

Energy Advice Services Plan - Deliverable 4.5

Introduction

The energy advice delivered within the SHARE project is part of the awareness campaign. The centre of the SHARE project is the Forum where the needs and methods regarding energy consultation for social housing tenants are identified and continuously adapted. The active integration of the Forum members therefore plays a major role in the target group oriented delivery of energy advice and training.

Background Note

It is important to note that in Remscheid the Forum and the Steering Group both, consist of representatives of 2 housing associations GEWAG and LEG, the environmental department of the City of Remscheid, the local energy supplier EWR, heating technology provider Vaillant and B.&S.U.. The Forum consists of the same members but also includes the city's health department, the department for construction and urban development and 7-10 tenant representatives (50% with migrant background) .

Dependant on the nature of the decisions to be made all plans for awareness and training have been made within the Steering Group and/or Forum respectively, i.e. in Remscheid Steering Group and Forum are very closely linked. To develop and implement the following plan the Steering Committee has met 4 times (7.2; 2.3, 9.5 and 12.6.2006– minutes attached) ; the Forum has met once on 8 June 2006 so far.

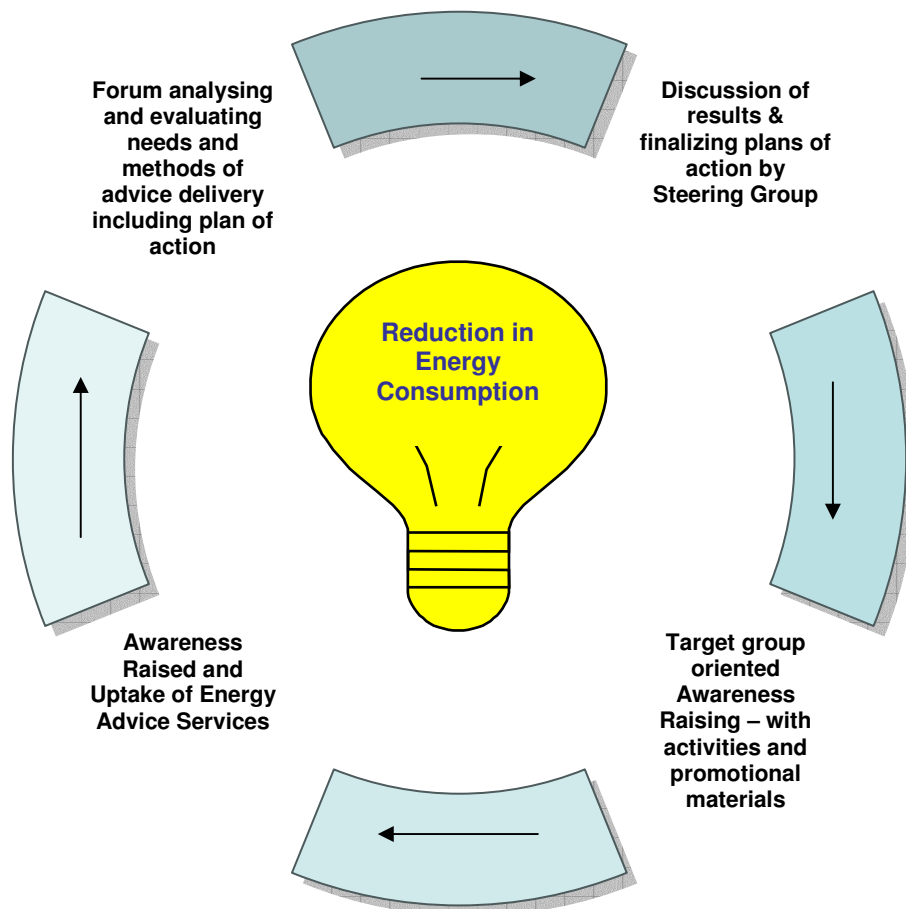


Fig.1. Energy Advise Services Plan for Remscheid-Hasenberg

Basis for Energy Advice in Remscheid-Hasenberg, Germany

To promote the SHARE project, to ensure tenant participation in the Forum and to find out tenants needs an information event on SHARE was carried out with 300 tenants participating.

At the event tenants were given the opportunity to communicate their special interest and information requirements.

The first results suggest that the energy advice should focus on the following topics:

- Heating and ventilation
- Condensation
- Thermostat Controls
- Energy efficient household appliances
- Energy saving in cooking and refrigerating
- Energy saving in lighting

These results were discussed within the Steering Group and Forum and the continuous process of feedback and adaptation as illustrated in Fig.1 was initiated.

