

Our mission is to promote learning and development to better serve our tenants, neighbourhoods, and society. We collaborate, learn from each other, and develop new ideas together.

Eurhonet’s work centres around the needs of our tenants and the professional development of our employees. Our members all share the same ambition: to improve our professional performance by sharing best practice, developing our skills, and creating a common view of excellence in the public and social housing sector.

-  **34 members**
-  **6 countries**
-  **13,000+ colleagues**
-  **750,000+ homes**
-  **1.5 million+ tenants**

Eurhonet stands on three pillars

Sharing what we do well
Learning and improving together.

Growing our skills
Developing to respond to our business environment.

Advocating and resourcing
Raising our profile to achieve our goals.

Our key activities

Providing excellent services for our tenants, neighbourhoods, and society

We help our member organisations to improve their professional performance, processes, and working methods. This includes:

- Exchanging experiences and working together to develop, implement, and share best practice;
- Running [Topic Groups](#) on key issues in the public and social housing sector;
- Organising [workshops](#) and [skills development](#);
- Supporting our members' participation in EU projects.

Prioritising the well-being and professional development of employees

We support our members to [invest in their staff](#), attract new employees to the sector, and enhance existing staff training and development opportunities.

Collaborating with Housing Europe

We feed the experiences of our members gathered via our working groups and national and regional dialogue into the policy formulation process of Housing Europe, our sector's representative body at EU and international level.



What do Eurhonet members think?

“Eurhonet is a place where you can extend your horizon. By sharing experiences, collecting different points of views, and capitalising on our different perspectives and knowledge, we enrich our vision and ability to respond to new challenges in our sector.”

Anne Behloui
CSR Project Manager, DELPHIS, France

“Networking with a diverse group of members provides us with a broader perspective on many topics. We can gain inspiration and learn from the best practices of other members.”

Norman Diehl
CEO, Hofheimer Wohnungsbau GmbH, Germany

“Eurhonet brings together organisations that share the same aspiration and provides a unique forum to collaborate, stimulate new ideas, and innovate.”

Steve Stride
CEO, Poplar HARCA, UK

“Managing housing is not only taking care of the buildings but, most of all, the tenants. Eurhonet helps us to do this. It is a great network of open-minded people who all face the same challenges and are willing to share their solutions with others.”

Christian Schantl
International Relations Officer, Wiener Wohnen, Austria

“Eurhonet showed me that whatever the country, we face the same difficulties and questions, and sometimes our neighbours have already found the solution I was looking for.”

Fabrice Barbe
CEO, Vosgelis, France

“Eurhonet is about learning by sharing! I have learned to be open to changing my opinions and strategies.”

Claudia Terragnoli
Human Resources and Head Office Staff Manager, ALER BCM, Italy



Become a Eurhonet member

Are you ready to join a dynamic network that is shaping the future of public and social housing in Europe? We are always pleased to welcome forward-thinking organisations committed to providing outstanding services for tenants and creating positive work environments.



Housing the future, together.

Eurhonet is a key platform for learning, collaboration, and knowledge exchange. As a member, you'll unlock opportunities to share insights, connect with peers, and develop strategies that lead to impactful change.

Membership benefits:

1. Knowledge and best practice

Discover a wealth of resources through:

- Meetings and events, including best practice sessions, workshops, roundtable discussions, guest lectures, and study visits;
- Networking opportunities;
- Support on participating in EU-funded projects;
- Access to the Members Only repository of resources;
- The Eurhonet bulletin, delivering the latest updates from our network and the public and social housing sector.

2. Staff development programmes

Eurhonet organises specialised staff development initiatives, including:

- **Leadership Summit:** an opportunity for CEOs, board members, and top management to anticipate forthcoming challenges and tackle the most pressing issues;
- **Talent Academy:** a comprehensive week-long programme for rising stars in the sector;
- **Exchange Programme:** facilitating skills and knowledge exchange for employees at all levels of member organisations.

3. A strong, supportive community

Eurhonet prides itself on fostering a welcoming and supportive environment where members feel confident to discuss the issues they are facing, share ideas, and develop strategies together. As a member, you can:

- Connect with professionals united by the same mission of better serving our tenants, neighbourhoods, and societies;
- Gain insights into how organisations in different countries and regions approach the same challenges;
- Share what you do well and learn from others in our events and [Best Practice Library](#).



Join us!

All European public and social housing providers are eligible to apply for Eurhonet membership. To explore this opportunity further, reach out to the Eurhonet Secretariat at eurhonet@eurhonet.eu.



Our Topic Groups



From strategic decision-making to the practical implementation of day-to-day activities, our Topic Groups share knowledge and develop best practice. We meet regularly, produce informative resources, and workshop ideas together to better serve our tenants and neighbourhoods.



