



# Welcome

## Who Are We?

### Severn Eye Energy Agency

- Independent company and charity, founded in 1999
- A 'not for profit' company
- Focus on both sustainable energy and affordable warmth
- 15 staff working on energy efficiency and renewable energy
- Active in Gloucestershire, Wiltshire, South Gloucestershire and Monmouthshire
- Part of a European network of similar agencies

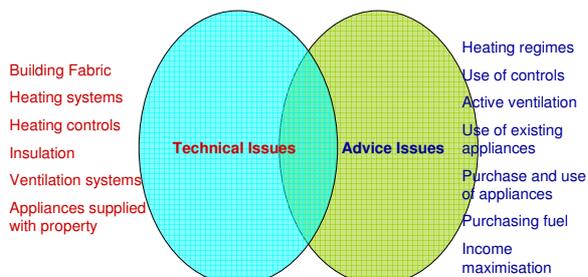
## Today's Programme

- 11:10 **Energy Advice and Fuel Poverty:**  
Catrin Maby
- 11:50 **The Heart of England Housing Group Experience:**  
Alan Green and Tracy Dexter
- 12:30 **Lunch**
- 13:30 **Workshop:**  
Identifying the advice needs of tenants
- 14:10 **Local Advice Services in Gloucestershire:**  
Kaye Welfare
- 14:50 **Summing Up and The Way Forward**  
Ed Dearnley
- 15:00 **Close**

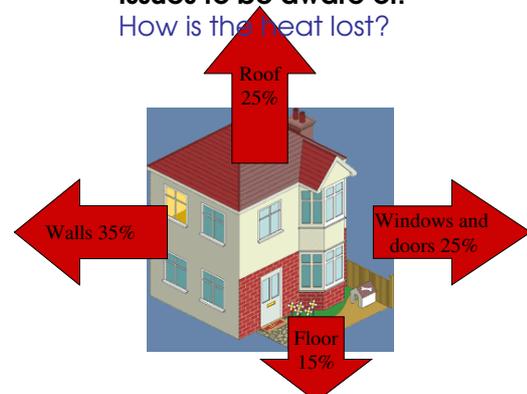
## Identifying the Advice Needs of Tenants

Workshop Session

## Issues to be aware of: Technical and Advice Issues



## Issues to be aware of: How is the heat lost?

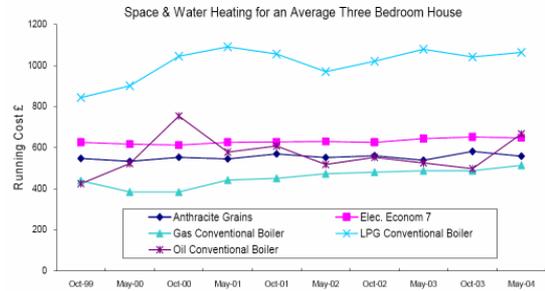


### Issues to be aware of: Heating an 'average house'

Gas Central Heating £468 per year
Solid Fuel Central Heating £506 per year
Electric Storage Heaters £572 per year
Oil Central Heating £630 per year
Propane Central Heating £960 per year
Portable Electric Heaters £1250 per year

Prices for a 3  
bed semi in  
May 2004

### Issues to be aware of: Heating Cost Trends



### Workshop Exercise

- Discuss case studies in groups of 3 or 4 for 5 minutes
- Try to identify any advice or technical needs the tenant has
- Feedback to the group!

### Case Study 5

- Mr. and Mrs. Bartlet are a couple both in their 80s. They have told you that they both suffer from respiratory problems and also tell you their home suffers from cold drafts.
- Their home is a rural property built in 1918 and is heated by an open solid fuel fire Parkray stove with a single storage heater in the main bedroom. The property has solid stone walls, and the loft is well insulated.
- When you visit Mrs. Bartlet remains in front of the fire in the living room while Mr. Bartlet talks to you in the kitchen. He has brought a Calor Gas heater into the kitchen to keep you both warm. Mr. Bartlet tells you that his occupational pension scheme has recently collapsed, however he does not want to be a burden and claim benefits.

### Case Study 6

- Mr. Welsh is a man in his 20s living alone. He tells you that he is finding heating his home increasingly difficult to afford.
- His home is an old rural cottage with oil fired central heating. The property has solid un-insulated walls, sloping ceilings, single glazed windows and very little loft space. He has lived in the property for 5 years and has not previously complained about this problem.
- When you visit Mr. Welsh tells you that he recently lost his job. Although he has not got a new job his income is lower. He doesn't think he'll be able to afford a new tank of oil when the current one runs out and instead plans to use plug in electric heaters and a Calor gas fire to heat the property during the coming winter.

### Identifying the Advice Needs of Tenants

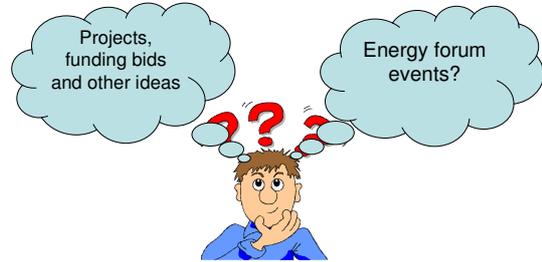
Workshop Session

## Summing Up and the Way Forward

Ed Dearnley

## What Happens Next??

You decide!



## Energy Forum Events

- This event is the 2<sup>nd</sup> in a series funded by the Energy Saving Trust and organised by SWEA
  - First event was 'Social Housing: Energy Efficient' Refurbishment' which several of you attended
- We have enough funding for one more event! Ideas for themes include:
  - Actual energy advice training event for a selection of front line staff
  - Best practise in new build event
  - Trip out to an example of best practise new build, e.g. BedZED
- Keep meeting to explore energy issues (including renewables) beyond this period of funding?

## Accessing Funding

- There are several opportunities for social housing providers to access energy efficiency funding either individually or as a group:
  - Energy Efficiency Commitment – can access part funding for energy efficiency retrofit programmes, free low energy bulbs, etc
  - Innovation Programme – funds innovative projects aimed at reducing domestic CO<sub>2</sub> emissions, housing associations can be lead partner
  - EU funding - next round of Energy Intelligent Europe Funding includes 'Retrofitting of Social Housing' theme



# Thanks for Coming!