

Epping Forest District Council
HOUSING SERVICE STRATEGY on
ENERGY EFFICIENCY

1. Introduction

- 1.1. This Housing Service Strategy on Efficiency Strategy relates to the provision of energy efficiency advice and measures in residential properties across the Epping Forest District. The principal aim is to satisfy the requirements of the Home Energy Conservation Act 1995, the Warm Homes and Energy Conservation Act 2000 and Modern Homes Standards although several other acts, regulations and guidelines also impact on the requirements details of which are set out in Section 6 below. The Strategy covers the Council's housing stock and private sector housing properties.
- 1.2. With regard to its own stock, having met the requirements of the Decent Homes Standard by 2012, the Council agreed to extend the Standard and look at the key components of each home and base the future planned maintenance programme on a more modern standard whereby components are assessed against condition and industry standard average life cycles rather than extended life cycles.
- 1.3. Most of the services identified will be provided by staff in the Communities Directorate although key staff in other Directorates, particularly the Environmental Co-ordinator in the Neighbourhoods Directorate, also have a part to play. The Strategy was formulated in consultation with the Tenants and Leaseholders Federation and approved by the Portfolio Holder for Housing on XX Xxxxxxx 2015.

2. Background to the Service

- 2.1. Several service areas within the Communities Directorate are involved in energy efficiency in one way or another. These include, in particular, Housing Assets, Housing Repairs and Private Sector Housing teams (both 'Grants and C.A.R.E.' and 'Technical'). The various roles within the teams cover the following:
 - a) Providing energy advice (both practical and on available sources of funding) to our tenants and leaseholders and to owner occupiers, private tenants and landlords.
 - b) Maintaining and improving (including providing energy efficiency measures) our own stock.
 - c) Providing funding for energy efficiency measures for residents in the private sector through Housing Assistance and our Handyperson Service.
 - d) Engaging proactively with private landlords to bring their properties up to the required standards but carrying out enforcement against them if they fail to do so.
 - e) Liaising with other services within the Council that carry out work related to energy efficiency (such as refuse collection).
 - f) Developing initiatives in partnership with others for the benefit of our residents (such as the Energy Switch).
 - g) Constructing new Council homes that meet the Code for Sustainable Homes Code 4.

3. Coverage

- 3.1. There are around 55,000 homes within the District across all tenures with:
- Epping Forest District Council providing approximately 6,500 homes.
 - Epping Forest District Council managing about 970 leasehold properties.
 - Approximately 3,700 other publicly rented homes (Housing Association).
 - Approximately 45,000 privately-owned homes, just under 37,000 owner-occupied and approximately 8,000 privately tenanted.

4. Relationships with other documents

- 4.1. This Strategy works within the Council's Corporate Plan setting out how the Housing Service within the Communities Directorate will deliver and develop energy efficiency services. It forms part of the authority's overall approach to strategic housing set out in the Housing Strategy. It complements the Housing Revenue Account Business Plan and associated Repairs and Maintenance Business Plan. The policies and procedures within the Private Sector Housing Strategy, Private Sector Business Plan and Private Sector Housing Enforcement Policy are also relevant.
- 4.2. The Council has adopted a Housing Charter which sets out in simple, clear and precise terms its general approach to all its housing services.
- 4.3. The following strategies, policies and procedures, delivered in partnership with other agencies, are also relevant to this Strategy:
- Essex Landlord Accreditation Scheme (ELAS) delivered jointly with 6 other Essex authorities and Blue Watch (the Chief Fire Officers Association);
 - Landlord Accreditation Scheme for students of the E15 Acting School (joint initiative with Essex University);
 - Caring and Repairing in Epping Forest (C.A.R.E.), the Council's in-house Home Improvement Agency; and,
 - Housing Repairs Service (managed by Mears using EFDC employees).
- 4.4. The Government's 2012 Energy Efficiency Strategy set out four key benefits of energy efficiency:
- It saves households and businesses money on their bills;
 - It promotes economic growth;
 - It supports activity to revitalise infrastructure; and,
 - It is often the most cost-effective way to decarbonise.
- 4.5. The 2013 update of the 2012 Strategy set out actions being taken by the Government to achieve the Strategy's original objectives:
- The introduction and expansion of schemes such as the Green Deal and Energy Company Obligation;
 - Simplifying and extending support for businesses and the public sector by removing overlaps between the EU Emissions Trading Scheme, the CRC Energy Efficiency Scheme and Climate Change arrangements;
 - Encouraging increased use of the Renewable Heat Incentive;
 - Encouraging greater use of smart meters where appropriate;
 - Setting up the UK Green Investment Bank;
 - Expanding the Energy Entrepreneurs Fund;
 - Publishing the brochure 'Helping Consumers with their Energy'; and,
 - Developing the Low Energy Company Initiative.

