

**Tower
Hamlets
Homes**

Residents' Panel **Energy Efficiency in New Build Properties**



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Chair's foreword



The energy used by domestic buildings in the UK accounts for approximately 25% of the UK's total carbon emissions. At the same time, the cost of energy is increasing, placing more households at risk of fuel poverty¹. Fuel poverty is largely down to three factors – income, energy prices and energy efficiency. Efficiency of domestic buildings represents a significant opportunity to help vulnerable families and meet the UK's greenhouse gas emissions targets².

With Tower Hamlets facing high levels of poverty, including child poverty, it is essential to ensure that all new social homes are built to the highest levels of efficiency to protect the living standards of ordinary families and safeguard children's life chances in the borough.

Whilst significant steps have been taken across the Greater London Authority³ to address energy efficiency in new build homes, the challenge continues once the homes are occupied and used. Energy efficient homes must be maintained appropriately in a way that ensures they stay efficient, warm and comfortable. Residents should be engaged to understand the new technology features of their homes; in particular, how the new heating/cooling and ventilation controls work to their benefit.

This review brings together a collaboration of local residents, THH and LBTH employees. The process provided an open and honest forum for discussion and assessment of the new build homes in our borough. I would like to thank Shaheda Najmeen, Daniele Lamarche, James Wilson as well as officers from Tower Hamlets Council and Tower Hamlets Homes for dedicating their evenings and time to attend the review sessions. Through their effort, we were able to explore a wide range of issues and challenges and make the recommendations contained in the report that follows.

What was most encouraging during this review was how well advanced the energy efficiency policies, technology and strategies were within Tower Hamlets already. This meant that the review was able to focus on the integration of design, construction, handover, residency and long term maintenance to ensure that new social property in Tower Hamlets provide warm, comfortable and efficient homes for generations to come.

A handwritten signature in black ink, appearing to read 'Simon Hart', with a long, sweeping underline.

Simon Hart, MIET
Resident and Leaseholder

¹A household is said to be in fuel poverty if it needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime.

²Technology Innovation Needs Assessment (TINA) Domestic Buildings Summary Report, Carbon Trust, 2012.

³The GLA London Plan, 2016

Summary of recommendations

✓ Recommendation 1

Undertake further reviews into the application of retrofitting and greenery to improve efficiency in existing stock

✓ Recommendation 2

Obtain feedback from residents who have moved into new developments to understand:

- The practicality of the energy efficiency solutions used
- Compare energy bills against projections and previous energy usage
- Feed into the development of future employers' requirements (ERs)

✓ Recommendation 3

Improve support and guidance provided to new residents by:

- Using plain English in technical guidance documents and exploring how information can be conveyed using other methods e.g. video, other interactive solutions
- Looking into how local champions can be used to help residents understand and learn to use the energy efficiency features in their homes

✓ Recommendation 4

Explore how Open House events can be used:

- To offer practical demonstrations for new residents on how the energy efficiency features in their properties work
- Show/demonstrate the use of efficiency solutions for other THH residents interested in learning more

✓ Recommendation 5

Ensure THH has in place a clear plan to take on responsibility for the maintenance of new build properties – in particular the care of energy efficiency features

✓ Recommendation 6

Consider including requirements to test the understanding and experience of suppliers in working with energy efficiency solutions in any future re-procurement of the responsive repairs service

✓ Recommendation 7

Explore how Section 106 funds can be used to improve energy efficiency through retrofitting existing or enhancing new development schemes

✓ Recommendation 8

Improve co-ordination between the Council and THH to ensure residents are made aware of efficiency schemes such as the council's Boiler Replacement Programme or other such energy saving/advice initiatives