Sustainable Construction Topic Group

Taking sustainability to the next level by sharing expertise and best practice. Promoting energy efficient, low-carbon housing, tackling fuel poverty, and minimising material waste and pollution.

Climate change and environmental degradation are urging action in every sector of society. Public and social housing providers are tasked with future-proofing properties and leading the housing sector towards a greener future. We also stand beside our tenants, who are often the hardest hit by rising energy costs and fuel poverty.

Our mission? To secure the best quality of life for today's residents and the future generations to come.

We need to get the next generation of buildings right. By learning from each other, public and social housing providers can be leaders in sustainable housing.



Building a resilient tomorrow

The Sustainable Construction Topic Group shares expertise and develops best practice for existing housing stock and new construction. The Topic Group examines environmental concerns alongside social considerations and economic factors. Key topics include:

- Developing climate strategies;
- Designing and building futureproof homes, including modular buildings and off-site manufacturing;
- Improving existing housing stock by working on cost-efficient refurbishment methodologies;

- Reducing energy costs in order to fight fuel poverty by improving energy efficiency and scaling up the use of renewable energy sources;
- Recycling and reusing materials and resources by focusing on concepts such as deconstruction, recyclability, Design for Disassembly, and the cradle-to-cradle approach;
- Scaling green initiatives across a diverse housing portfolio.

Examples of previous Topic Group activities:

Study visit: Smart retrofit to reduce energy consumption

Best practice: Towards all electric buildings

Discussion: Affordable, sustainable regeneration

Webinar: Energy Performance of Buildings Directive

[Find out more on our website.](#)



Social Integration Topic Group

Examining how housing providers can promote and foster social integration. Sharing best practice to better support tenants in vulnerable situations, including young people, migrants, refugees, and people experiencing poverty.

To build resilient societies, everybody must feel safe, respected, and invested in their neighbourhoods. Quality housing, accessible to all, can serve as a catalyst for community participation. Public and social housing providers are uniquely positioned to foster social integration and inclusivity.

Inclusive and affordable housing is the foundation: it is also about creating a sense of belonging and pride in the neighbourhood. By pooling our resources and knowledge, public and social housing providers can be drivers of strong, thriving communities.



Driving positive change in our neighbourhoods

The Social Integration Topic Group shares and develops best practice for promoting and fostering social integration. Key issues addressed by the Topic Group include:

- Developing and promoting neighbourhood approaches and methodologies to prevent segregation, promote integration, and create safe environments;
- Boosting local economies by promoting employment and education, with a focus on our tenants;
- Mapping existing good practice materials and resources for helping migrants and refugees to access services and participate in the community;
- Involving tenants in decision-making processes in their neighbourhoods;
- Strengthening social networks and encouraging a sense of purpose in the community;
- Ensuring everybody can receive the social support they need to thrive.

Examples of previous Topic Group activities:

Study visit: Involving tenants in renovation projects

Best practice: Response and recovery from crisis

Discussion: Empowering young people

Webinar: Building resilient communities

[Find out more on our website.](#)



Digital Communication and Technology in Housing Topic Group

Promoting digital transformation and innovation to provide efficient, user-friendly services for tenants and employees. Sharing best practice for reducing digital exclusion and integrating new technologies into work environments.

Technology and digitalisation have a profound impact on the public and social housing sector. There are many opportunities to make tenants' lives easier: from tools to improve the way we provide services to smart devices for reducing energy consumption.

As well as transforming the tenant experience, technology is shaping the very nature of work. By embracing innovation, we can free up valuable resources, increase accuracy, and future-proof our organisations.

In a time of continuous transformation, we must be open to change. By sharing knowledge, public and social housing providers can be leaders in socially conscious innovation.



Embracing digital evolution

The Digital Communication and Technology in Housing Topic Group shares best practice and develops strategies to maximise the benefits of digital communication and technology for tenants and employees. Key topics include:

- Dismantling the barriers to digital inclusion to ensure that all tenants are able to take advantage of digital services;
- Integrating ICT systems for work efficiency and service innovation;

- Developing best practice on digital communication, including web portals, apps, and social media strategies, in a diverse cultural, socio-economic, and rapidly changing environment;
- Unleashing the power of Big Data for business intelligence and examining the practical implementation of smart home solutions;
- Promoting best practice for mobile and agile working environments that empower employees.

Examples of previous Topic Group activities:

Study visit: Digitalising services for tenants

Best practice: Digital inclusion for all residents

Discussion: Implementing automation in our work environments

Webinar: Cybersecurity for housing providers

Find out more on our [website](#).

