



SHARE

**Social Housing Action to
Reduce Energy Consumption**

***Friday 19th January 2007
Gloucester City Homes, Atlantic Suite
Southgate Street, Southgate House, Gloucester***

Social Housing and Affordable Warmth workshop outputs

Session I

Each Group was asked to highlight their concerns, what they felt where the main issues/concerns/ problems relating to fuel poverty from the perspective of (a) the social housing provider and (b) tenants.

Tenants view/concerns (Group 1)

- Concerns re high cost of heating bills
- Affordable efficient heating systems
- Well controlled heating systems
- Communal doors in flats sheltered housing schemes
- Old draught proofing needs replacing
- Make sure all homes have cavity wall and loft insulation

Tenants view/concerns (Group 2)

- Cost of fuel bills
- Rising fuel costs leaves less money for other things
- Where can I get help?
- Is my heating system working properly/efficiently
- Worried about high fuel bill therefore going to turn heating off
- Badly fitted doors create uncomfortable draughts
- Condensation damp problems caused by lack of heat ventilation etc
- My friends bill is cheaper
- Electric night storage heaters are expensive and do not work
- My heating is bad for my health – I want to change it!

Social Housing Provider views/concerns (Group3)

- High fuel prices effects tenants
- Impact on rent payments and other debts
- Problems caused by condensation damp
- Maintenance cost of heating appliances
- How to make sure tenants get correct information on energy issues
- Concerns on social exclusion

- Customer tenant satisfaction

Social Housing Provider views/concerns (Group4

- HA constrained by building type of property
 - Non traditional
 - Old multistory regency buildings (high ceilings, large windows,etc)
 - Listed buildings
- Budget constraints
- Resident agreement to work being done
- Awareness of tenants to help assistance provided
- Availability of fuel type in area e.g. off gas network rural areas

Session II

Each group was asked to identify ways in which RSL's can improve affordable warmth and reduce fuel poverty under the following headings:

1. Advice and awareness,
2. Partnerships
3. Housing stock

The groups were encouraged to identify who what and how needs to be done.

Partnerships

- RSLs need to work with range of agencies partners
 - Health /PCT/OT's
 - Tenants and community groups
 - Energy advice services
 - CAB
 - Benefits maximization services Pensions service
 - Age Concern etc
 - Fuel suppliers – tariffs, prepayment meters, table of suppliers
- Sharing of data between agencies e.g. information for those leaving hospital and care plans to include housing issues (problems around data collection)
- Increased communication and coordination of services
- Economy of scale e.g. developing opportunities with other organization for buying equipment/services (buying clubs, wood fuel coops)
- Work with rural organizations GRCC
- Develop partnerships to produce energy – district heating schemes

What	How	Who
Maximise Income	Benefits Audit/ Advice Newsletter	Local Authority CAB Landlord Dept work and Pensions Age Concern

		Floating Support
Fuel Supply	Procurement clubs Encourage tenants to switch suppliers to achieve best deal for them Preferred suppliers lists	Fuel Suppliers Energy watch Energy Advice Services
Establish problem – needs of tenants	Tenant consultation Raise awareness of issues	Landlords tenants Health Sector Social Services
Energy Efficiency Schemes	Encourage take up of measures, behavioral advice Set up pilot schemes	Landlords and tenants Fuel Suppliers Energy Advice organizations Local Authority
Encourage behavioral change (save energy)	Awareness raising promotions in partnership with various organizations	Landlords Tenant Groups Energy Advice Services LEA Energy Suppliers Age Concern NHS/GP's

Advice and Awareness

Group I

Aims

- All Housing Association staff aware of issues need to embed in culture
- Include all tenants / leaseholders/shared owners in advice and awareness schemes
- Ensure contractors on board as they have most contact with tenants

How

- Include affordable warmth fuel poverty issues in induction for new staff include
- training and information for all existing staff from board members to all levels
- Makes sure staff have access to sources of information relating to energy efficiency and affordable warmth that relate to the situation and needs
- Make sure all materials are in appropriate formats plain English, translated versions as appropriate, encourage equality and diversity
- Involve community/tenants groups organizations
- Publicity at GP's surgeries, libraries, other locations favourable for outreach events,
- displays, advice sessions

- offer home visits for vulnerable
- phone advice for all

Group II

- Involve Asset Managers Network
- Training for all frontline staff
- Work with outside agencies
- Debt and budget advice (CAB)
- SLA with Energy Efficiency Advice Centre
- Offer information on energy efficiency via
 - Websites
 - Talks
 - Promotions
 - Newsletters
 - Mail outs to tenants
 - Road shows events at community centres etc
 - Publicity via radio and local media
- Lobby Local Government over standards for SAP Decent Homes etc
- Links to Health and Education

Group III

- Publicity and advice between partners and tenants
 - Village agents
 - Website
 - Neighborhood wardens
 - Housing Association receptions
 - Information when given annual heating service – sticker on boiler with energy advice phone number on
 - Tenants information packs for new tenants
 - Advertise energy efficiency message alongside motorway /major roads, buses, trains, to low income families
- Provide advice on following for tenants and staff
 - Heating systems/ controls
 - Fuel bills how to read meters etc
 - Damp and condensation problems
 - Energy labeling of white goods
 - Renewable energy

Stock/ Housing

Group I

Aim

- Decent homes “Plus” Stock by 2010 or before – is this sufficient and affordable

How

- Need decent data on where we are now

- Investment Strategy = Sources of funding = Action Plan Time scales
- Specific solutions for problem building types
- Consultation with tenants, leasehold, partners, Government and Local Authorities
- Monitoring and reporting progress
- Learning by experiences (pilot projects)
- Feedback of best worst practice
- NB HA may want to sell off stock which is seen as problem e.g. regency but these are in housing areas where there is already little affordable housing so sale goes against sustainable mixed communities

Group II

What	How	Who
Stock condition survey data base – update with full information on energy efficiency measures	Planned system to make sure this is as up to date as possible	RSLs
Set up program to target worst properties and carry out necessary improvements	Look at SAP rating decent homes	
Budget business plan	Housing revenue EEC	
Consultation re types of heating installed, encourage highest spec for systems and controls	Work with outside agencies, contractors tenants groups to get best possible solution for long term	Tenants groups
Insulate to highest levels – encourage EE for tomorrows standards	New build Refurbishment specification to highest levels	Work with SHARE forum Use experts
Encourage alternative fuels/ renewables e.g. solar ground source heat pumps biomass etc		

Group III

What	How	Who
Know our stock	Stock condition survey Update database	RSLs
Find Problem areas	Analyses data	RSLs
RD SAP Certificates	Energy Audit Metering and monitoring	

Monitor Stock Condition	Frequency of repeat survey Tenant survey Need in house surveyor	
Develop acceptable standards	Work with tenants Within budget limitations Look at products Benchmark Share best practice with other RSLs	SHARE Forum
Proactive approach	Preventative and improvement Update not wait	
Prove business case payback and cost effectiveness where appropriate	Monitor failures Not CSI as driver	