Introduction

- 1.1 The London Borough of Tower Hamlets is one of the fastest growing local authority areas in England and Wales. By 2026, the population in the borough is expected to grow by 26%. Despite being home to significant pockets of wealth, the borough has the highest rates of deprivation in London⁴ and is ranked amongst the 10 most deprived areas in England. It is estimated that 44% of all households experience income poverty⁵.
- 1.2 The rapid population growth coupled with the levels of deprivation in the borough places significant pressures on the demand for affordable housing. There are currently 20,000 households registered on the housing register, of which 9,000 are in substantial housing need.
- 1.3 Although there is a burgeoning private rented sector, the cost of renting a family home would require a typical essential worker earning £35,000 per year to spend more than half of their average monthly income on rent. With average house prices nearing £450,000, home ownership is also inaccessible for many. To combat the housing challenge, the Mayor of Tower Hamlets, John Biggs, has committed to deliver 2000 new council homes by 2022.
- 1.4 As the Council's Arm's Length Management Organisation (ALMO), Tower Hamlets Homes (THH) is responsible for providing housing management services to these new developments. This adds to its existing portfolio of 21,000 homes across the borough which includes approximately 9,500 leasehold homes and 11,500 tenanted homes.
- 1.5 In light of the Mayoral commitment to deliver additional council homes and the rising levels of density in the borough, the Residents' Panel sought to explore:
- How energy efficiency solutions were being implemented and whether this considered the impact of overheating
 - How new residents were helped to understand and make use of energy efficiency features within their properties and;
 - The arrangements in place to effectively maintain energy efficiency solutions
- 1.6 The review took place on the 5th and 16th April 2018 chaired by Simon Hart and supported by Shaheda Najmeen, Daniele Lamarche and James Wilson. Officers in attendance included;

Jane Abraham
Interim Head of Capital Delivery
London Borough of Tower Hamlets (LBTH)

Abdul J. Khan
Service Manager – Energy and Sustainability
London Borough of Tower Hamlets (LBTH)

Yasmin Ali
Principal Project Manager –
Capital Delivery (Housing)
London Borough of Tower Hamlets (LBTH)

Stacey Brewer
New Homes Manager
Tower Hamlets Homes (THH)

Gulam Hussain
Scrutiny and Resident Feedback Manager
Tower Hamlets Homes (THH)

Nojmul Hussain
Resident Feedback Officer
Tower Hamlets Homes (THH)

⁴English Indices of Deprivation, Ministry of Housing, Communities & Local Government, 2015.

⁵CACI Paycheck Data, 2016.

National and regional context

- 2.1 In 2006, the Government published the 'Building a Greener Future' policy statement aimed at moving towards zero carbon homes from 2016 to address the growing concerns over the impact of climate change.
- 2.2 The definition of a zero carbon home in England is one where CO₂ emissions from regulated energy use (space heating, hot water, lighting and ventilation) are limited and mitigated by:
- Achieving minimum Fabric Energy Efficiency Standards (FEES)⁶ based on space, heating and cooling
 - Using low and zero carbon technologies, and connected heat networks to limit on-site built emissions
- 2.3 In 2012, the Government introduced the National Planning Policy Framework (NPPF) which consolidated a raft of individual planning policy guidelines. This provides a framework for local authorities to develop local plans for housing and other developments. The current NPPF guidance stipulates that local planning authorities should undertake the following to support a transition to a low carbon future:
- 2.4 In 2013, the zero carbon target was amended through the introduction of new minimum energy performance standards set out within the Building Regulations. The amendment aimed to strike a balance between the regulatory burden on developers and encouraging home building across England and Wales. The change introduced the concept of 'allowable solutions' which offers developers a mechanism to pay towards offsetting CO₂ emissions from new developments where reductions are difficult to achieve through normal design and construction.
- 2.5 The Government has promoted a range of incentives to help people monitor and reduce their energy consumption and carbon emission. This includes providing sustainable additions to the home such as smart meters (enabling consumers to monitor usage more easily) and implementation of the 'Green Deal' – a Government initiative with the aim to provide assistance to businesses and homeowners in the employment of green technologies.

- Plan for new development in locations and ways which reduce greenhouse gas emissions
- Actively support energy efficiency improvements to existing buildings
- When setting any local requirement for a building's sustainability, do so in a way consistent with the Government's zero carbon buildings policy and adopt nationally described standards
- When setting any local requirement for a building's sustainability, do so in a way consistent with the Government's zero carbon buildings policy and adopt nationally described standards
- In determining planning applications, local planning authorities should expect new development to comply with Local Plan which outlines local policy requirements

Further details can be found on the MHCLG's National Planning Policy Framework Guidance 2012

⁶The Fabric Energy Efficiency Standard (FEES) is the proposed maximum space heating and cooling energy demand for zero carbon homes. This is the amount of energy which would normally be needed to maintain comfortable internal temperatures and in a dwelling.

