

Tower Hamlets Homes and Mears Group Value Added Delivery Plan
Sustainability Working Group

Meeting minutes – 9 January 2012

Attendees:

Roy Macpepple, Investment Planning Architect, Tower Hamlets Homes (RM)
Geoff Payne, Tower Hamlets Homes (GP)
Lisa Sykes, Project Officer, Tower Hamlets Homes (LS)
Anthony Duggan – leaseholder, Tower Hamlets Homes (AD)
Kelly Lee, Energy Solutions Manager, British Gas (Chair) (KL)

Apologies:

Jonathan Gregory, Head of Neighbourhood Housing Services, Tower Hamlets Homes (JG)
Lisa Keating, Head of Leasehold Services, Tower Hamlets Homes (LK)
Abdul Khan, Sustainability Manager, London Borough of Tower Hamlets (AK)
Ian Webb, Area Contract Manager, Mears (IW)

Please note:

- ☐ I have also added in notes that I have taken forward outside of the meetings.
- ☐ Key discussion points from previous meetings are included in grey where appropriate.

CORE GROUP ACTION REF & TARGET DATE	MEETING NOTES	ACTION
SUS1 Develop Feed In Tariff Strategy Target date: 01/05/12 Percentage complete: 25%	THH investigating 1,000 properties (including blocks) in terms of photovoltaics (PV) and FIT. THH also investigating the use of commercial FIT rates to power communal areas (e.g. lifts, lighting) and community centres. Discussion surrounding government announcement on FITs and how social housing providers may lose out due to new multi-installation tariff rates. RM investigating what this means for THH plans. The number of panels may be reduced to 500 homes. Focus will be to look at opportunities through local companies and low carbon skills	RM

	<p>and employment.</p> <p>RM noted that Carillion Energy Services (CES) will honour FIT contract, but are now only looking to deliver 300 panels on THH properties. CES looking into potential to dovetail FIT activities with CERT and CESP activities.</p> <p>Noted that CES's lawyers will be speaking to the London Borough of Tower Hamlets (LBTH) lawyers regarding contracts, and that the contracts will look at utilising local companies (and local unemployed people) wherever possible.</p> <p>No update. CES contracts should be signed in the very near future.</p>	
<p><u>SUS2</u> Review communal boilers to reduce maintenance and energy costs</p> <p>Target date: 01/05/12</p> <p>Percentage complete: 40%</p>	<p>Links with:</p> <ul style="list-style-type: none"> <input type="checkbox"/> CESP: see below (SUS9). <input type="checkbox"/> RHI: See below (SUS7). <p>Elland House (updated following meeting) The block which has 17 flats, operates on a communal boiler with two different heating systems. Five of the flats are tenanted and were recently upgraded to include wet central heating radiators. Due to the installation of the radiators the overall temperature for the heating system has been turned down. The remaining 12 leaseholder flats remained on hot air systems. This set up means that leaseholder residents with hot air systems cannot heat their homes effectively, while tenants with radiators can.</p> <p>THH have requested that CES survey boiler (which coincidentally is relatively new). While Mick Capper's team should be responsible for this, RM is coordinating activities with CES. RM noted that report the report from CES on Elland House will be fed to Mick Capper's team.</p> <p>Chedall Hall RM noted that residents pay for both individual and communal heating requirements. THH investigating whether to reimburse residents. RM investigating the installation date of the boiler. Elisa Cookcheck from the finance team looking at how costs could</p>	<p>RM</p>