5. Aims and objectives

- 5.1. The Council's aims and objectives with regard to energy efficiency are to:
- Significantly reduce the total amount of household energy consumption and improve the average Energy Efficiency Rating (EER) of housing stock;
 - Reduce levels of carbon dioxide (CO₂) emissions;
 - Increase awareness of the key issues and options available to residents to reduce energy consumption and alleviate fuel poverty;
 - Deliver specific and achievable Home Energy Conservation Act (HECA) objectives on an ongoing basis;
 - Increase the average SAP rating of Council housing stock from the current SAP 69 to SAP 75 by the end of 2019-20;
 - Target energy efficiency measures on hard to treat properties, improving the standard of all the least energy efficient Council housing stock (those in energy efficiency Bands F and G) and reducing by 50% the number of properties in Band E by 2019-20; and,
 - Eliminate property design features in the Council's housing stock where these contribute to condensation and mould growth.
- 5.2. To achieve the above aims the Council will: -
- Ensure the Council continues to benefit from current funding opportunities such as the Domestic Renewable Heat Incentive (RHI) and the Green Deal Home Improvement Fund.
 - Continue exploring new and developing funding opportunities for renewable energy technologies.
 - Develop partnerships to improve the energy efficiency of its housing stock.
 - Collect data through the use of energy efficiency surveys to monitor and undertake an annual assessment of SAP ratings of Council properties to ensure energy efficiency programmes are working towards the targets set.
 - Actively target properties with poor levels of thermal comfort.
 - Deliver periodic marketing campaigns to raise awareness of energy efficiency.
 - Continue with the installation of energy efficient SEDBUK (Seasonal Efficiency of Domestic Boilers in the UK) 'A'-rated boilers and fully controllable heating systems in Council properties under the replacement heating programmes.
 - Continue with the installation of renewable heating technologies in Council properties.
 - Continue with the installation of PVCu double-glazing to Council properties.
 - Continue with the installation of energy efficient composite, front entrance doors to Council properties.
 - Carry out insulation measures to Council properties to improve energy efficiency.
 - Build new Council homes to stringent energy efficiency standards.
 - Engage proactively with private landlords to bring their properties up to the required standards but carry out enforcement against them if they fail to do so.
 - Provide owner/occupiers and private tenants with advice and, where possible, financial assistance.
 - Participate in the Council's Green Working Party in order to share information and good practice relating to environmental and green issues.

6. Statutory requirements

6.1. The following current legislation has particular implications for services delivered by the Housing Service within the Communities Directorate, in relation to energy efficiency.

a) The Home Energy Conservation Act 1995 (HECA)

This requires Local authorities to prepare, publish and submit details of its energy conservation measures.

b) Warm Homes and Energy Conservation Act 2000

This requires;

- The production of a strategy, which describes the households to which it applies.
- A comprehensive package of measures for ensuring the efficient use of energy, such as the installation of appropriate equipment or insulation.
- Specific interim objectives and target dates for objectives to be achieved.
- Arrangements to ensure that, as far as reasonably practicable, residents do not live in fuel poverty.

c) The Building Regulations

- Part L Conservation of Fuel and Power
- The Code for Sustainable Homes

d) The Energy Performance of Buildings Directive 2002

This requires that:

- All properties (homes, commercial and public buildings) must have an Energy Performance Certificate (EPC) when sold, built or rented.
- Larger public buildings over 500m² must display a Display Energy Certificate (DEC).
- all air-conditioning systems over 12kW must be regularly inspected by an Energy Assessor.

e) The Housing Act 2004

- Housing Health and Safety Rating Scheme

f) The Home Information Pack

g) The Climate Change Act

- Levels of thermal insulation.
- Types and efficiency of the heating system, including controls.
- Ventilation of the property.

h) The Energy Acts 2011 and 2013

i) The Fuel Poverty (England) Regulations 2014

j) The Electricity and Gas (Energy Companies Obligation) Order 2014

- This updated the Energy Companies Obligation (ECO) limits originally set in 2012.