Planning guidelines for London

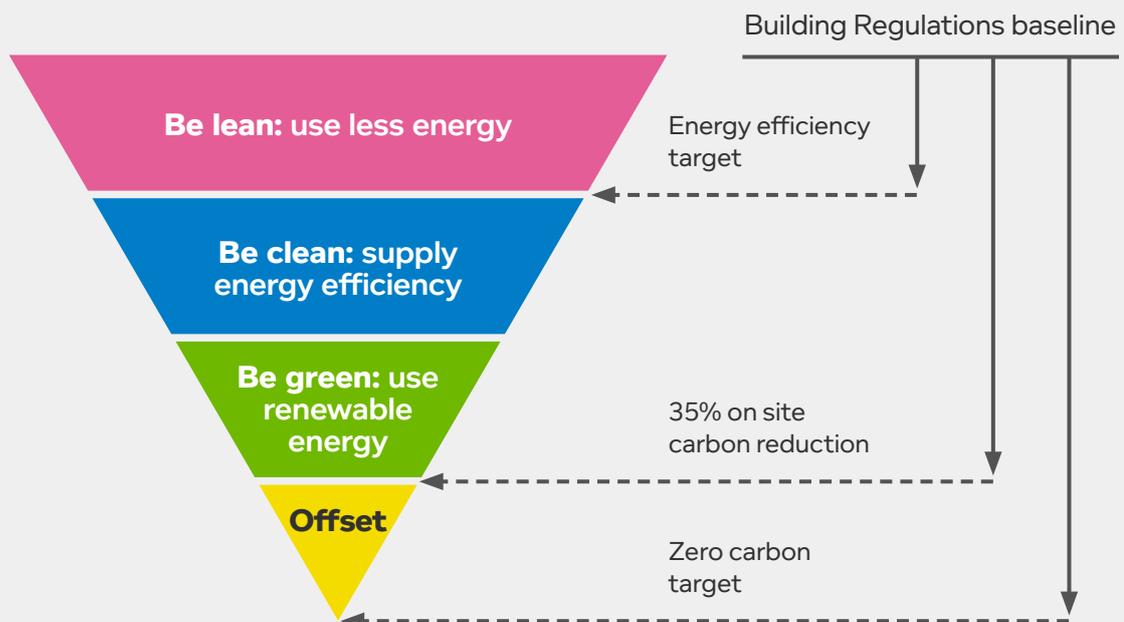
2.6 The London Plan is the statutory planning strategy for the Greater London area that is developed by the Mayor of London and published by the Greater London Authority (GLA). The current revision, introduced in 2011, includes additional requirements for London boroughs which go above and beyond the national guidelines for energy efficiency and carbon reduction. This includes a commitment to:

- Extend zero carbon target to all new major development
- Introduce new energy efficiency targets reinforced through an Energy Efficiency Hierarchy

- Achieve a 10% reduction beyond Building Regulations requirements for major domestic development and
- Achieve a 15% beyond Building Regulations requirements for major non-domestic development through energy efficiency measures alone

2.7 In April 2016, the GLA issued the new London Housing Supplementary Planning Guidance (SPG) and Energy Planning Guidance which reaffirmed the Mayor of London’s commitment to ensure all new residential developments in London met the zero carbon standard from October 2016. All non-domestic buildings would be expected to meet this standard as of 2019.

The Energy Efficiency Hierarchy: GLA London Plan



Planning policy at Tower Hamlets

- 3.1 Planning policy in Tower Hamlets is governed by the Tower Hamlets Local Plan. This sets out the local planning policies and identifies how land is used, determining what will be built where. As part of the new refresh of the Tower Hamlets Local Plan, the Council aims to deliver 58,965 new homes between 2016 and 2031. This includes a mixture of council, affordable and private residential housing as well as specialist housing for students and older people.
- 3.2 The Council, in partnership with Tower Hamlets Homes, has delivered a number of recent schemes in the borough. This has included developments in Bradwell Street, Poplar Baths and the development at Watts Grove.
- 3.3 As part of its commitment to meeting the requirements of the London Plan which extends national targets, the Council undertakes the following activities in line with the GLA's Energy Efficiency Hierarchy.
- 3.4 Other initiatives undertaken by the Council include:
- Options for cash in lieu contributions in accordance with Tower Hamlets Planning Obligations where targets cannot be met. Contributions feed into various carbon reduction projects
 - Examples of projects delivered through this funding energy efficiency projects in schools, boiler replacement programme and a home energy efficiency advice programme for vulnerable households
 - Achieving Building Research Establishment Environmental Assessment Method (BREEAM) Excellent rating for the sustainability of non-residential developments