Ageing Topic Group

Removing the barriers that prevent older people from ageing independently in homes. Creating communities that facilitate inclusion and age-friendly housing adapted to the needs of older residents.

We are living longer and fuller lives, but our homes often do not meet our needs as we age. More and more of us will be affected as our population ages. Everybody should feel that their living space is safe and accessible. Public and social housing providers are therefore tasked with ensuring that our housing evolves with us, allowing us to live autonomously and with the best quality of life possible.

Home is not just about a building but also the community. All tenants should have the same opportunities to make connections, benefit from services, and choose their way of living.

We have an opportunity to change how we think about inclusive housing. By working together, we can build communities with age-friendly design and services at the core.



Reimagining inclusivity together

The Ageing Topic Group shares knowledge and best practice on age-friendly housing, neighbourhoods, and services. Key issues addressed by the Topic Group include:

- Improving the quality of life of older people, including enabling people to age independently in homes adapted to their needs;
- Connecting different members of the community, including intergenerational living projects;
- Ensuring that all aspects of community life embrace the participation of older tenants – from communication tools to facilities and neighbourhood design;
- Promoting the inclusion of older people in the fast-moving technological environment;
- Shining a spotlight on age-friendly housing through a dedicated day.

Examples of previous Topic Group activities:

Study visit: Supporting tenants affected by dementia

Best practice: Indoor and outdoor adaptations

Discussion: Customer segmentation: understanding the needs of our tenants

Webinar: Intergenerational living

Find out more on our [website](#).

Staff Development Programmes

We believe that all employees need opportunities for career growth and skills development. By building positive work environments, we can attract and retain top talent in the public and social housing sector. Eurhonet offers professional development opportunities for employees at all levels of public and social housing organisations.



Leadership Summit



Bringing together leaders in public and social housing from across Europe to discuss the main issues facing the sector, connect with each other, and develop future-proof strategies.

Transforming ideas into action

The Leadership Summit brings together CEOs, top management teams, and Board members to exchange experiences and ideas. Hosted annually by a different Eurhonet member organisation, the Summit is a platform to engage with experts and share best practice in the sector. Working together, we anticipate forthcoming challenges, define how we can implement new strategies, and adapt processes to future-proof our organisations.

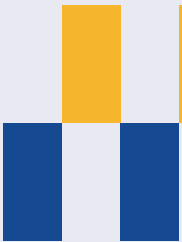
Unlocking leadership excellence

We believe in sharing what we do well. During the Leadership Summit, Eurhonet members present their flagship projects and get inspired by the successes of other public and social housing providers. We also believe in being open about the challenges we face. The Summit is a unique opportunity for leaders to connect with counterparts who have tackled similar obstacles.

Themes from previous Leadership Summits

- Resident engagement strategies
- Sustainability reporting
- Environmentally responsible housing
- Maximising digitalisation
- Social integration best practice
- Diversifying our businesses
- Innovation management

Find out more on our [website](#).



Talent Academy

A week-long professional development programme for rising stars in the sector. Developing new skills, broadening perspectives, and inspiring strategic thinking.

In the public and social housing sector, nurturing talent and promoting the well-being of employees is a top priority. Our goal is to create thriving work environments that attract and retain exceptional individuals. The Talent Academy is a unique opportunity for professionals in the sector to learn from housing experts, CEOs, and peers who share the same enthusiasm for improvement. Every year, we select 24 promising talents from across our membership countries to join us for a week of learning and professional growth.



Empower, innovate, connect

Throughout this intensive programme, we encourage participants to take initiative, explore innovative approaches, and boldly challenge their existing ways of working. Collaborating with their peers, participants develop strategies to address current challenges in the public and social housing sector. At the end of the week, the teams present their solutions to a panel of professionals, receiving invaluable feedback from experts.

Skills to drive positive change

Based on a different theme each year, we combine collaborative workshops, insightful seminars, housing-focused study visits, and networking opportunities.

The Talent Academy aims to cultivate the skills of tomorrow's leaders. The programme is therefore designed for professionals seeking growth who have not yet reached upper management roles.

Hear from our alumni:

"I now see that some of my own processes are in need of optimisation. When participating in the Talent Academy, we developed a tenant portal. I am now working on the same project within my company."
Lena Kahle, GEWOBA, Germany

"This experience has led me to analyse projects from a global, and not just technical, point of view. It helped me to open my mind towards different solutions, as well as share and analyse problems to find the best solution."
Nicola Canepa, ALER BCM, Italy

"I have been aiming to develop my knowledge of how teams work best together and think about more long-term planning, setting clear aims and objectives. The Talent Academy has built my confidence in these areas."
Vicki Powell, Bolton at Home, UK

Examples of previous topics:

- Communicating with and supporting tenants during refurbishments
- Mastering portfolio management techniques
- Developing a tenant portal
- Planning a large-scale renovation project
- Crafting compelling communications

Find out more on our [website](#).