7. Client consultation, information and involvement

- 7.1 The Communities Directorate consults by seeking feedback from users and non-users e.g. customer satisfaction surveys and the website, to assist in developing services.
- 7.2 The Directorate consults with a number of groups that represent service users such as:
- Recognised residents' associations.
 - The Leaseholders' Association is consulted on matters affecting all Council residential leaseholders.
 - The Sheltered Housing Forum is consulted on matters affecting all residents in sheltered schemes.
 - The C.A.R.E. Service User Forum.
 - The Repairs and Maintenance Focus Group is consulted on matters specifically relating to the repair and maintenance of Council homes.
 - The Tenants' and Leaseholders' Federation is consulted on matters affecting all Council Tenants and Leaseholders.
 - Residents from different sectors of the community are actively encouraged to become involved and participate in these bodies so that feedback is from as wide a cross-section of the community as possible.
 - A Tenant Scrutiny Panel has been set up to provide an independent check and, if necessary, to challenge service delivery and performance.
 - All Council partners are consulted on Housing Strategies, policies and procedures affecting them, through the most appropriate means (e.g. organisations such as Shelter and the Citizens Advice Bureau are consulted on changes to the Housing Allocations Scheme).
 - Surveys are carried out on all housing services in place to measure customers' satisfaction with the services they have received.
 - Surveys are undertaken from time to time on individual service areas such as the Tenant Census carried out on all tenants during 2013.
 - The Essex Landlords Accreditation Scheme (ELAS) provides a forum through which the Council can engage proactively with landlords via a web-site and through newsletters and forums.
- 7.3 All surveys undertaken collect monitoring data which is used appropriately to improve the service.
- 7.4 People likely to be affected by this Housing Service Strategy on Energy Efficiency and those who will be involved in implementing its actions have been consulted prior to the Strategy's implementation. This includes the following:
- Epping Forest Tenants' and Leaseholders' Federation;
 - Operational Managers and key staff responsible for each relevant service area; and,
 - The Council's Housing Select Committee and the Housing Portfolio Holder.
- 7.4 Articles will be included from time to time in the tenants' magazine 'Housing News' and the Council's website. Publications can be made available in large print and other formats.
- 7.5 In addition to the consultations carried out with services users, the Council is consulted by the government on any current relevant issues. There has been

a number of recent consultations by the Department of Energy and Climate Change (DECC) as follows:

- a) In July 2014, as a result of the review of Fuel Poverty carried out by Professor Sir John Hills in 2012, DECC consulted on proposed legislation which is likely to lead to new legislation on Fuel Poverty in 2015 which will include a new definition of fuel poverty (currently a family that has to spend more than 10% of their average weekly income to attain a reasonable level of heating) and targets designed to reduce poverty. The review suggested a new definition whereby fuel poverty occurs when households required fuel costs are above the median level and if they were to spend what is required the household would be left with a residual income below the official poverty line.
- b) A fuel poverty target has been recommended, which measures how far into fuel poverty families are, not simply whether they are in poverty or not. The previous fuel poverty target proposed making sure no one was living in fuel poverty 'where practically possible'. The new statutory target will be to ensure as many fuel homes as is reasonably practicable achieve a minimum energy efficiency standard of Band C by 2030. Two similarly worded interim targets are the achievement of Band E by 2020 and Band D by 2025.
- c) DECC also consulted in July 2014 on Private Rented Sector Energy Efficiency Regulations (Domestic) England and Wales which will bring into effect provisions contained within the Energy Act 2011. These will have the following effect:
 - Private domestic tenants will be able to request energy efficiency measures which may not be unreasonably refused by their landlord (to be in force by 1 April 2016); and,
 - Minimum energy efficiency standard regulations will require eligible properties in the sector to be improved to a minimum standard (to be in force by 1 April 2018).
- d) Additionally, in July 2014, DECC issued a 'call for evidence on energy issues affecting park homes'. Owing to their construction and, generally, limitations on the types of fuel they can use, park homes tend to be much less energy efficient than traditionally-built dwellings. As there are approximately 650 privately-owned park homes in the District, one of the highest numbers in Essex, any legislation resulting from the call for evidence is likely to impact on private sector housing teams.

8. General principles

- 8.1 The guiding principles behind this strategy are to reduce fuel bills, CO₂ emissions and the incidence of condensation and mould growth, as cost effectively as possible, thereby providing homes that are affordable to heat and help to alleviate fuel poverty by:
 - Increasing the energy efficiency rating of the Council's housing stock through by providing the energy efficiency measures referred to in this strategy;
 - Providing advice to residents; and,
 - Providing financial assistance and enforcement where appropriate in the private housing sector.