	<p>be proportioned.</p> <p>RM noted that he had spoken to Mick Capper about the situation within Chedall Hall. A distinction will need to be made between leaseholders and tenants.</p> <p>Kiln, Oast and Campbell Road 3</p> <p>KL noted that request has been made to John Moore, BG Business to survey an additional 3 boilers - Kiln, Oast and Campbell Road 3 boiler (the latter is due to a resident challenging THH's communal boiler policy). (N.B. not part of CESP – SUS9)</p> <p>AD questioned THH's communal boiler policy and led a discussion surrounding the levels of controls and meters that would be installed as part of any replacement communal boiler works, to ensure that residents pay for what they actually use. AD highlighted that residents with individual boilers are generally paying less than those on communal systems. RM noted that THH would look to include controls and meters wherever possible. RM noted that where possible, THH would look to replace communal boilers that are operating under 70% efficiency.</p> <p>RM noted that Elland House is an exceptional case (due to the system set up). RM suggested that a sub-group meet with Mick Capper following the receipt of the report from CES.</p> <p>KL has followed up with John Moore on status of reports for Kiln, Oast and Campbell Road 3. No response. KL will continue to chase.</p> <p>Roy: I would recommend contacting Daniel White at the London Borough of Camden as he has extensive knowledge with regards heat metering.</p> <p>Daniel White Sustainability Officer London Borough of Camden T: 0207 974 3034 E: Daniel.White@camden.gov.uk</p>	<p>KL</p>
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<p>SUS3 Produce and implement a Fuel Poverty strategy</p> <p>Target date: 01/04/12</p> <p>Percentage complete: 50%</p>	<p>Strategy and action plan: London Borough of Tower Hamlets developing fuel poverty strategy. AK hoping that this will be ready to go to cabinet, and be approved, by March 2012. KL to support AK using knowledge from NEA.</p> <p>KL discussed strategy and action plan with Abdul Khan at BG event. Document should be out for consultation in the near future.</p> <p>KL contacted Peter Brown to gain any feedback on the distribution of Quids In magazine as part of the rent statement mail out.</p>	
<p>SUS4 Investigate existing procurement policy and tie in to the Green Procurement Code strategy</p> <p>Target date: 01/08/12</p> <p>Percentage complete: 10%</p>	<p>LBTH are working on a Green procurement strategy. AK will advise progress. This action will be reviewed early 2012 after the resident priority actions have been completed.</p> <p>IW to let the group know whether Mears are signed up to the Green Procurement Code.</p> <p>KL to contact IW for an update.</p>	<p>IW</p> <p>KL</p>
<p>SUS5 Condensation action plan for Winter 2011</p> <p>Target date: 01/03/12</p> <p>Percentage complete: 90%</p>	<p>RM highlighted that 3 pilot installations have been successful, with good feedback from residents. Noted that systems have reduced condensation, only cost around £3 a year to operate and are 75% efficient (therefore reducing energy bills for residents). Hoped that savings will be made in comparison to painting, maintenance works.</p> <p>IW noted that Mears staff had been briefed, but additional briefings may be required to confirm specifications (some staff using multiple specifications).</p> <p>Draft policy on heat exchangers now in place. Properties requiring change of extractor will be provided with a heat exchanger where possible. However RM noted that while the policy is in place, delivery has stalled due to the interpretation of the policy by</p>	<p>IW</p>

	<p>Decent Homes contractors and consultants.</p> <p>RM noted that THH are looking into the issue within the Decent Homes programme. Jamie Carswell will ensure that policy is enforced.</p> <p>AD questioned whether leaseholders would be able to take up the offer and at what cost. RM noted that there would be different arrangements between tenants and leaseholders, but in principle could not see a reason why not. RM to liaise with contractors and Kathryn Adedeji.</p> <p>AD also raised issue of cold bridging around balconies, and resulting condensation issues since the installation of double glazing. RM noted that he is investigating insulation solutions.</p>	<p>RM</p> <p>RM</p>
<p><u>SUS6</u> Define a SMART waste management plan</p> <p>Target date: 01/08/12</p> <p>Percentage complete: 0%</p>	<p>JG to discuss this work stream with Nick Spenceley and invite onto the ES Improvement Group.</p> <p>Abdul Khan to send over LBTH's Waste Management Strategy (COMPLETED)</p> <p>Previous discussion around the key factors for residents. GP noted problems around bulk waste and the need to inform residents about the services on offer from the council. Beth Hodge (LBTH) can provide this information.</p> <p>Not discussed at meeting.</p>	
<p><u>SUS7</u> Develop Renewable Heat Incentive (RHI) strategy</p> <p>Target date: 01/05/12</p> <p>Percentage complete: 40%</p>	<p>THH investigating RHI opportunities for biomass communal boiler with Eenergy. RHI is an attractive offer, particularly where properties are electrically heated. RM noted that there is one block in particular that THH are investigating (Brodict House). Also looking at Combined Heat and Power (CHP).</p> <p>KL sent data from RM on Brodict House to Paul Grimaldi at Eenergy regarding potential scheme in Broderick House.</p> <p>Paul has been in touch with Abdul Khan's team within the council to access energy</p>	<p>KL</p>