Energy Hierarchy	LBTH Activity
Be lean: use less energy	<p>The Council's planning policy requires all new residential developments to be zero carbon and all new non-residential developments to achieve a minimum 45% carbon emission reduction from current Building Regulations Baseline. All non-residential developments are expected to achieve zero carbon from 2019. It is standard practice for council led developments to exceed building regulation requirements through demand reduction measures alone. Demand reductions are for minimising the need to use heat and power before energy technologies such as heating equipment are put in place.</p> <p>These measures include high standards of insulation and air tightness and through good design taking consideration of building orientation.</p>
Be clean: supply energy efficiency	<p>Connecting to an existing heat network is factored in where opportunities are available. Communal heating systems are also embedded within new builds. These are also future proofed.</p>
Be green: use renewable energy	<p>The Council has included a policy for developing onsite generation of renewable energy where feasible. Examples of renewable energy installation include the Watts Grove and Dame Colet Court developments.</p>

Developing new council homes

- 4.1 As part of the process of delivering new council homes, the Council works closely with Tower Hamlets Homes to develop the Employer's Requirements. This sets out the specification for a development and the scope of services required from a contractor. Through this partnership, the Council and Tower Hamlets Homes have jointly delivered 12 new council homes in Bradwell Street, 60 new homes at Poplar Baths, 40 new homes at Dame Colet Court and more recently, 147 homes at Watts Grove.
- 4.2 During the commissioning process, contractors develop proposals which must demonstrate compliance or identify any deviations from the requirements set by the Council. Where these deviations are agreed, the discrepancies between the Employer's Requirements and the contractor's proposals are consolidated in order to produce a single document, prior to entering into a contract.
- 4.3 In line with local and national planning policy requirements, the Employer's Requirements for new council homes require the use of both passive and active design to improve energy efficiency. All developments are expected to follow a 'fabric first' approach to minimise energy consumption by maximising the performance of the materials that make up the building fabric. This includes maximising air tightness, using high grade insulation, exploiting the orientation, layout, openings and shadings to optimise solar gain and maximising natural ventilation.
- 4.4 Where appropriate, the efficiency of a building may be further enhanced through 'active' design measures such as introducing centralised communal systems, connecting to existing heat networks or including solar panels to generate energy. Although there is a great deal of innovation in the field of energy efficiency, the Council relies on tried and tested approaches where the maintenance requirements of the solution were properly understood. This helps to ensure that solutions can be easily and cost-effectively maintained.
- 4.5 Members of the Residents' Panel proposed the Council explore how greenery can be used to improve the efficiency of new and existing developments. This would be in line with the London Plan's recommendation for authorities to develop and promote green roofs on development sites. The Panel agreed that this could be considered in future as it is not within the remit of the current review.

Recommendation 1

Undertake further reviews into the application of retrofitting and greenery to improve efficiency in existing stock

- 4.6 The Panel sought more information on how the Council expected to use heat networks to improve efficiency. The panel was advised that the Council has previously retrofitted a district heat network on the Barkantine Estate. This was funded through a PFI scheme as part of a National Pathfinder programme and currently serves properties managed by One Housing Group. As the developments being pursued by the Council were typically smaller in size, future developments would look to explore how new builds may tap into existing heat networks serving adjoining properties, including those managed by other landlords.

- 4.7 The Panel noted that communal heating systems often contributed to overheating within properties due to heat loss through poor location of distribution pipes and insufficient insulation thickness. Officers acknowledged that at first handover the temperature in the communal spaces at Watts Grove was higher than expected. This was resolved as residents moved in and increased the use of the heating system so that it is working at its optimum efficiency.
- 4.8 The Panel recommended that the development be monitored during the summer months, and if required, reported to the developer for remedial action prior to the conclusion of the 12 month developers warranty.
- 4.9 Officers highlighted that the new London Plan currently under development specifically addresses the issue of overheating within properties. The plan would allow for stronger requirements and enforcement against developers. In light of this shift, the Council would look to explore how it may apply this enforcement power through its Building Control function.
- 4.10 Whilst the Panel welcomed the approach taken by the Council to develop energy efficient homes, they recognised this created an issue of equity by allowing tenants in new developments to benefit from social rent levels and an offset to their energy bills. The Panel recognised that this required a wider response at a national level and went beyond the scope of this review.
- 4.11 Based on the recent experience of developing new homes, the Panel recommended that both the Council and Tower Hamlets Homes engage with residents of new developments to obtain feedback on their experience of living with and operating energy efficiency solutions placed in their properties. Feedback from this engagement could be used to inform the specification of future projects and ensure the choices of solutions are accessible to residents.
- 4.12 The Panel also recommended that officers assess the impact of energy efficiency solutions by comparing the energy bills of residents from the previous residence to that of their new home. This process could be used to understand how energy efficiency solutions are being used, and measure how these solutions performed against the expected projections. In recommending these activities, the panel highlighted the importance of avoiding 'survey fatigue' by incorporating these activities as part of the existing process for settling in new residents.