- 8.2 By following this strategy the Housing Service aims to not only set targets matching those of the Government, but more demanding ones wherever possible.
- 8.3 The following 'SWOT' analysis identifies the strengths, weaknesses, opportunities and threats for the areas covered by this strategy:-

| | |
|--|--|
| <p>Strengths</p> <ul style="list-style-type: none"> • Private Sector Stock Condition Survey and Housing Needs Survey provide solid information. • ‘Homes and neighbourhoods’ a corporate priority. • Good relationships between Housing services, Genesis, local letting agencies and EFHAS. • Quality homelessness prevention service with well trained staff. • ‘User friendly’ housing advice provided by qualified staff . • Performance monitoring. • Student Accommodation Accreditation Scheme (SAAS). • The Council has a Green Working Party that works across all Directorates and includes the relevant Portfolio Holder. • Established 5-year framework agreements for the provision of EWI, Renewable Energy Heating Installations, Energy Efficiency Installations and Gas Heating Installations for use as part of planned maintenance contracts for Council properties. • Experience of dealing with Domestic Renewable Heating Incentive and Green Deal Cash Back funding. | <p>Weakness</p> <ul style="list-style-type: none"> • No large portfolios of privately rented accommodation. • Existing resources do not allow consistent, proactive engagement with private landlords. • Level of information on Energy Efficiency measures on some properties is cloned from other similar archetype properties. • Relatively high number of rural properties with no mains gas. |
| <p>Opportunities</p> <ul style="list-style-type: none"> • Empty Properties initiative being undertaken. • Continuation of rental loan scheme. • Development of Housing Allocations Leasing Scheme (HALS) with Genesis. • Additional financial support offered to EFHAS. • Development of Essex-wide Landlord Accreditation Scheme (ELAS). • Future funding opportunities. | <p>Threats</p> <ul style="list-style-type: none"> • Alienation of private landlords by possible compulsory leasing of properties empty for more than 6 months. • Retaliatory evictions following tenants complaints. • Increase in property values may reduce attractiveness of letting accommodation to tenants on Housing Benefit. • Council not able to issue any more rental loans. • Payment of Housing Benefit directly to tenants discourages landlords from accepting benefit claimants as tenants. • Stringent timeframe and rules that apply to grant funding. • Grant funding released in small financial packages. • Applying insulation is resulting in more internal condensation forming. This requires more ventilation to counter the effects. |

9. Key Targets and Performance Monitoring

9.1 Progress on this strategy will be monitored as follows:

- a) At Directorate level the activities that will deliver the aims and objectives of this strategy will be monitored through quarterly Continuous Improvement Meetings between the relevant Assistant Director and service area manager and also at quarterly meetings of the Communities Energy Issues Group.
- b) At Corporate level the elements of the Action Plan to this Service Strategy which are common to the Work Plan of the Corporate Green Working Party are reviewed by the Working Party at its quarterly meetings. The Working Party also provides minutes of its meetings to the Council's Management Board.
- c) At strategic level progress will be monitored by the Safer, Cleaner, Greener Scrutiny Panel. The Local Strategic Partnership may also receive reports on individual projects.

Current Position on Energy Efficiency

9.2 The energy efficiency rating of a property is assessed with reference to the following:

- d) The SAP (Standard Assessment Procedure) rating is based on each dwelling's energy costs per square metre taking into account the cost of space and water heating, ventilation, and lighting, less any cost savings from energy generation technologies. The rating is expressed on a scale of 1-120 where a dwelling with a rating of 1 has poor energy efficiency (high costs) and a dwelling with a rating of 120 represents a completely energy efficient dwelling (zero net energy costs per year).
- e) The energy efficiency rating is presented in a simplified Banding system from A+ to G for energy performance, where Energy Efficiency Rating (EER) Band A+ represents low energy costs (i.e. the most efficient band) and EER Band G represents high energy costs (i.e. the least energy efficient band).
- f) Carbon Dioxide (CO₂) emissions are estimated from the amounts considered to have been produced as a result of fuel use less any emissions saved by energy generation and are measured in tonnes per year. Unlike the SAP rating, CO₂ emissions are not standardised for the size of the dwelling and are therefore likely to be higher for larger homes.

9.3 Nationally, across England, the average SAP rating for all dwellings has increased from SAP 47 in 2001 to SAP 59 in 2012 although this varies by tenure and dwelling characteristics. For most dwelling types and for all ages of homes, the average SAP rating was higher for social sector homes. Similarly, CO₂ emissions were generally lower for all categories of dwelling age in the social sector.

9.4 The age profile of the privately-owned stock in the District shows a similar age profile to that of the Council's own stock with the largest number of properties being built between 1945 and 1964. The 2011 Private Sector House

Condition Survey found the average SAP rating for the owner occupied stock to be 54 and 51 for the privately-rented stock.

