

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

Meeting minutes – 3 November 2011

Attendees:

Roy Macpepple, Investment Planning Architect, Tower Hamlets Homes (RM)
Lisa Keating, Head of Leasehold Services, Tower Hamlets Homes (LK)
Geoff Payne, Tower Hamlets Homes (GP)
Lisa Sykes, Project Officer, Tower hamlets Homes (LS)
Abdul Khan, Sustainability Manager, London Borough of Tower Hamlets (AK)
Ian Webb, Area Contract Manager, Mears (IW)
Kelly Lee, Energy Solutions Manager, British Gas (Chair) (KL)

Apologies:

Jonathan Gregory, Head of Neighbourhood Housing Services, Tower Hamlets Homes (JG)

Please note:

- ☐ I have also added in notes that I have taken forward outside of the meetings.
- ☐ I have also added in approximate timescales as per discussions at the Core Group meeting, along with ‘% complete’ figures. These can be changed and I would welcome any comments.
- ☐ 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: 01/02/12 Percentage complete:	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.	RM

<p>40%</p>	<p>Focus will be to look at opportunities through local companies and low carbon skills and employment.</p> <p>(N.B. Inside Housing's 'Green Light' campaign will lobby to classify social housing schemes as community schemes, thus enabling social housing providers to access higher FIT rates than those proposed).</p>	
<p><u>SUS2</u> Review communal boilers to reduce maintenance and energy costs</p> <p>Target date: 01/12/11</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>Leaseholders Improvement Group: GP noted that the Leaseholders Improvement Group have been looking at communal boilers for a number of years in terms of overall cost, maintenance and resident bills. THH policy is now to prevent properties from disconnecting from the network.</p> <p>(N.B. Two groups are looking at this issue (Leaseholders Improvement Group and Leaseholders and Tenants Group) and Mick Capper in attendance at both sets of meetings. GP to send details to KL electronically.)</p> <p>Discussion on how this work can be fed into CESP activities (e.g. surveys and resident engagement – building a business case and supporting residents to go back onto communal systems).</p> <p>AK muted the idea of a residents visit to the Barkentine CHP site as part of any resident consultation.</p> <p>LLK requested that group discovers which block Anthony Duggan resides in to ensure that he is brought into Leaseholders Improvement Group discussions. GP confirmed that this has been done.</p> <p>LK to provide block details to RM, and IW to check with Vernon.</p>	<p>LK / RM / IW</p>

<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>The strategy will focus on all tenures (social, owner occupied and private rented) and will identify programmes/activities on income maximisation, energy tariffs and payment options, and energy efficiency measures and advice.</p> <p>AK will be using database containing details of 75,000 properties (most have a SAP rating), and will be matching database with benefits data to target those households potentially in fuel poverty.</p> <p>Information booklet: KL to work with peter Brown and AK on developing a fuel poverty information booklet for THH residents (which will also include information on reducing condensation). KL applied to BG regional funding for printing costs. Electronic copy to be uploaded to website and copies retained in libraries, community centres etc. Targeting exercise for those mailed directly to residents.</p> <p>KL noted discussions with Peter Brown. IW to forward on details of Winter Warmth article to Peter (COMPLETED).</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 investigate if Mears are signed up to the Green Procurement Code.</p> <p>Not discussed at meeting.</p>	<p>IW</p>

<p>SUS5 Condensation action plan for Winter 2011</p> <p>Target date: 01/12/11</p> <p>Percentage complete: 90%</p>	<p>3 pilots being taken forward using Ventaxia Tempra systems. Ongoing meetings to discuss pilot progress and new policy to be put into practice. Hoped that savings will be made in comparison to painting, maintenance works. N.B. Mears tendering for DH works.</p> <p>Draft policy on heat exchangers now in place. Properties requiring change of extractor will be provided with a heat exchanger where possible.</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>IW</p>
<p>SUS6 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>SUS7 Develop Renewable Heat Incentive (RHI) strategy</p> <p>Target date: 01/02/12</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 (RM to speak to Dave Waterson). Also looking at Combined Heat and Power (CHP).</p> <p>Confirmation from RM that this is something that THH wants to investigate, although this will be dependant on timing and resources.</p> <p>KL highlighted that she had recently spoken to Paul Grimaldi at Eenergy regarding potential scheme in Broderick House. KL requested data from RM and Geoff Ward on Broderick House to send to Paul.</p>	<p>RM</p> <p>RM / Geoff Ward</p>

<p>SUS8 Carbon Emissions Reduction Target (CERT) Plan</p> <p>Target date: 31/01/12</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>KL highlighted new CERT partnership with Avalon (abseiling cavity wall insulation installers). Enhanced funding available due to the deployment of Polypearl Plus product. RM to look into block details and remaining funds available from the Social Housing Energy Saving Programme (SHESP) and Saving Energy for those properties that were not insulated as part of previous works. CERT funding may be required.</p> <p>RM noted that s20 notices would need to be handed out to leaseholders about £250 on their service charge; however it would be unlikely that this payment would have to be taken. LK requested to RM that charge should not be put onto service charge (e.g. it should be billed separately).</p> <p>LK suggested that THH should start disseminating information on such success stories to residents.</p> <p>KL requested that AK disseminate information about the CERT funding available for cavity wall insulation in high and medium rise blocks to other RSLs within the borough (TEXT TO FOLLOW).</p>	<p>RM</p> <p>RM</p> <p>KL / AK</p>
<p>SUS9 Community Energy Saving Programme (CESP) Plan</p> <p>Target date: 31/01/12</p> <p>Percentage complete: 20%</p>	<p>RM provided update on Carillion activities – staff will be on the ground in the next week or so. Highlighted that EcoPod Heating systems are going to be installed as part of the works. (N.B. EcoPod Heating System – combines highly efficient cascade boilers with solar thermal panels and bespoke Building Management System).</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 installation of individual boilers. 	

	<p>Discussion surrounding Ocean Estate and BG activities, Concern that British Gas is not interested in the scheme. KL confirmed that THH is her top London client and that the CESP team require data to progress the scheme. RM suggested KL contact David Thompson to enable data flow (COMPLETED).</p> <p>KL and RM to work with Tim Peters (BG) to develop the Ocean Estate scheme once data is received from Mick Capper and Dave Waterson.</p> <p>KL and IW to work with Carillion on data with regards the installation of individual boilers. Awaiting data from RM.</p>	<p>KL</p> <p>RM / KL</p> <p>RM / IW / KL</p>
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).</p> <p>KL requested details of Waterview House from RM and Geoff Ward.</p> <p>KL to work with IW on potential rewiring costs and the possibility of introducing smart metering and discuss with LK. Messages to tenants 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>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>RM / Geoff Ward</p> <p>KL / IW</p> <p>KL</p>

Energy Company Obligation (ECO)	<p>KL to arrange meeting in the new year to discuss the Energy Company Obligation (ECO).</p> <p>NEA Consultation events – there may be a possibility that British Gas could duplicate the event on the 23 November in central London to save RM travel time and expenses. KL investigating with BG’s Head of CSR.</p> <p>Discussion surrounding RM and AK’s role in disseminating information about the Green deal and ECO to other social housing providers in the Borough. Potential event in the future. KL offered support from BG (including speakers).</p>	<p>KL</p> <p>KL</p> <p>RM / AK / KL</p>
Radflek - Radiator Reflector Panels	<p>RM highlighted Radflek product. Improves efficiency of heating by 90% in solid wall properties. £3-4 per sheet. RM looking at carbon score and will disseminate information about the product to the group. KL to discuss with BG CERT team.</p>	<p>RM / KL</p>