Recommendation 2

Obtain feedback from residents who have moved into new developments to understand:

- The practicality of the energy efficiency solutions used
- Compare energy bills against projections and previous energy usage
- Feed into the development of future employers' requirements (ERs)

Supporting residents in new developments

- 5.1 To support residents moving into new council developments, they are provided with technical manuals and handbooks providing information on the key features within their homes and how to operate them alongside practical information about living in their new home. This includes advice on how to care for their home, list of key contacts, a guide to local amenities and refuse and recycling arrangements. In the case of Watts Grove, the size of the development allowed for additional support to be commissioned through the Bromley by Bow Centre to help the new community of residents settle in.
- 5.2 As part of the standard regime for all tenancy transfers, residents of new developments are also entitled to regular visits from their Housing Officers to help ensure they are settled in and address any issues relating to the occupation of their homes. Probationary tenants receive four visits per year. Thereafter, they receive only one visit within the first month as new secure tenants.
- 5.3 The Panel reviewed some of the guidance issued to residents currently residing in developments at Bradwell Street and Watts Grove. They noted that, whilst the guides were comprehensive, they were unlikely to be used extensively and may not always be accessible to residents. This observation correlated with feedback received by officers which suggested that the handbooks, particularly in the case of Watts Grove, were not as widely used as anticipated.
- 5.4 The Panel suggested the manuals may be improved by including information on how to best use the energy efficiency solutions in order to reduce energy consumption and fuel costs. Officers were also recommended to explore how services such as the Plain English Campaign can be used to review and simplify technical manuals and how other digital solutions, subject to budget constraints, can be used to enhance this experience. Options suggested included producing DVDs or mobile apps for digitally active residents. Those who may be unable to engage with these solutions could be supported through active local resident champions who are capable and willing to play a proactive role within their communities.

Recommendation 3

Improve support and guidance provided to new residents by:

- Using plain English in technical guidance documents and exploring how information can be conveyed using other methods e.g. video, other interactive solutions
- Looking into how local champions can be used to help residents understand and learn to use the energy efficiency features in their homes

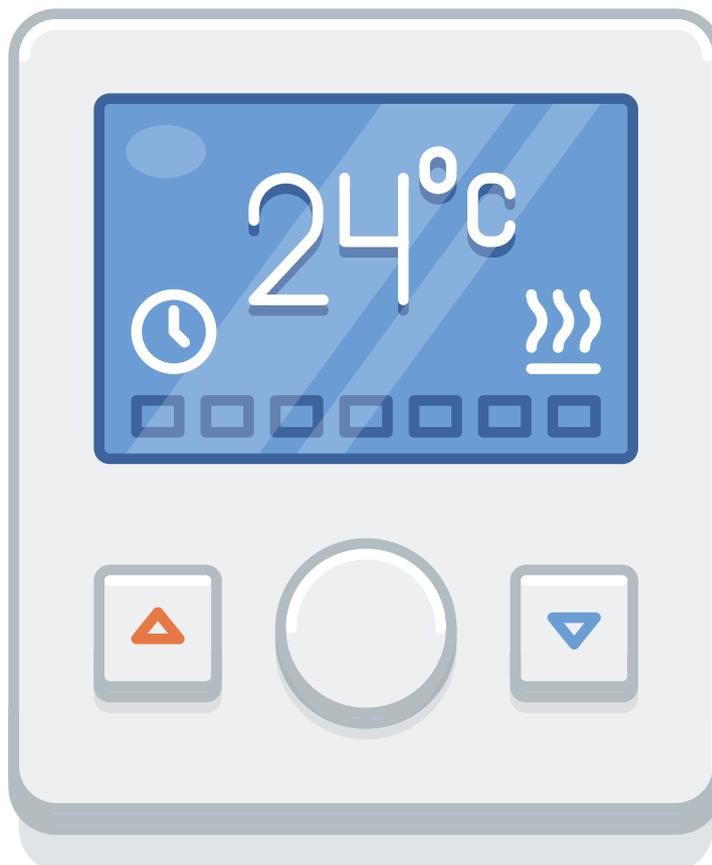
- 5.5 Officers highlighted areas of learning from the recent experience of transitioning residents into their new homes at Watts Grove. Feedback from residents suggested that, contrary to expectations, those with individual boilers struggled with adjusting and setting heat levels. For properties served by a combined heat and power source, residents were not clear on the individual controls available within their homes which allowed them to adjust temperatures to their preference.

