

Drum Housing Association Petersfield, Hampshire, England



Organisation description

Drum is charitable housing association based in Petersfield, Hampshire, with approximately 4,450 properties in the East Hampshire, Chichester, Havant, Gosport and Portsmouth areas

Drum Housing Association was formed in October 2002 after consolidating the two elements of the former Drum Housing Group - East Hampshire Housing Association (EHHA) and Hangras Housing Association (HHA) into one

In December 2006 Drum became part of the Radian Group, a new group in the social housing sector which also includes Swaythling Housing Society, Windsor Housing Association, and Turnstone Support

Drum Housing partnered up with two local authorities High Peak Borough Council and Derbyshire Dales District Council to develop a joint Fuel Poverty Strategy and their 'Affordable Warmth Guide'

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Strategy

The Affordable Warmth strategy is embedded into other corporate strategies and policies and its implications both in terms of revenue and capital expenditure are resourced with Executive and Board backing. It has a focus on energy saving, energy costs, income, behaviour, health and environmental impacts with objectives that

identify the fuel poor, organisational resource, capital improvements, training, and monitoring. A detailed Action Plan has specific targets, action dates and responsibility for direct implementation. Partnerships are in place including local authorities and energy providers etc.

Future Perspective

Zero carbon homes for two sites are at design stage

Identifying and reaching energy poor

Detection which includes both 'building' and 'occupants'

- 200 households living in houses with the lowest SAP rating were identified from the Stock Condition Survey and targeted to determine the extent at which fuel poverty was prevalent amongst its tenants in the form of a scoping study. Two different methodologies of identifying fuel poverty was used - one by government and another by the energy suppliers in order to determine a householders eligibility for grants. In addition to a programme of general affordable warmth surveys, assessments are also made to coincide with the re-letting of homes for example, outgoing and incoming tenants
- Use of software such as EcoHome XB and proposed Eco-referb matrix and GIS data mapping
- Cross check Asset Management decisions with Affordable Warmth Strategy / survey findings. Identify development / regeneration opportunities concentrating on homes on 'Brownfield' sites with poor energy ratings

Detection focussing on 'occupants' situation

- Conducting Affordable Warmth surveys to identify where residents are living in, or at risk of falling into, fuel poverty (where at least 10% of disposable income is spent on fuel bills)

Communications, awareness and advice

- Drum has already been awarded 'Excellent' status for their focus on resident involvement by The Tenant Participation Advisory Service (TPAS). Drum use the following methods to involve and engage with its tenants: Letters, leaflets, newsletters and posters. Surveys and questionnaires via IT. Road-shows and exhibitions. Public meetings. Question & Answer sessions. Drop-in sessions. Monitoring and incentivisation. Training residents to be energy champions. Small workshops. Formal and informal discussions. In many of these examples the tenants are involved in the production. To provide opportunities for contact and involvement, the following platforms are used: Tenants & Residents groups, networks of local contacts and representatives, forums and panels, estate/village/area 'walk-about', working parties, workshops and focus groups, training sessions, seminars and conferences
- 'Top tips' booklet for residents
- Communications Protocol is used and overseen by a Project Manager which includes residents
- Drum website has an on-line meetings and events calendar which is fully accessible to the tenants
- Achieve and retain the Charter Mark standard of excellence in customer service and the TPAS (Tenant Participatory Advisory Service) accreditation for high levels of resident engagement in all regions
- Appointing resident 'eco-champions' and setting up Sustainability Groups involving residents to enable consultation
- Dedicated 'Resident Involvement' webpages
- Rewards to residents as part of their 'Good Neighbours Awards' scheme.

- Funding for an Affordable Warmth coordinating Officer

Choice of retrofit technologies

- For retro-fit renewable energy installations Drum use the following key stages for deciding on any technology (not in any particular order): Site investigation & planning, option appraisal, obtain quotations, initial occupant liaison / briefing, life cycle costing
- Build in technical criteria/specification detail to any given project to ensure that the energy hierarchy is followed i.e. reduced energy demand: efficiency opportunities are maximised and renewables are used where appropriate
- All housing stock has already been fitted with loft and cavity wall insulation and double glazed windows so they are pursuing 'other' measures
- They plan to expand the installation of renewable energy innovation in existing homes to meet 10% of the energy demand
- Create solution matrix for achieving best practice eco-refurbishment standards and link to EcoHomes XB.
- Work towards the adoption of Passive Housing design principles / standards where appropriate for both new build and refurbishment projects as a conceptual design starting point

Finance

- Developed by Drum and are members of the 'Sustainable Housing Renewable Energy Consortia' (SHREC) – which has more than 50 members and works to reduce the costs of renewables through bulk purchasing deals
- All possible leads to other external funding is pursued
- Linking affordable warmth directly into the Asset Management budget

Skills and training

- Drum offer an in-house repairs service called REACT where selected contractors are employed under contractual agreements

Monitoring and evaluation

- Pre and post refurbishment is run through computer software called EcoHomes XB to fully understand the effect that improvements have made
- Drum includes monitoring equipment and meters with renewable energy installations for example, electricity consumption meters and heat & flow meters for Ground Source Heat Pumps, heat and flow meters for Waste Water Heat Recovery, electricity generation meter for Solar PV, and internal / external single point temperature logger.
- Regular trend analysis on data collected to look for possible problems. Celebrate successful projects and share performance in use data with interested parties
- Review success by questionnaire or interview of residents on their experience of living with the system for example, one year post installation. Learn lessons from the project and apply to future projects for example, what worked well and what did not, and how they can improve next time