

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

Meeting minutes – 5 December 2011

Attendees:

Roy Macpepple, Investment Planning Architect, Tower Hamlets Homes (RM)
Geoff Payne, Tower Hamlets Homes (GP)
Lisa Sykes, Project Officer, Tower Hamlets Homes (LS)
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 and employment.	RM

	<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><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>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. (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.)</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>Elland House RM noted that he has spoken to Anthony Duggan regarding his block (Elland House). THH have requested that CES survey boiler (which coincidentally is relatively new). Elland House residents are unable to use hot water when the heating is off. This is due to the set up of the boiler (single loop system for both heating and hot water). While Mick Capper's team should be responsible for this, RM is coordinating activities</p>	<p>RM</p>

	<p>with CES. In addition, the block which has 12 flats, operates two different heating systems. 6-7 of the flats are tenanted and were recently upgraded to include radiators. The remaining flats, which are leaseholders, remain on hot air systems. Due to the installation of the radiators the overall temperature for the heating system has been turned down. This now means that the leaseholder's heating systems are not as efficient.</p> <p>Cheadle Hall RM noted that residents pay for both individual and communal heating requirements. THH investigating whether to reimburse tenants. RM investigating the installation date of the boiler. Marysia Kupczyk from the finance team looking at how costs could be proportioned.</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>	RM
<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. 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>KL noted BG promotion of 'Quids in!' magazine, a high selling quarterly magazine reaching over 135,000 low income households across England and Wales, sold in bulk to social landlords and provided free to tenants. It is a lightweight magazine (8 pages) so it can be distributed cost-effectively, and includes advice on managing debt, budgeting, borrowing, savings and maximising income (including finding employment). Over 83% of readers say they are 'Highly Likely' to act on advice in the</p>	

	<p>magazine. BG has teamed up with Quids-In to help its readers take control of their energy bills. It is essential to present the right message about a relationship with BG because the magazine is in a unique position of trust with readers and paying customers (primarily social landlords). As a magazine, Quids-in share BG's aspiration to reduce fuel poverty and improve energy efficiency in people's homes, and as a social enterprise they support the reduction of carbon emissions. (BG has agreed to support the Quids-In magazine over a total of five editions until the end of 2012.) (Please let me know if you are unable to access the file.)</p> <p>I have uploaded a PDF copy of the Quids-In magazine for Q3 2011 here: https://www.yousendit.com/download/T2dmQ1ZsSWh6NElsYzIVa. It features Richard Branson, as well as the 4 page special from BG.</p> <p>KL to contact Peter Brown regarding delivery of Quids In! to THH residents and uploading the document to the THH website.</p>	KL
<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>	IW
<p>SUS5 Condensation action plan for Winter 2011</p> <p>Target date: 01/01/12</p>	<p>3 pilots being taken forward using Ventaxia Temptra 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.</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>Percentage complete: 90%</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>RM noted that while the policy is in place, and the Mayor was due to make an announcement on the policy, delivery has stalled due to the interpretation of the policy by Decent Homes contractors and consultants.</p> <p>Policy sets out that those properties due to have extractor fans replaced have heat recovery system installed instead. (Costs for kitchen systems: replacement extractor fan - £95, replacement heat recovery system - £118. Difference of £23. Bathroom systems are a little cheaper). However Decent Homes contractors quoting £300 to install a heat recovery system. In addition, Decent Homes contractors are undertaking kitchen and bathroom works, and then going back to install heat recovery system, thus adding to the cost of the works. RM working to rectify the issue.</p> <p>RM also highlighted that 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).</p>	<p>IW</p> <p>RM</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: 01/05/12</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 (Brodick House). 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 sent data from RM on Brodick House to Paul Grimaldi at Eenergy regarding potential scheme in Broderick House (confirmation that data has been received). KL to follow up with Paul at the end of December if he has not been in touch.</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>KL</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 BG 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. 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>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</p>	<p>RM</p>

	<p>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> <p>KL confirmed that unfortunately BG unable to provide smart metering technology due to nature of the block (high-rise).</p>	KL / IW
Energy Company Obligation (ECO)	<p>KL to arrange meeting in the new year to discuss the Energy Company Obligation (ECO).</p> <p>KL to provide THH with briefing on the Green Deal and ECO.</p>	<p>KL</p> <p>KL</p>
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 / RM / IW</p>
Repairs Board	LS meeting with JG and Barbara Brownlee, Director of Neighbourhood Services on	KL

meeting (previously Core Group)	Friday 9 December at 8:30am. KL to send meeting minutes to LS by COP Thursday 8 December. Next Repairs Board meeting due to take place Tuesday 22 December at 9:30am.	KL / LS
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