- 9.5 With regard to its own residential properties the Council has an ageing stock profile with the majority of the Council's housing stock built between 1945 and 1980. When these were built the baseline SAP ratings were 50 and 54 respectively. A number of energy efficiency improvements undertaken as part of the Council's Decent Homes programme has increased the energy efficiency of its housing stock to 69.

10. Improving Energy Efficiency in the Council's own Stock

- 10.1 The Council undertook an energy audit of around 10% of its own residential properties as part of the Stock Condition Survey in 2001. The energy data obtained was loaded into the Councils' National Home Energy Rating (NHER) software which calculates information on energy efficiency, annual CO₂ emissions and annual running costs. Since that time the Council has continued to build on this database and now holds information on approximately 77% of its residential properties. The property survey schedule is planned to be completed on all Council housing stock by 2018.
- 10.2 As part of this strategy, all Council-owned residential properties with low SAP ratings that have been identified will be reviewed to see which energy efficiency measures are available and can be installed in the property.
- 10.3 With regard to its own stock the Council has installed the following energy efficiency measures:

| Statistics of energy efficiency measures installed in Council housing stock (NHER database January 2015) | | | |
|---|---------------|---------------------|--|
| Measure | Number | Percentage % | Influencing Factors |
| Properties with insulated lofts | 4,498 | 90.1 | A total of 1,324 properties are lower level flats or maisonettes with a habitable heated space above. |
| Lofts with >250mm loft insulation | 2,167 | 68.3 | |
| Lofts with >150mm loft insulation | 660 | 20.8 | |
| Lofts with <100mm loft insulation | 348 | 10.9 | |
| Homes with renewable energy technologies Solar thermal 5-properties. Air source heat pump 65-properties | 70 | 35.5 | Less a total of 4,727 properties are connected to National Gas Network. A total of 127 properties are other mainly electric storage heating. |
| Cavity walls filled | 3,597 | 80.0 | Less solid wall property total 493. |
| Solid wall externally insulated | 493 | 35.4 | Less cavity wall property total 3,597 |
| Homes with full programmable gas central heating system. | 4,727 | 94.8 | A total of 6,093 properties are included on the Gas Service programme. |
| Homes with 'A' rated heating systems | 3,122 | 51.2 | |

- 10.4 The Council has implemented a programme of replacing inefficient, old and defective gas and electric heating systems with efficient heating systems with appropriate controls. Between 2006 and 2014 the Council has replaced over 51% of gas heating boilers with 'A' rated boilers that are considered to be over 90% efficient. The Council aims to upgrade all of its poorest performing boilers (Bands E, F and G) by 2020.
- 10.5 As at January 2015 there were still over 200 properties with inefficient electric storage heating. The Council's Renewable Heating Replacement Programme is focused on improving these properties, starting with the most energy inefficient properties, and aims to have replaced these inefficient systems by 2022.
- 10.6 The table above shows that the vast majority of lofts (90%) and cavity walls (80%) in the Council's own residential properties have been insulated. Therefore it is no longer necessary to have large scale area-based programmes of this type of work. However, a limited amount of full loft insulation and cavity wall insulation is still required for some properties (such as installing a top-up layer to bring the property up to the standards required under the current Building Regulations of a depth of at least 250mm). The Council aims to achieve 100% for both measures wherever possible by 2020.

Renewable Energy Technologies:

- 10.7 Domestic Renewable Heat Incentive (RHI) is a government financial incentive to promote the use of renewable energy. The level of grant funding is based on the reduction of CO₂ emissions and once a property is registered on the scheme the Council receive quarterly payments for seven years for the amount of renewable heat their system produces.
- 10.8 Retrofitting renewable energy technology to existing Council housing stock is financially expensive and therefore obtaining grant funding under the Domestic Renewable Heat Incentive (Domestic RHI) for this type of work is essential. The Council currently has 70 properties incorporating renewable energy technology with solar water heating (5) and air source heat pumps (65) being the most common systems installed.
- 10.9 Based on the 31 Domestic RHI agreements already in place the Council has obtained a potential payment schedule over the next 7-years of £86,455. The total averages out at £2,800 per property which is around 50% of the cost of installing air source heating. The recycling of grant funding will allow for around 30 air source heat pumps to be installed each year resulting in increasing the SAP rating of these properties 42 to 63.

External Wall Insulation (EWI):

- 10.10 Carrying out retrofitting EWI programmes of work is expensive, costing around £14,000 per property although residents can see as much as a £443 saving in energy costs per year. Currently, grant funding for this type of work is obtainable under the Green Deal Cash-back Scheme, although funding is capped at £160,000 per authority per annum. Under its EWI programme in 2014/15 the Council has currently £108,000 of Green Deal finance and completed EWI on 31 properties.