5.6 In order to mitigate some of the issues experienced by residents, the Panel proposed introducing Open House events to provide new residents an opportunity to see practical demonstrations of how to use the energy efficiency solutions within their homes. This could also be used to highlight how to best use technologies such as thermostatic radiator valves (TRVs) to minimise energy consumption. Events could be supported through local champions or managed in partnership with the developers.

Recommendation 4

Explore how Open House events can be used:

- To offer practical demonstrations for new residents on how the energy efficiency features in their properties work
- Show/demonstrate the use of efficiency solutions for other THH residents interested in learning more



Maintaining energy efficiency solutions

- 6.1 The collaboration between the Council and Tower Hamlets Homes is intended to ensure that the choice of materials and solutions in new developments appropriately align to the long term maintenance arrangements in place for managing the Council's existing stock. To support the maintenance of new developments, the Council seeks to include new equipment and technology in maintenance contracts following hand over of new build properties.
- 6.2 As part of the handover process, the Council's Capital Delivery Team carries out a detailed snagging inspection to confirm the standard of work and address any defects. For a year after handover, the developer is responsible for any "defects" that are reported, the exception being vandalism. THH may attend the snagging visits for their own records but the warranty is managed through the Council. At the end of the defects period, THH takes over the maintenance of the new homes via its responsive repairs service.
- 6.3 The Panel welcomed this collaboration but emphasised the importance of ensuring the handover process for developments, set out in the agreed protocol between the Council and THH, includes a clear long term plan to support the maintenance of energy efficiency features in order to maintain performance. This includes making appropriate use of the developer's warranty during the warranty period rather than undertaking responsive repairs.

Recommendation 5

Ensure THH has in place a clear plan to take on responsibility for the maintenance of new build properties – in particular the care of energy efficiency features

- 6.4 In light of the number of additional properties expected to be developed, and the need to ensure the longevity of energy efficiency solutions, the Panel recommended that future commissioning exercises for a responsive repairs service look to test the understanding and experience of suppliers in working with energy efficiency solutions. This would help to support the proper maintenance of buildings and ensure energy efficiency measures continue to deliver the maximum efficiency outputs over their lifespan.

Recommendation 6

Consider including requirements to test the understanding and experience of suppliers in working with energy efficiency solutions in any future re-procurement of the responsive repairs service



Supporting energy efficiency using Section 106 contributions

- 7.1 In order to provide further opportunities for developing local energy efficiency schemes, Tower Hamlets channels a percentage of its Section 106 funding into local energy efficiency projects. This has been targeted towards residents identified as vulnerable and in need of support. The visit is a free of charge service for fuel poor and vulnerable residents, offering important advice, support and free energy saving measures.
- 7.2 Home Energy Advisors are trained to find and remedy obvious energy wastage in the house by fitting suitable energy saving devices such as radiator panels, chimney balloons, LED light bulbs, and door and window draught-proofing. Where appropriate, larger energy efficiency measures such as top-up loft insulation are dealt with in a second visit. Households are also helped with energy bill problems, supported to switch to a cheaper energy tariff and assisted to apply for Warm Home Discount. Households that require further financial help are referred to IncomeMax for an entitlement check, often leading to extra benefits being identified, or debt assistance being provided.
- 7.3 Home Energy Advisors also look for any additional vulnerability in the household during the home visit such as hazards, or signs that residents are struggling to cope in their own home. They also check that smoke alarms are working. Residents with vulnerability issues are referred for further assistance from the Council, Housing Association, Fire Service, or a local charity.
- 7.4 The Panel welcomed this initiative and recommended that the Council explore how more Section 106 contributions can be utilised to improve energy efficiency in existing Council homes through retrofitting, or enhancing new development schemes to use more innovative and sustainable solutions.

Recommendation 7

Explore how Section 106 funds can be used to improve energy efficiency through retrofitting existing or enhancing new development schemes

- 7.5 Other projects have included the Tower Hamlets Boiler Replacement Programme which offers vulnerable home owners the opportunity to replace their existing boiler for a more efficient solution at no cost. The Panel noted that this scheme had not been widely publicised beyond the Council and had not featured in any of the communication or literature issued by Tower Hamlets Homes to its residents. The Panel recommended that there is improved co-ordination between the Council and Tower Hamlets Homes to ensure these schemes are appropriately highlighted through all available communication channels to raise awareness amongst residents and maximise take up.

