**Draft KHG Asset Management Sub Group 15 December 2022, Microsoft Teams Call**

DRAFT

**Present**: Neil Diddams, chair and WKHA; Mark Breathwick, vice chair and Medway; Brian Horton, SELEP; James Young, Thanet; Jason Light, Clarion; Adam Spokes, Medway; Jay Amos, consultant; Ollie Garsed-Bennet, Rapport; Andrew Wilkinson, Greener Solutions Group; Helen Miller, KHG;

**Apologies:** Dipna Pattni, GSE Net zero hub; Elspeth Brown TCH; Nicole Arthur, Gravesham; Dan Stone, Canterbury;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Learning from Clarion & TMBC’s Social Housing Decarbonisation Scheme | Jason Light from Clarion shared a presentation  They began choosing homes using EPC and SAP data then using modelling to identify measures.  The demonstrator SHDF fund was highly costly as it sued a whole house approach. They are moving from whole house approach to part house to increase energy efficiency in as many homes as possible. They aim for EPC of C for all homes by 2035 and they have a very large number of homes to address. They also aim for mid EPC band for 2040 if possible.  The Tonbridge project was mainly to semi-detached homes EPC D or below. They employed a retrofit coordinator who held them to PAS2035 and this was very valuable. Asset management plans often use archetypes and that can overlook the differences within an archetype and lack the flexibility needed. He suggested it was useful to consider Conservations Areas and neighbouring homes not being owned by the HA.  The demonstrator fund project had a ‘learn as we go’ and very openly sharing and cooperating culture between partners and contractors.  Residents feedback includes weekly bills drop from £30 to £8 pw – but anecdotal not from a formal or representative evaluation.  Wave 1 is using the part, not whole, house approach. They focused on ensuring that the EWI is capped to prevent water egress, in a way that is not PAS2035 compliant and this was checked thoroughly and will be monitored.  JL can you talk about your procurement? Clarion uses United Living who mobilised contractors. They have worked with them for a long time. The PAS2035 part was contracted out but now United Living has a unit who can do this. Clarion is considering whether to bring the PAS2035 work in house as would provide useful stock conditions data for the HA.  United Living were not fully aware of PAS2035 and how to be compliant at the very beginning of the project. Once they were it moved more quickly. They were on path C.  How were private owners consulted? One staggered terraced homes owner did not want it to impact on their home so the works to Clarion’s home will need to be altered to meet this need. A new suggested solution has been provided and they await a response.  Average cost of home was requested and JL was unsure if he could share that but it was over budget from the start. The market is changing fast on materials and labour.  JY as you increase insulation and air tightness how do you consider ventilation? JL we put trickle vents that sense the humidity levels that open and close as needed. We also use the Switchee monitors. |  |  |
| Update on Strategic Domestic Retrofit Group | Bethany Pepper from KCC not present. |  |  |
| Practical Retrofit using PAS2035 | Andrew Wilkinson, Greener Solutions Group, gave a presentation from a retrofit coordinators perspective, on how to make PAS2035 work for customers. Installers are governed by PAS2030 and the assessment and design is governed by PAS2035. They aim to ensure safe design and safe installation leaving homes that are safe and healthy for their residents.  Retrofit is an opportunity to address dampness and mould. The retrofit process improves airtightness but also ensures there is sufficient ventilation to control humidity.  Need to ensure loft insulation is put in well, and also reinstated properly if works are done in the loft.  Andrew ran through the roles within PAS2023 and the role of the PAS2030 installer. Paybacks can be considered in several terms; reduced energy use, increased thermal comfort, carbon emissions save, etc.    It’s important that the installer gives regular feedback to the retrofit coordinator. If an alteration in works is needed it must be documented and agreed. The post EPC is done but also the measures are reviewed and uploaded to Trustmark data warehouse – that normally releases the agreed funding.  The evaluation period starts 3 months after the installation to check the outcomes wanted are being realised. These can include lower heat demand, feeling more comfortable, ending draughts, lowered carbon emissions, etc. Service upgrades can bring elimination of dampness and mould, improved air quality, onsite generation of heat and power and smarter controls and data analysis.  ECO4 is largely for private rental, but also socially housing with EPC E, F and G.  SHDF is for RPs  ECO + with details to be announces and probably for cavity insulation extraction and refill and loft insulation up to £1500  OG-B How much do the consultations cost? For ECO+ make not need the full PAS2035 works as for simply measures as full design not needed. For full house retrofit including EWI professional fees in region of £1000-1200 for entire service, if a simpler scheme closer to £600.  ND How does resident engagement fit into retrofit coordinator role? AW this is in the retrofit advisor role. They find they can get in to do this as they are there to answer questions and alleviate concerns and may be an advantage being independent of the RP. | HM | Circulated AW’s presentation |
| Dampness and Mould and learning from case of Awaab Ishak | We’ve had the letter from the regulator and email from the Ombudsman. Where are people with these tasks?  MBr Medway is happy with the policy perspective and the proactive work. There is lack of synergy between their stock conditions and HHSRS assessment and what the tenants report. Adam did share info on the steps they take.  WKHA are bringing stock conditions assessments in house. They are also concerned of possible gap between data and what tenants report.  ND sits on the Future Homes consortium on dampness and mould – he will share what he learns there.  When case first was in the media WKHA had more cases reported, but that is reducing now. What they found were underlying issues, like overcrowding.  AS they are looking at whether when professionals visit they are looking for all they can see, not just a narrow focus, and are flagging dampness and mould. They will be asking all contacts comment on whether they saw signs of dampness and mould.  ND they have a DLO doing gas checks so will also consider whether encourage them to report if they see dampness mould  Are people seeing people spending £10 -20 per day on gas/electric? Yes, that seems to be the range.  Service charged for gas and electricity for communal areas are also increasing significantly. If we retrofit those costs should come back down.  ND said tenants are more willing to let people in to discuss retrofit now.  HM highlighted that the KHG statement is going out to the Kent media so this may increase number of complaints. ND welcomed this as they want their tenants to contact them. | MBr | Send Medway’s new policy to HM to share with group |
| AOB | AS Switchee – is anyone else using it? ND not at WKHA but did use at a previous RP and supports it. WKHA use ACO for this as already using them for fire.  DG they had an explosion in a block of flats and there was water damage from dealing with this. When the residents receive letters from Switchee they did not like the data collection aspect and felt it would be ‘big brother’. He believes Switchee will be changing their letters to residents to ensure they are suitable and less likely to trigger concerns whilst being transparent. DG would like to be able to see whether tenants are using the heating and for how long. Need to be aware of hosting/subscription costs and how they want to plan connectivity.  AS they want to engage with tenants and hoped switchee may increase engagement. They wondered if it had other benefits. ND agreed that increased engagement is positive.  Dates of 2023 meetings; 16 Jan; 17 March; 18 May; 3 July; 20 Sept; 2 Nov. The date of the May meeting has been moved to 18 May.   * Event on Autism – 24th Jan * Event of Addressing fuel poverty and the journey to net zero on 19th Jan * Event on Fire Safety (England) 2022 Regulations focusing on domestic premises with two or more units and a communal area 23rd Jan   Email HM to book your place, initially we’re offering 5 places per organisation but if some organisations don’t take theirs we can offer more places round. | HM | Send flyers for Autism and Fuel Poverty events with the notes |