



SHARE Energy Advice Services Plan



Tipperary Energy Agency

Deliverable 4.5

Introduction

TEA will work with the members of the Social Housing forum to deliver advice that will be relevant, useful, practical, specific and targeted to the social housing sector.

The advice will act so as to be a continuation of the awareness raising carried out.

There are a number of methods by which it is envisaged this advice will be delivered, which are described later in this document. These methods are based largely on the experience of Tipperary Energy Agency and the Local Authorities in the Tipperary region. However as the advice service is delivered it is likely that the method of delivery will evolve and change.

Scope of the advice

The topics that will be covered in advice material offered by TEA will include:

- Efficient Lighting.
- Heating.
- Hot Water.
- Household appliances.
- Ventilation and condensation.
- Draught-proofing.
- Insulation.
- Fuel Poverty.
- Options for home heating.
- Renewable energy.
- Grants and assistance.
- Conducting home energy surveys.

Delivery of the advice

There are five main methods in which this information will be delivered, these are described below:

1. Web based information

- TEA will offer dedicated advice to the occupants of social housing through the TEA website. Web access is free to all citizens through the local library service. Tenants will be informed of the information on the site in a number of different ways. The main channels will be through:
 - Invoices for payments to the local authority
 - Information stands
 - Site visits
 - Training sessions
 - Pre-tenancy courses
 - Local authority staff & tenant liaison officers

- TEA will offer dedicated advice to the owners/developers of social housing through the TEA website. Interested parties will be informed of the information on the site in a number of different ways. The main channels will be through:
 - Information stands
 - Meetings (for example the Energy Management Committee)
 - The Social Housing Forum
 - Training
 - Local authority staff contacts

2. Telephone

- TEA will offer advice on sustainable social housing and running a sustainable social house through telephone. The format used will be the standard information request sheet. All members of staff will be trained and advised on the information to be disseminated through the medium of the telephone. This telephone service is often followed up by the send out of an information pack to give further details to the caller. This can be carried out either electronically, email or direction to website, or in hardcopy via post.

TEA does not have the capability to provide a free phone service for this project.

3. Information stands in Local Authorities manned and unmanned.

- Permanent unmanned information stands will be located in Local Authority offices. These will contain leaflets, brochures and useful contact details.

Other sites for information stands will be investigated to widen the potential for dissemination. These will include libraries, post offices, community buildings, citizen advice offices etc.

- A manned stands will be piloted in one site for a one day period. If this is successful then this method will be rolled out to other sites and potentially for longer time frames.

4. Site Visits (through TEA staff and through LA staff).

- In some cases a home visit might be necessary or required. In this case either a representative of Tipperary Energy Agency or a trained member of the Local Authority Staff/tenant liaison officer will carry out the visit. The site visit will consist of a consultation with the client on their specific requirements and a brief home survey. The visit will include on the spot information and advice provision, and a follow up advice pack if necessary.

5. Training

- Training will be given to new social housing tenants on energy efficiency. Depending on the individual case this information will be provided either as a pre-tenancy course or alternatively as a post taking occupancy training/visit.