Recommendation 8

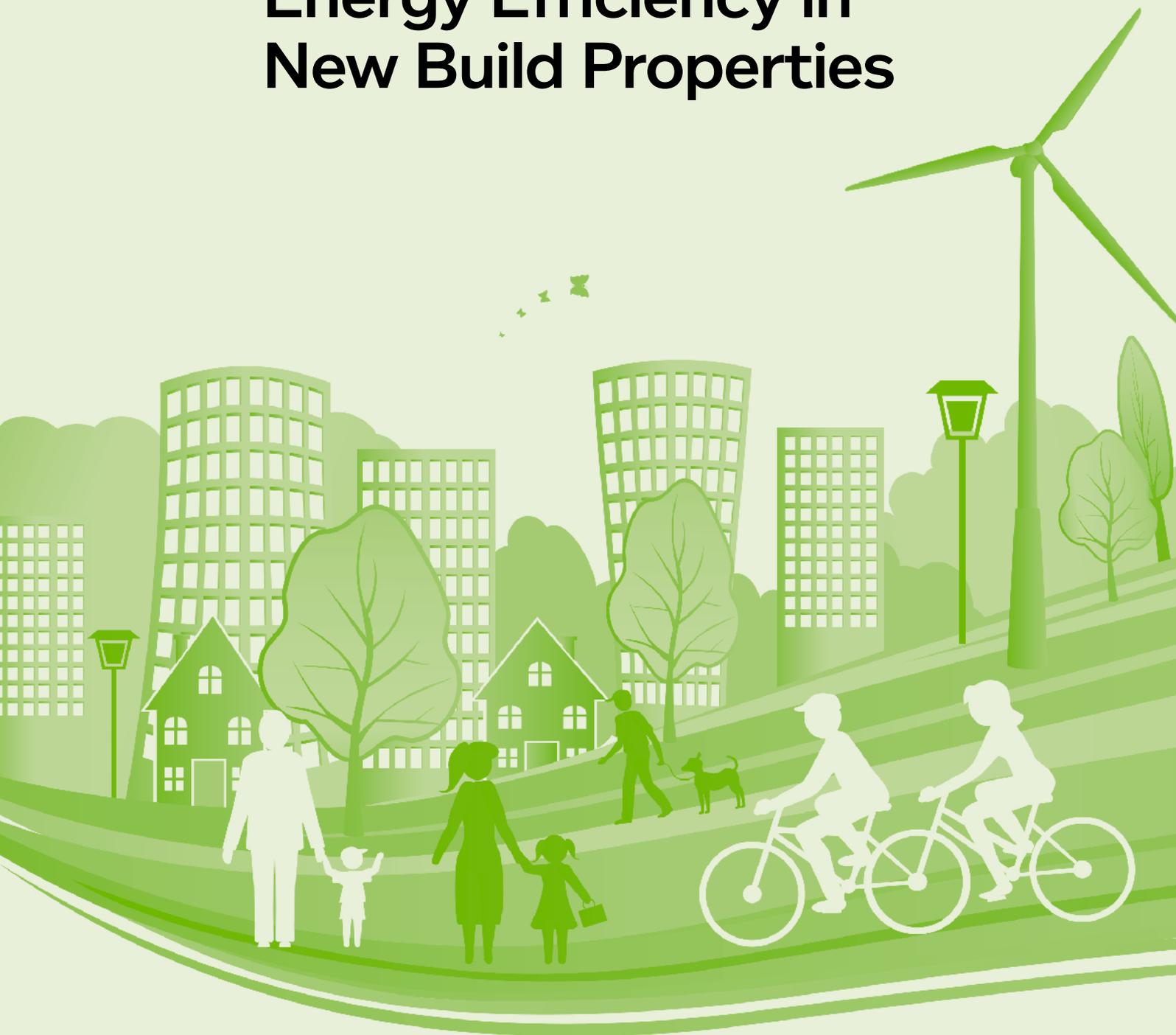
Improve co-ordination between the Council and THH to ensure residents are made aware of efficiency schemes such as the council's Boiler Replacement Programme or other such energy saving/advice initiatives

- 7.6 The Panel concluded its review by noting that its recommendations would be formally presented to the Corporate Leadership Team at the Council and the Tower Hamlets Homes Board before being formally adopted. Once agreed, an action plan would be produced setting out how these recommendations would be implemented. A progress update would be offered to the Panel in 12 months.