Exchange Programme

An opportunity for employees in all roles to gain skills and ideas from their counterparts in other countries. Sharing working methods, improving professional performance, making connections.

Have you ever come across a problem in your work and wondered how others have tackled it? Do you want to improve your processes but you are uncertain of the best way forward? Or perhaps you would like a friendly sounding board for your ideas?

Through the Eurhonet Exchange Programme, you can tap into the knowledge and fresh perspectives of professionals working in the same role as you.



Embracing new perspectives

The Exchange Programme gives employees of our member organisations the chance to spend 3-5 days working alongside their counterpart in another member organisation. During this time, they gain new insights and learn different approaches to tackle similar challenges in another cultural context. It is a rewarding experience which encourages participants to not just swap skills, but challenge mindsets and consider other ways of working.

At the heart of the Eurhonet Exchange Programme is the belief that all employees should have opportunities to learn and grow. Employees at all levels of an organisation and in all roles are encouraged to take part in this experience.

Hear from Exchange Programme participants:

“My exchange was inspiring on both professional and personal levels. To meet so many people who love their jobs and who fully understand the impact their work is making on the company and on society in general was inspiring.”
 Rahaf Abu Shaer, Gavlegårdarna, Sweden visiting Bolton at Home, UK



“It was an exciting and fun trip. I learnt a lot there: how they work as housing representatives and with repairs. When I came back to Sweden, I could tell everything to my colleagues.”
 Salah Kabach, Hyresbostäder, Sweden visiting Opal, France

“If you get a chance to do such a trip – say yes immediately!”
 Ann Fribergs, Stångåstaden, Sweden visiting Bolton at Home, UK



[Find out more on our website.](#)

Conference and General Assembly

Delving into key themes impacting the public and social housing sector. Taking stock of our progress, sharing our priorities, and planning the way forward for Eurhonet and the broader housing landscape.

The annual Eurhonet Conference and General Assembly is a dynamic event focusing on a core theme shaping the future of the sector. It is a moment to pool our collective knowledge, share lessons learnt over the last year, and tap into expert perspectives on issues affecting all our members.

Strengthening our network

It is crucial to take time to reflect on our progress and chart the course ahead. Eurhonet is driven by the evolving needs of our member organisations. The General Assembly is an invaluable opportunity to not only assess and improve our services but also gain insights into our members’ priorities. The inputs allow us to tailor our upcoming activities to the needs and expectations of our network.



- Examples of previous topics:**
- Climate change: resilient and sustainable neighbourhoods
 - Responding to pan-European economic challenges
 - Renovation for energy and resource efficiency
 - Post-COVID-19: a new future together
 - Digital transformation
 - Innovation in housing supply

Workshops

Providing opportunities to improve our processes, strengthen our teams, and create positive working environments. Broadening our perspectives and addressing the most pressing issues in the sector.

Public and social housing providers meet numerous challenges which can change from day-to-day. Whether we are facing a human resources issue or a change in legislation, we must adapt and re-evaluate our ways of working to maintain a high level of service. Eurhonet's public and social housing workshops examine these pressing issues.

Navigating change with insightful workshops

Our workshop programme evolves every year to cater to the current needs of our members. Past sessions have addressed a diverse array of topics:

- Navigating the Environmental and Social EU Taxonomy
- Community building and collaborative housing
- Expansion and diversification strategies for sustainable growth
- Accessing sustainable financing
- Decoding the Corporate Sustainability Reporting Directive
- Shaping the future of work in a post-COVID-19 era

Find out more on our [website](#).

Through our workshops, we expand our key topic areas and draw attention to intersecting issues. From maintaining operational resilience during crisis to securing sustainable financing, we explore the challenges affecting all our member organisations.

With regular human resources workshops, we empower our member organisations to build engaging, competitive, and productive workplaces that prioritise the well-being of employees.



How our members describe us

International friendly
future-oriented
informative **innovative**
sharing kindness
common ambition generosity
competence dynamic
curiosity
forward-looking knowledge
networking inspiring
commitment collaborative

Your journey starts here!

Find out more about Eurhonet, our members, and upcoming activities on our website: eurhonet.eu.

Based in Brussels in the heart of the European neighbourhood since 2012, the Eurhonet Secretariat is always happy to answer your questions and learn more about your organisation. Get in touch with us at eurhonet@eurhonet.eu.

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Our Members

Austria



France



Germany



Italy



Sweden



UK



Membership correct as of 2023. As we keep welcoming new members, check our website for the most up-to-date information.