Double Glazing:

- 10.11 The Council has already installed PVCu double-glazed windows and doors to almost 100% of its housing stock. The only properties left with single glazed

windows are a small of number properties situated within Conservation areas. The first generation PVCu double-glazed windows installed in Council properties are coming to the end of the building elements lifecycle and a programme is underway to replace them with ones that are around 40% more thermally efficient.

LED Lighting:

- 10.12 There are a number of benefits in upgrading traditional incandescent light bulbs and fittings with Light-Emitting Diode (LED) bulbs and fittings especially in communal areas. The benefits include:
- a) Increased operational life.
 - b) Increased energy efficiency of 80%-90% when compared to traditional lighting and conventional light bulbs.
 - c) LED bulbs are 100% recyclable and free of toxic chemicals.
- 10.13 The Council have programmed the electrical testing of the landlord's supplies to around 60-blocks of flats which will include the upgrading the communal lighting with LED lighting during 2015-16. This work is planned to be completed by 2020.

New Build Council-owned Properties:

- 10.14 The Code for Sustainable Homes is a national standard to guide the construction industry in the design and construction of sustainable homes.
- 10.15 The Code uses a rating system to indicate the overall 'sustainability performance' of a home. A home can achieve a sustainability rating from one to six stars with one star being the entry level, above the level of the Building Regulations. Six stars is the highest level, reflecting exemplar development in sustainability terms.
- 10.16 All the homes built under the House Building Programme will meet level 3 of the Code or higher. This means that the home will have to be at least 25% more energy efficient than one built to the standards of the 2006 Building Regulations.

11. Improving Energy Efficiency in the Private Sector

- 11.1 The Council works proactively with residents in the private sector to improve the energy efficiency of their homes in the following ways:

Landlord Accreditation

- 11.2 The Essex Landlords Accreditation Scheme (ELAS) is a consortium of 8 Local Authorities including Epping Forest District Council. Landlords in participant authority areas are able to access information that is relevant to them through the on-line site and also through newsletters and forums. This includes information on energy efficiency schemes and incentives and forthcoming changes in legislation.

Enforcement

- 11.3 In certain cases the Council can take enforcement action to ensure that landlords carry out essential improvements to increase the energy efficiency of their properties. Landlords are directed to the Green Deal and ECO to assist in funding qualifying works. Where the landlord fails to carry out the

work they will be liable for prosecution and in some instances the Council may carry out the work and recover their reasonable expenses from them.

Housing Assistance

- 11.4 The Council no longer gives grants specifically for energy efficiency. Provision for this is provided to qualifying home owners through Decent Homes Repayable Assistance (up to £10,000) and Small Works Repayable Assistance (up to £3,000) towards work to bring the property up to the Decent Homes Standard. The energy efficiency of about 15 properties will be improved through private sector housing assistance in 2015/16.

Advice and Signposting

- 11.5 The Council's Private Sector Housing Teams provide advice to owner occupiers and landlords on energy efficiency including being able to signpost to sources of financial assistance. Key officers are qualified to City and Guilds level in Energy Awareness.
- 11.6 The Green Deal was introduced in 2012 to provide funding for energy efficiency measures in homes and replaced the previous grant-based scheme, Warm Front. Under the Green Deal energy efficiency measures are provided at no up-front cost with their cost being recovered over a period of time through the resident's electricity bills. The Green Deal is supported by additional, 'Energy Company Obligation' (ECO), funding where the work that needs to be carried out is likely to be costly, for instance in properties that have solid walls or no mains gas.
- 11.7 Residents are provided with detailed information about the Green Deal from officers in the Private Sector Housing teams and detailed information is also available on the Council's web-site.

Energy Switch

- 11.8 Where appropriate the Council works in conjunction with national and local schemes in order to provide beneficial outcomes for its residents. In 2014 the Council has been working with the County Council and other local authorities in Essex to provide a simple mechanism through which residents can switch energy providers. Officers will monitor the outcome of this in terms of estimated cost savings to residents.

12. Resourcing the Strategy

- 12.1 As energy efficiency is delivered through a number of different service areas it is not possible to calculate the total time spent on its delivery. The staff delivering the service as part of their duties are as follows:

Housing Revenue Account-funded:

- Housing Assets Manager
- Assistant Housing Assets Manager
- Senior Housing Officer
- Housing Officers
- Housing Assistants

Funded from the General Fund:

- Private Sector Housing Manager (Grants and C.A.R.E.)
- Private Sector Housing Officer

- C.A.R.E. Case Workers
- Private Sector Housing Manager (Technical)
- Environmental Health Officers
- Environmental Health Technical Assistants
- C.A.R.E. Case Workers
- Environmental Co-ordinator

13. Reviewing the Strategy

- 13.1 This Housing Service Strategy on Energy Efficiency will be reviewed by the Housing Scrutiny Panel in consultation with the Tenants and Leaseholders Federation no later than February 2018.

