

# SHARE Training Topics

## ***UK – SWEA Topics:***

### **Understanding and avoiding condensation**

Condensation is a form of dampness that affects millions of homes in the UK. This session will clearly describe the signs and symptoms of condensation and how to distinguish it from other common causes of damp.

The session will also cover how to reduce condensation and what measures can be taken to help prevent it from reoccurring. This session is essential for both residents and staff.

### **Non heating appliances –purchase and use**

Do you know how much energy your appliances are using? How much they cost to run a day, a month or even a year?

This session shows how to calculate how much energy common electrical appliances use so you can make informed decisions on how to use them efficiently.

The session also covers how to purchase appliances that are more energy efficient and what information to look for when buying appliances.

### **Heating and Hot Water Controls**

Whatever type of heating a person has in the home, it is important to understand how to control it. Controlling the temperature in the home to a comfortable level, as efficiently as possible is of utmost importance to people on a limited income.

After a brief introduction of how heating systems work, the session will concentrate on how to control both the heating and the hot water provision.

This informal, but informative session, is essential for residents and housing staff alike in the winter months.

### **Supply Issues - meters, bills, tariffs and suppliers**

These sessions cover everything you need to know relating to electricity and gas suppliers. It will include how to read your meters, how to compare tariffs available and how to evaluate the various payment methods to suit different people's needs.

The session also gives unbiased and practical advice about the competitive electricity and gas markets and about how and when to switch to an alternative energy suppliers.

*Bring along your own bills to see if you are getting a good deal!!*

### **Renewable Technologies**

Sometimes called sustainable energy or even green energy, renewable energy is energy derived from an inexhaustible source. These include the sun, the wind, flowing water, the heat of the earth and replenishable fuels such as plants.

This session takes into account all these technologies and how they can be incorporated into social housing. With increasing electricity, gas and oil prices, renewable technologies are becoming real alternative to other energy measures and should always be at least considered when changing heating systems in a property.

### ***Ireland – TEA Training Topics***

The training material was developed from the Home Energy Management Leaflets developed and the themes outlined in these leaflets were greatly expanded on. The training has been structured in a logical manner giving a background on energy usage, why we need to reduce energy, giving a little background on CO<sub>2</sub> emissions and global warming, where it is primarily used in the home, specific training on the understanding of electricity bills and then training on how energy can be saved concentrating in particular on space heating, domestic hot water and electricity for lighting and appliances. There was also focus given to reducing sources of condensation but managing this to minimise heat loss. As many of the house use solid fuel ranges as their main heating systems and almost all have secondary solid fuel open fires training was given around the maintenance and efficient running of these systems.

### ***Bulgaria – SEC Training Topics***

#### **Energy and sustainable development**

This presentation includes 3 parts:

- Why it is important to save energy – general information on problems regarding energy consumption in buildings, environmental issues, etc.
- The programme IEE. This part was presented only to experts from municipalities and architects in order to increase their awareness on the possibilities to participate in IEE projects.
- The project SHARE. This part was presented to experts from municipalities with the suggestion to replicate the project.

#### **How to save heat energy**

This session is devoted to the possibilities to save heat energy through improvement of user's behaviour, optimisation of temperatures in different rooms, use of thermostatic valves, etc. This session includes also information on ventilation. Supplementary information is given on heat energy bills: what information is included in them, how to understand them.

#### **How to save energy and water**

This session shows how to save energy through energy efficient lighting, better choice of electrical appliances (how much energy you can save through more efficient appliances), improvement of users' behaviour at cooking, washing, ironing, etc., more efficient use of water.

#### **Refurbishment of dwelling buildings**

This session covers the following topics:

- How to insulate the building. What should be insulated. What are the available materials. Thickness of thermal insulation.
- Type and quality of windows. What should you ask for when buying new windows. Types of frames and glazing.
- Renewable energy sources. Solar collectors for hot water and heating. Thermal pumps and energy efficient gas and biomass boilers.
- Organisation of the process of refurbishment.
- Financing schemes. Available grants, soft loans and programmes.