Delivery of advice:

The approach to deliver advice has to be tailored to the needs of the social housing tenants. The Share information event was attended by 300 tenants and further 60 that could not attend asked for further information. However, representation from tenants with migrant background was low. Since there is a relatively high representation of tenants with Turkish or Russian background in the area of Remscheid Hasenberg it is important to find an effective approach for advice delivery tailored to these target groups.

The Forum is invaluable in this respect, since it brings together all relevant stakeholders to find the most appropriate approach to deliver advice.

Basis and approach to deliver Energy Advice in Remscheid-Hasenberg, Germany

1) In Home consultations

As a result of the information event the topics heating / ventilation and condensation were top of the list of tenants' interest.

Therefore Forum and Steering Group decided to launch home visits carried out by the city's health department an independent architect, a building officer of the relevant housing association and B.&S.U. Consultations take approx. one hour per visit and are carried out as follows:

- a) Tenants explain their main concerns and interest
- b) Flat is inspected for condensation problems that are visible and/or can be detected by smell
- c) With the help of wall condensation hygrometers the flat is examined for condensation problems that are invisible.
- d) Results are analysed for potential construction problems in the building cover and/or for user behaviour origin.
- e) Tenants are advised by the health dep. representative and the architect accordingly. When applicable, the building officer from the housing association notes down construction problems to be mended.

- f) Tenants are asked if they have further questions and whether they found the advice useful.

Evaluation and consequent action:

The evaluation showed that 100 % of the consulted tenants found the advice useful. Since improved measurements for temperature and condensation are expected for autumn and winter home visits will be re-launched for the next heating period.

2) Information stands

Steering Group and Forum identified the representation at public events as an excellent method to raise awareness and to promote the delivery of advice.

Evaluation and consequent action:

Share will be represented with an information stand at the 'Stadtteulfest' in the quarter of Remscheid Hasenberg in August 2006. Resonance will be evaluated and future presentation at events adapted accordingly.

3) Presentation in special interest associations and clubs

The Steering Group discussed the participation of tenants with migrant background. Representatives of the international association of Remscheid and the migrant office in Remscheid were invited to discuss the most appropriate approach to target these groups.

Evaluation and consequent action:

Due to cultural and language barriers the main message was: As a first step we have to bring the information to the people, since they will not pick it up themselves. To reach the women who are often in charge of managing/chores in the home one should nevertheless speak to the men first. Once they are convinced they "open the doors" for the women.

Therefore 10 different clubs and associations were identified that could be approached directly.

Suggestions for ways to approach these tenant groups included

- a) presentations / advice directly in the clubs and associations
- b) presentations / advice at special club events
- c) presentations in one family home who invite neighbouring families
- d) group presentations in a neutral presentation flat (see point 4))

Interpreters should always be present when advice is given.

4) Demonstration flat

While information brochures and leaflets will be a valuable asset in the awareness campaign, the Forum identified a hands-on practical approach as most effective.

While the Forum agreed that bringing the information into the tenants' living rooms is the best method to achieve energy awareness and reduction of energy consumption, not everybody is open for people entering their flat.

Evaluation and consequent action:

The GEWAG housing association will provide for a demonstration flat where e.g. the effect of proper heating and ventilation can be shown directly. The flat is also planned to be equipped with energy efficient appliances.

This flat will also serve as an excellent location for the training sessions in WP3.

4) Telephone advice

There are a number of telephone energy advice services already available to the tenants in Remscheid. Within SHARE these existing services will be promoted.

Telephone energy service hotlines offered by Steering Committee and/or Forum members:

- a) The local Energy supplier EWR offers energy, heat and water advice:
Monday-Friday 8:00h-18:30h
- b) The environmental department of the city of Remscheid offers energy advice and consultation on other environmental topics.
Monday-Friday 8:00h-15:30h
- c) The health department offers advice on condensation and mould problems.
Monday-Friday 8:00h-15:30h

5) Information materials

Information materials such as fact sheets, flyers and reference materials will be used to support the energy advice delivered within the SHARE project.

The housing associations GEWAG and LEG produce attractive brochures with target group tailored information on energy as well as heating and ventilation for their tenants. The German Energy Agency has also produced useful information materials which will be used as part of the energy advice delivered in SHARE. Some of the materials are also available in Turkish and Russian.

In cooperation with the international consortium the development of additional suitable advice materials will be discussed and developed accordingly.