**Draft KHG Asset Management Sub Group meeting notes 1st March 2024, Microsoft Teams Call**

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**Present**: Mia Davis chair and T&CH; Nicole Arthur, vice chair and Gravesham; Lee Gilbert, Dartford; Navin Down and Deborah Hearn, mhs homes; Steve Stratford and Lucy Breeze, Goldings; Liu Batchelor, guest speaker; Alexis Jobson, Canterbury; Helen Miller, KHG;

**Apologies received before the meeting:** Joshua Arthur, Gravesham; Adam Spokes, Medway; Adam Reid, Sally O’Sullivan and Ashley Jackson, Thanet; Kerry Elliman, WKHA; Owen Goymer, Clarion; Joanne Hiscock, Moat; Ashley Couchman, GCHA;

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| Reference | Notes/Outcome | Who  | Action/Decision |
| Costs of getting all homes to EPC C by 2030 (HW5) | Navin Down of mhs homes shared a presentation based on his question to this group on having a costed plan for getting to EPC to C. He has three responses and they showed per unit costs of £10,700 per home to get them to EPC. The costs from their PAS surveys were much lower than the predictive software of closer to £6,131. The standard deviation was large at £7,100. It shows every home is unique.mhs knew they wanted to use the PAS approach. They picked a group of homes that included their key archetypes and also the IMD to indicate fuel poverty. That identified 200 homes and they accessed over 100 homes. Navin looked at whether there was a relationship between initial SAP for the homes, so the works required, to get to EPC C. Oddly there was not a clear relationship here. Again, it suggested each home is unique and so some with low EPC can be improved at a lowish cost. It’s worth considering how good the quality of the data is and how useful is it to base assumptions on.Worth considering when do the practical, cost effective and affordable criteria become relevant? | HM | Share ND’s presentation |
| Developing a costed action plan to decarbonise your homes  | Josh Arthur – deferred to May |  |  |
| Is your organisation planning to move away from gas? | Gravesham has a flow chart to help them to decide whether to move away from gas heating. They’ve ended planned gas boiler replacements. There is no formal decision to move away from gas.Golding are considering when the cost of electricity goes down. There should be a consultation on delinking cost of electricity from cost of gas. If that happens costs will drop. They need to avoid putting customers into fuel poverty. Mia we need to make sure we give tenants affordable heating and increase insulation.  |  |  |
| Using storytelling & videos for behaviour change & community engagement | Liu Batchelor, we can experience lack of engagement or resistance from tenants on energy works, slowing the projects. Storytelling can help increase community and tenants engagement. Her top tips are;1. Engage tenants in the process of change and taking them on a journey.
2. Feature your residents, use their words, using their locations
3. Make it fun and show it from the audience’s point of view

She is creating a new affordable approach to communications and videos. It’s a white label library of retrofit issues that housing associations and local authorities could use to address the universal issues that you could customise with your logo and specific phrases. This would be lower cost than resources designed specifically for your organisation and then could be adapted by your communications team. This could explain the benefits or certain technologies, or about the installation process, how to use them, etc. The videos are online and the LA or HA would choose how to promote it on their website, YouTube, to share as they want to. This could also be in meetings at venues. Gravesham used the videos as it’s a good way to show other tenants experiences. They’ve found the resident liaison officers show it to tenants in their homes using their tablet. In principle it a good idea to avoid every organisation creating very similar materials. For generic messages on the technology it can work. It may not work so well if the home shown is not like their home. It may be that some parts need to be more customised/bespoke. The opening shot of the home probably need to be for the right location so a hybrid solution of not quite generic but also not completely bespoke from the start. Lee highlighted that KHG created Lets Stay Fire Safe fire information recently. Perhaps a video could be standard around keep fire doors etc.? For energy advice it would need to be quite localised and may also want to show the contractor to help make the process seem familiar. It would be interesting to see if communications teams would be willing to allow a group resource to be made rather than wanting full control.  |  |  |
| Working with communication/engagement colleagues on fire safety (SH3) | Mia Davis went to the KHG engagement group meeting to speak on resident engagement on resident engagement on for high rise buildings. T&CH are getting ready to provide the resident engagement strategy part of this. For complains they need to advertise that people can complain to the Building Safety Regulator as well as the Housing Ombudsman. They will have a building safety officer visit each high rise building each month, with other staff, and the tenants will be encouraged to speak with them at these meetings to create a working relationships. They will have a quarterly panel for residents with a different topic each time. Golding have 6 high risk blocks with draft building safety cases. They will work with their engagement group on the resident engagement strategy. Their building safety team have been visiting each block each month. They want to have a customer panel to review all communications on safety.  | MD | Please share your learning and any documents on this  |
| How is your organisation addressing upgrading fire doors (SH3) | T&CH are working with leaseholder to address outstanding issues. Dartford, they have about 15 doors not resolved. With leaseholds they replaced the doors free of charge. They have less access to leased homes that are let out. They will use Court approach if they need to gain access as they would for gas safety. Golding have an established fire door programme. They do not charge leaseholders for provide fire doors. When the leaseholder declines to change the door they looked at the fire risk for the building. Doors can be tracked and monitored using systems. Golding use Keystone KSI inspection module.  | LG | Share path used to gain access to leaseholder homes |
| Your questions and concerns | Mia requested topics for next meeting.Lucy there was a [consultation](https://www.gov.uk/government/consultations/proposals-for-heat-network-zoning-2023) on heat networks and heat networking zoning. The zoning tends to be near big industry where there is waste heat and in high density housing areas. If you are in those zones you may be required to connect to the heat network. We should consider the implications for this and perhaps have a speaker from DESNZ at a future meeting.Would people be interested in the boiler levy coming in April? Is a date set for this? Has it been scrapped?  |  |  |
| AOB  | Would people be willing to give an update on what they are doing at this organisation? LB would talk on charging for electric vehicles.KHG Conference, 5th March, Detling. Please visit [KHG Conference 2024 - Kent Housing Group](https://www.kenthousinggroup.org.uk/khg-conference-2024/) for details and to see booking weblink. Please discuss the five free places in your organisation before you book. You can book extra places for the £250+VAT.Date of 2024 meetings; 9th May; 2nd Jul; 30th Sept; 4th Dec all 9.30-11am | All | Email HM to say what you’d like to give an update on  |