## **Germany – BSU Training Topics**

The SHARE forum identified that direct and practical training for tenants is needed, focusing on the theme “Save energy and money”. In direct interviews and surveys at different events the following training topics were identified as being highest priority:

- Condensation/ Mould
- Heating and ventilation
- Thermostat controls
- Energy efficient household appliances
- Energy saving in cooking and refrigerating
- Energy saving in lighting

### **Delivery of training:**

#### **1) In home training**

##### **Course: Condensation/ Mould prevention**

To deal with Condensation, Mould and connected Heating and Ventilation problems tenants preferred in house training to lecture-style trainings. That way they could also talk about and show their individual and specific problems and find solutions.

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 hydrometers, 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 rectified.
- f) Tenants are asked if they have further questions or suggestions and whether they found the advice useful.

#### **2) Training in Demonstration Flat**

##### **Course: Energy consulting in the demonstration flat**

The GEWAG housing association provided for a demonstration flat for hands-on small group training in Remscheids Calvin-Klein-Str.1. The flat is used to demonstrate and explain about heating and ventilation, showing good and bad practice. The flat is also equipped with energy efficient and inefficient appliances and equipment. The training in the flat was based on 5 main stations:

- 1) Demonstration of Stand-by losses for TV, PC and Stereo etc.  
Saving calculations, use of switchable multiplugs
- 2) Energy Efficient lighting including lifetimes and payback periods
- 3) Energy Saving in the kitchen: EU-Labels for Energy efficient appliances, energy efficient cooking and cooling
- 4) Energy Saving in Heating: Proper use of Thermostats, Avoiding of covering radiators and calculation of possible savings

5) Ventilation: Demonstration of proper shock-ventilation with the means of a fog machine.

Every person attending the small group training received an energy saving and mould avoidance information pack and a digital combined thermometer and hydrometer.

### ***Sweden – ESS Training Topics***

The training in Sweden was based upon 3 awareness raising leaflets produced by ESS

**Topic 1 (orange leaflet) – standby and white goods**

**Topic 2 (blue leaflet) – cold and hot water**

**Topic 3 (red leaflet) – illumination, Christmas related**

#### **Energy training for tenants**

The focus of the training was to clarify the connections between energy and environmental issues and economy aspects. During the meetings the participants learnt about why one should save energy by explaining the climate change and the finiteness of fossil fuels. Thereafter personal from the eXperimentLabbet at the University of Kalmar in Kalmar is visualizing what energy is. Around this a discussion is formed on how to save energy. Thereby easy and useful energy saving tips were given which are applicable in the own home and at work. Furthermore information material dealing with energy savings/efficiency produced for example by the Swedish Energy Agency is disseminated. The question discussed were “Do you know how much energy your appliances are using”? “How much they cost to run a day, a month or a year”? “How can one reduce these costs and why should one reduce the energy use (from an environmental aspect)”. “What electrical appliances is more energy efficient to use? “

Even water is a topic. Costs for water (cold and hot water) are usually included in the rent in Sweden. Therefore the cost of lavish water consumption, leaking taps and toilets were discussed as well as renewable energy and how to make environmental friendly choices.

Reduced energy and water consumption will affect the yearly negotiations regarding the rent. Energy, except electricity for electronic devices, and water costs are almost always included in the rent in Sweden. Therefore this is an important part of the training to make it clear to the tenant that it is possible to influence the rent through effective usage of energy and water.

#### **Training for the staff**

The training for staff deals with the question why one needs to start saving energy against the background of climate change and the finiteness of fossil fuels; thereafter, different technical solutions are presented. This training exists in a more technical oriented version, which is only suitable for an audience with technical background, and a more basic version. The aim of the training of the staff is to sensitise the staff for energy leakage and to clarify the connections between energy/environmental issues and economy aspects. An important issue is to explain the threat of the global warming to motivate the staff to be more aware for example of opened

windows, lights on in laundry-rooms etcetera. The session also covered the most basic issues about heating systems, energy efficient lights etcetera. The Energy Agency for southeast Sweden is also offering a more basic training for the staff similar to the training for tenants. This version is less demanding on the technical background of the participants however has the same aims as the more technical training.

