

Heart of England
HOUSING GROUP LTD

**Heart of England
Housing Group**

Alan Green
(Estates Manager)



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Heart of England Housing Group Ltd

South Warwickshire Housing Association

Heart of England Housing and Care

Heart of England Consultancy

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**South Warwickshire
Housing Association**

LSVT- Stratford on Avon District Council 1995

5 year Energy Efficiency Strategy

Energy adviser carrying out audits

Pilot scheme 'Hard to Heat Homes'

£100,000 pa on energy efficiency



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Sustainability Strategy

Energy embedded in Sustainability Strategy

All new developments to exceed standards

Existing homes to Decent Homes Standard

Funding opportunities - EEC

Reduce office and care homes energy use

Raise awareness of staff and tenants



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Achievements

3,500 Loft Insulation Top-ups

900 Condensing Boiler Installations

Cavity Wall Insulation installations

Heating upgrades from electric/ solid fuel to gas

692 Home Visits – Energy Advice



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Warwickshire Energy Efficiency Advice Centre

Tracy Dexter
LASP Manager

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Energy Efficiency Activities

- Telephone / face to face advice
- Home energy surveys
- Schools programme
- Training
- Projects and schemes
- Data analysis



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WEEAC Partnerships

- Energy Saving Trust- Climate Change
- Local Authorities- HECA
- Energy Suppliers- EEC
- Contractors- EEI
- Community Groups- Schemes
- Housing Associations- Energy Forum

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HoE Group/WEEAC Partnership

- Advice on energy policy
- Create an Action Plan
- Advice on new build specification
- Assist with pilot schemes
- Source funding
- Training
- Consult – Hard to treat homes
- Energy audits – Evaluate SAP ratings



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HoE Group/WEEAC Partnership

- Home visits
- Awareness Raising with Tenants
 - Tenant's news
 - Competitions
- Presentations - Tenant Panels
- Green team
- Specific Advice Issues

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Home Visits

Face to Face Advice

- Walk around survey of the property
- Heating Controls
- Appliances
- Low Cost No Cost tips
- Report tenant comments back to SWHA
- Free CFL's
- Identifies maintenance issues

All new tenancies - home visit option

Successes to date

- 63% Households had a home visit of those requested

Not an easy ride! Several trials

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Benefits of Advice

Advantages of advice

Tenant

- Warmer home
- Low Fuel Bills
- Less debt
- Free CFL's

Housing Association

- Fewer complaints
- Fewer callouts heating complaints
- Lower rent arrears
- Affordable Warmth Strategies
- Sustainability Strategies



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Summary

HoE Group needed the next step.

**EEAC's have the expertise
with local contacts
and can offer best value.**

An obvious partnership