	<p>data from Brodick House. KL spoke to Abdul at a BG event to ensure that Paul has access to the right data. KL followed up with Paul to ensure that this has been received.</p> <p>RM also noted that an independent consultant has been brought in to look at CES offer to install EcoPod Heating System.</p> <p>RM noted that report has been received and this is being analysed. (This includes whether Mears or EcoPod would maintain the systems).</p>	
<p>SUS8 Carbon Emissions Reduction Target (CERT) Plan</p> <p>Target date: 01/03/12</p> <p>Percentage complete: 20%</p>	<p>KL sent details of CERT funding for external wall insulation (EWI) to RM. Focus is currently on CESP, however once THH has finalised plans, then focus will switch to funding available under CERT.</p> <p>RM noted that contracts with CES are due to be signed in the near future (before the end of 2011). CES will then be able to coordinate high-rise block cavity wall insulation activities with Avalon. (CERT funding may be obtained from CES rather than BG due to contracts.)</p> <p>RM also noted that delivery of a loft insulation programme through Saving Energy, and combination of CERT and CESP funding in overall works programmes.</p> <p>Discussed at meeting, but no further comments or actions. Awaiting CES contracts to be signed.</p>	
<p>SUS9 Community Energy Saving Programme (CESP) Plan</p> <p>Target date: 01/03/12</p> <p>Percentage complete:</p>	<p>British Gas / Mears to support THH through:</p> <ul style="list-style-type: none"> ❑ Developing CESP scheme in 2 LSOAs (Ocean Estate) to replace communal boilers. ❑ Supporting Carillion in wider CESP scheme with regards the replacement of G rated individual boilers. <p>KL to send reports on 4 communal boilers (Burwell Walk, Fairfoot Road, Rhodeswell Road and Grindall House) to RM. RM and KL to then coordinate with Wates on CESP</p>	<p>KL / RM</p>

25%	<p>scheme in the Ocean Estate.</p> <p>CES compiling data on the replacement of G-rated boilers within their CESP scheme. KL and IW to coordinate pricing for Mears to deliver the work once data is received. RM to provide details of CES contact when they are in place.</p> <p>RM noted that CES CESP meetings will take place every two weeks – currently postponed until contracts are signed.</p>	KL / IW / RM
AOB		
Waterview House – communal electricity charges	<p>Discussion surrounding Waterview House's £98,000 electricity bill. (Comparable blocks' bills in the region of £8,000). AK confirmed that meter readings were correct. There is a need to educate tenants to use cheaper gas system rather than immersion heaters. AK has list of those that are using the Pay As You Go (PAYG) gas system. Average electricity bills per property should be around £1,200 per year (£200 for communal use, and £1,000 for individual property use). RM noted that THH are considering a CHP system in the block, but these issues will need to be rectified first before any action is taken.</p> <p>Discussion around responsibility of Housing Officer or Engineer to check meter readings and raising issues. KL to speak to LK. (N.B. AK noted that readings can be checked using website – passwords available from AK).</p> <p>Messages to tenants will need to be sent via bills, including description of how the bill is made up (e.g. communal and individual property electricity charges, Climate Change Levy (CCL) and VAT, and why it is important for residents to change their energy use (including legality).</p> <p>KL forwarded details of Waterview House to IW to investigate potential rewiring costs.</p>	KL / IW
Energy Company Obligation (ECO)	KL to arrange meeting in the new year to discuss the Energy Company Obligation (ECO).	KL

Radflek - Radiator Reflector Panels	<p>RM highlighted Radflek product. Improves efficiency of heating by 90% in solid wall properties.</p> <p>KL noted that BG can subsidise the cost of Radflek under CERT. The product, which comes in a roll, costs around £300 and will 'cover' around 230 radiators. Mears will be able to get the product at a reduced rate of around £80 (approx £0.34 per radiator). KL to forward on details of how to obtain funding from the BG CERT team once the issue of reporting requirements to Ofgem have been rectified, and provide details of the associated carbon savings. RM and IW to investigate how contractors could install the product across THH properties.</p> <p>KL followed up with BG CERT team on process. Awaiting response.</p> <p>AD requested whether leaseholders would be able to take up this offer. RM and IW to investigate. (KL: in principle yes, but we would have to meet a Priority Group (PG)/Super Priority Group (SPG) split of 70/30 should CERT funding be used.)</p>	<p>KL / RM / IW</p> <p>KL</p> <p>KL / RM / IW</p>
Repairs Board meeting (previously Core Group)	<p>LS meeting with JG and Barbara Brownlee, Director of Neighbourhood Services on Friday 9 December at 8:30am. KL to send meeting minutes to LS by COP Thursday 8 December.</p> <p>Next Repairs Board meeting due to take place Tuesday 22 December at 9:30am.</p>	<p>KL</p> <p>KL / LS</p>