The training of the staff forms ambassadors for an energy saving message who stay in daily contact with the tenants and on the other hand sensitises the staff to energy leakages. The training can be combined with a competition for the staff to come up with energy/water saving solutions for the housing companies (within the own office buildings or the apartment buildings)

### ***France – Prioriterre Training Topics***

The training sessions were promoted to the social workers using intranet, internal email systems, direct mail, and via leaflets to tenants. There is specific training designed for each group of participants:

#### **Social workers: training on the ant's guide**

The ant's guide is a document specifically made for social workers. It defines ways in which to identify an energy problem and suggests solutions to help people the social workers visit. The aim is to train the social workers on how to use this guide and to reinforce the concept of contacting an energy adviser when they are unable to identify a solution.

The guide focuses on 4 energy issues and 9 technical points.

The 4 energy issues are:

1. high bills
2. technical problems
3. thermal discomfort
4. water & energy disputes between the tenants and the owner

In addition to these subjects an Excel table is also used to compare the energy consumption of different kinds of electrical appliances according to the energy class (A, B, C...).

#### **Trainee social workers**

This session focuses on all water & energy issues: room temperatures, regulation of the heating system, fuel, gas & electrical heating systems, electrical appliances, issues with standby, lights, cooking, ventilation, moisture, condensation, dampness and petrol stoves.

All these issues focus on social collective housing. The aim is to train these future social workers to handle all kind of water & energy problems they may encounter in their career.

#### **Tenants**

This session is targeted at tenants occupying a shared social housing building. The training is generally done in the common room of the building. The aim of the training is to teach good habits to save money and energy in everyday life. Contact is also made with the buildings manager and owner to talk about technical energy issues: such as insulation, heating controls, energy choices etc.

## ***Slovenia – ZRMK Training Topics***

Considering the current situation in Slovenia, and after consultation with the core forum members, it was decided that it would be useful to have a set of trainings focused on the “supply” side (non-profit housing funds and organisations, building management personnel, maintenance staff), and a set of trainings focused on the “demand” side (tenants, and also low-income individual home owners). The content of the sessions, i.e. the level of technicalities was adapted to a particular target audience.

In the first phase mostly trainings for the first group were held. To identify the problems and needs of the second group (based on practical experience) a letter of invitation for co-operation was distributed to the national and to municipal housing funds and organisations, where we also suggested to organize and perform training sessions for tenants and tenants’ organisations or groups as the second phase of the training work package. Unfortunately, the “official” feedback was quite weak. Some background for this situation is explained also in the awareness programme report. Second part of training activities put more focus to tenants/homeowners and their practical problems and questions (all activities supported by SHARE awareness materials).

## ***Estonia – REC-E Training Topics***

In the forums with the Union of Flat Owners Associations, Kredex, Ministry of Economic Affairs and Communication and energy advisors have set up training sessions for flat owners who are at the same time also energy end users.

The training was promoted by leaflets and advertised in the local newspaper. Some of the training was promoted at a meeting with the flat owner’s association’s leaders.

### **Flat owners, end-users.**

The training focused on efficient use of energy, environmental issues and economical concerns. The lessons about energy and energy saving methods were combined with discussions about energy saving tips. The training was based on the content of the printed brochures used for the SHARE project “Energiasääst kortermajas” (Energy saving in multiflat houses), “Hoonete renoveerimise lühijuhend (Quick renovation guide) and “Plaanis on akende ja rõduuste remont” (If you are planning renovate balcony doors and windows).

Flat owners make decisions about renovation or energy efficient use inside the house by the principle of majority, and this makes it important that all flat owners understand all topics equally.

These topics were discussed –

- Heat - use and saving
- Electricity - use and saving
- Water - use and saving, leakages
- Fresh air and ventilation, energy used for fresh air heating, condensation & dampness
- Energy auditing
- Building envelopes additional insulation
- Heating system renovation and regulation
- Energy labelling