14. Action Plan

14.1 The following key tasks will be continued and undertaken in the future by the Housing Service within the Communities Directorate:

| Aim | Key tasks / activities | Resources | Timescale | Financial implications | Progress / Measure |
|--|--|------------------------|-----------|---|--|
| 1. Establish the baseline level of energy efficiency in all Council-owned housing stock. | 1.1 Analyse and report the SAP rating results of the National Home Energy Rating (NHER) software programme annually. | Housing Assets Manager | Annually | None | KPI produced annually. |
| | 1.2 Continue to develop and populate the NHER database with data from stock condition and property survey schedules. | Housing Assets Manager | Ongoing | None contained within existing staff budgets. | Quarterly review of the number of property surveys undertaken and included on NHER database. All Council housing stock planned to be surveyed by 2018. |
| | 1.3 Identify properties that require energy efficiency measures and undertake the work on Capital programme. | Housing Assets Manager | Ongoing | None contained within existing staff budgets. | The average SAP rating of housing stock on NHER database will increase and this is monitored annual as a KPI target. |
| | 1.4 Continue to prioritise and undertake energy efficiency measures on low SAP rating hard to treat properties. | Housing Assets Manager | Ongoing | None contained within existing staff budgets. | No properties in Energy Efficiency Bands E and F and an annual reduction of properties in Band D. |

| Aim | Key tasks / activities | Resources | Timescale | Financial implications | Progress / Measure |
|---|---|--|-----------|--|---|
| 2. Increase the average energy efficiency rating of all Council-owned housing stock through Capital works programmes. | 2.1 Continue with the programme of installing gas central heating systems based around SEDBUK 'A'-rated boilers. | Housing Assets Manager / External Contractors. | Ongoing | Estimated to cost in the region of £1,000,000 annually provision contained within current Capital Works programme. | No properties with heating systems in SEDBUK Bands E, F and G by 2020. |
| | 2.2 Continue with the programme of installing loft, cavity and external wall insulation along with loft insulation top ups where required. Wherever possible ensure that standards of insulation are compliant with current Building Regulations. | Housing Assets Manager / External Contractors. Green Deal funding. | Ongoing | Estimated to cost in the region of £1,000,000 annually provision contained within current Capital Works programme. | Replace all inefficient electric storage heating with renewable heating by 2022 Ensure all Council housing stock has loft or cavity wall insulation installed wherever possible by 2020. |
| | 2.3 Continue with the provision of renewable heating technologies prioritising properties in areas that are not connected to the National Gas Network and when inefficient electric storage heating needs to be replaced. | Housing Assets Manager / External Contractors RHI funding | Ongoing | Estimated to cost in the region of £200,000 annually provision contained within current Capital Works programme. | The average SAP rating of housing stock on NHER database will increase and this is monitored annually as a KPI target. |
| | 2.4 Continue to install and upgrade defective windows and rear doors with PVCu low emissivity double-glazed units. | Housing Assets Manager / External Contractors | Ongoing | Estimated to cost in the region of £900,000 annually provision contained within current Capital Works programme. | No properties in Energy Efficiency Bands F and G and a 50% reduction of properties in Energy Efficiency Band E. |

| Aim | Key tasks / activities | Resources | Timescale | Financial implications | Progress / Measure |
|--|--|---|-----------|---|--|
| 3. Increased use of renewable technologies for heating Council-owned properties. | 3.1 Continue with obtaining grant funding under the Domestic Renewable Heat Incentive (RHI) and the Green Deal Home Improvement Fund. | Housing Assets Manager / External Consultants / RHI | Ongoing | None. Grant funding is recycled back into the energy efficiency Capital works programmes. | The maximum grant funding possible is claimed for energy improvement measures. |
| | 3.2 Continue to explore grant funding opportunities for renewable energy technologies | Housing Assets Manager / External Consultants | Ongoing | None. Contained within existing staff budgets. | More properties receiving energy efficiency works and more residents benefiting from fuel savings. |
| | 3.3 Continue to monitor opportunities to trial and utilise renewable heating technologies. | Housing Assets Manager | Ongoing | None. Contained within existing staff budgets. | |
| | 3.4 Continue to provide residents who receive a new air source heating system with an Energy Advice pack containing system specific information. | Housing Assets Manager / External Contractors | Ongoing | None. Contained within existing staff budgets. | Residents benefitting from lower energy costs. |
| | 3.5 Actively explore renewable heating technologies for communal heating systems in Sheltered Housing schemes. | Facilities Management / Housing Assets Manager | Ongoing | None. Contained within existing staff budgets. | More Council properties utilising renewable energy technologies. |

| Aim | Key tasks / activities | Resources | Timescale | Financial implications | Progress / Measure |
|--|--|--|-----------|--|--|
| 4. Elimination of property design features that contribute to condensation and mould growth in Council-owned properties. | 4.1 Continue to provide Mechanical Ventilation with Heat Recovery (MVHR) solutions for properties suffering from severe condensation. | Housing Assets Manager | Ongoing. | Estimated to cost in the region of £40,000 annually provision contained within current Capital Works programme. | Decrease in number of complaints about condensation and damp housing conditions. |
| | 4.2 Continue to identify and carry out insulation works on properties to eliminate areas of cold bridging. | Housing Assets Manager | Ongoing. | Estimated to cost in the region of £10,000 annually provision contained within current Capital Works programme. | |
| | 4.3 Continue to provide advice to residents on measures to reduce and eliminate condensation through advice visits, leaflets and articles. | Housing Repairs and Assets | Ongoing | None contained within existing staff budgets. | |
| 5. Energy efficiency standards' of new homes built under the Council's House Building Programme | 5.1 Ensure all new homes, from phase 2 onwards, built under the House Building Programme are built to the Code for Sustainable Homes Code 4 or higher. | Housing Assets / External Consultants. | Ongoing | Will increase the costs of development. To be allowed for when carrying out financial viability of development projects. | All new homes built by the Council are built to Code 4 or higher. |

| Aim | Key tasks / activities | Resources | Timescale | Financial implications | Progress / Measure |
|---------------------------|---|---|--|--|--|
| 6. Private Sector Housing | 6.1 Actively encourage eligible owner occupiers to apply for Housing Assistance to eliminate qualifying hazards under the Housing Health and Safety Rating System (HHSRS), such as excess cold and damp and mould growth. | Private Housing Managers, EHOs, Private Sector Housing Officer | 2015/16 with review in Sept 2015 | Included within allocated budget of £110,000 in 2015/16. | Owners occupiers that are eligible take-up Housing Assistance |
| | 6.2 Develop a Fuel Poverty Strategy for the Council in the light of DECC's Fuel Poverty Strategy for England' published in March 2015. | AD (Private Housing & Communities Support), relevant Housing Managers | Sept 2015 | Within existing budgets | A realistic and achievable Fuel Poverty Strategy is developed and adopted by Members |
| | 6.3 Review opportunities to participate with Housing Assets in an area-based project for the installation of energy efficiency measures in privately-owned hard-to-treat homes | Private Housing Manager (Grants & C.A.R.E.) | <ul style="list-style-type: none"> • Monitor outcome of Phase I and II - July 2015 • Agree how to progress by Aug 2015 | Within existing budgets | Private property owners benefit from the Council's external wall insulation project |

| | | | | | |
|--------------------------|---|---|--|--|---|
| 7. Private Rented Sector | 7.1 Work proactively with landlords where possible to improve their understanding of good practice. | Private Housing Manager (Technical), EHOs | Ongoing Review ELAS outcomes Sept 2015 | Within existing budgets | Privately rented properties meet required standards without recourse to local authority enforcement |
| | 7.2 Enforce housing standards in privately-rented accommodation | Private Housing Manager (Technical), EHOs | Ongoing | Within existing budgets Landlords that fail to meet required standards now have to meet the Council's costs (of enforcement) | Privately rented properties meet required standards |

15. Key Targets and Performance Monitoring

| 15.1 Key Targets and Performance | | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
| | Actual | Actual | Actual | Target | Target | Target | Target | Target | Target |
| Percentage of Council housing stock on NHER database. | 55.6 | 62.4 | 67.5 | 75.1 | 81.0 | 87.3 | 93.6 | 100.0 | |
| Average SAP Rating of Council housing stock. | 61 | 64 | 66 | 69 | 70 | 71 | 72 | 73 | 74 |
| Number of Council properties in SAP Band F and E. | 1,025 | 847 | 742 | 500 | 400 | 300 | 200 | 100 | 0 |
| Number of Council properties in SAP Band D. | 1,774 | 1,770 | 1,665 | 1,400 | 1,200 | 1,000 | 800 | 600 | 400 |