Tower Hamlets Homes Residents' Panel

Scrutiny Review Action Plan 2018-19

Energy Efficiency in New Build Properties



Tower Hamlets Homes Residents' Panel
Scrutiny Review Action Plan 2018-19
 Energy Efficiency in New Build Properties

Recommendation	Actions	Completion	Lead
<p>1 Undertake further reviews into the application of retrofitting and greenery to improve efficiency in existing stock</p>	<p>This will be addressed through Scrutiny Reviews and spotlight sessions as part of the work programme for the THH Residents' Panel</p>	<p>July 2019</p>	<p>THH Scrutiny & Resident Feedback Team</p>
<p>2 Obtain feedback from residents who have moved into new developments to understand:</p> <ul style="list-style-type: none"> • The practicality of the energy efficiency solutions used • Compare energy bills against projections and previous energy usage • Feed into the development of future employers' requirements (ERs) 	<ul style="list-style-type: none"> • Draft a new resident survey in partnership between the Council and THH • Support the Council in developing recommendations for future Employer's Requirements based on feedback and analysis of survey results 	<p>September 2018</p> <p>December 2018</p>	<p>LBTH Capital Delivery</p> <p>THH New Homes Manager</p>
<p>3 Improve support and guidance provided to new residents by:</p> <ul style="list-style-type: none"> • Using plain English in technical guidance documents and exploring how information can be conveyed using other methods e.g. video, other interactive solutions • Looking into how local champions can be used to help residents understand and learn to use the energy efficiency features in their homes 	<ul style="list-style-type: none"> • Explore the "Crystal Mark" accreditation for technical documents provided to new residents • Investigate "best practice" and innovation in developing information packs for New Residents within the G15 Group (network of London's largest housing providers) • Explore the feasibility of creating Resident Sustainability Champions on new build schemes during the sign up process 	<p>December 2019</p> <p>October 2018</p> <p>December 2018</p>	<p>THH New Homes Manager</p>

Tower Hamlets Homes Residents' Panel
Scrutiny Review Action Plan 2018-19
 Energy Efficiency in New Build Properties

Recommendation	Actions	Completion	Lead
<p>4 Explore how Open House events can be used:</p> <ul style="list-style-type: none"> • To offer practical demonstrations for new residents on how the energy efficiency features in their properties work • Show/demonstrate the use of efficiency solutions for other THH residents interested in learning more 	<ul style="list-style-type: none"> • Organise open days, where practical, to demonstrate energy efficiency features in new build schemes for residents on all new developments • Resident Liaison Officers to identify Resident Sustainability Champions (RSC) during open days for new build schemes 	December 2019	THH New Homes Manager
<p>5 Ensure THH has in place a clear plan to take on responsibility for the maintenance of new build properties – in particular the care of energy efficiency features</p>	<ul style="list-style-type: none"> • The THH New Homes Manager (NHM) to ensure the Head of Responsive Repairs is provided with required technical information on energy systems on a scheme by scheme basis • The New Homes Manager to draft a protocol identifying the roles and responsibilities for end of defects period and handover of responsive repairs from the developer to THH 	July 2018	THH New Homes Manager THH Head of Responsive Repairs
<p>6 Consider including requirements to test the understanding and experience of suppliers in working with energy efficiency solutions in any future re-procurement of the responsive repairs service</p>	<ul style="list-style-type: none"> • Develop a strategy for energy efficiency requirements in housing which considers the cost implications of efficiency solutions • Update housing standards to include agreed energy efficiency solutions • Incorporate agreed energy efficiency specifications, maintenance and knowledge requirements in the new responsive repairs contract specification 	March 2019 June 2019 March 2021	THH Maintenance and Engineering Manager THH Director of Asset Management LBTH Procurement

Tower Hamlets Homes Residents' Panel
Scrutiny Review Action Plan 2018-19
 Energy Efficiency in New Build Properties

Recommendation	Actions	Completion	Lead
<p>7 Explore how Section 106 funds can be used to improve energy efficiency through retrofitting existing or enhancing new development schemes</p>	<p>The Council is investigating how the Carbon Offset Fund can be used to reduce carbon emissions in inefficient systems. They will be working with THH to establish a list of properties which could benefit from this funding opportunity, such as homes with inefficient electric heating. The programme would provide grants to proactively carry out works that install energy efficient measures and reduce the overall carbon emissions</p>	<p>October 2018</p>	<p>LBTH Strategy, Regeneration and Sustainability</p>
<p>8 Improve co-ordination between the Council and THH to ensure residents are made aware of efficiency schemes such as the council's Boiler Replacement Programme or other such energy saving/advice initiatives</p>	<p>In line with good practice, information has been shared with THH to promote the Boiler Replacement Programme to their leaseholders through newsletters and via the website. The Council will continue to share information on new initiatives</p> <p>THH has publicised this information to residents through its e-newsletter OpenDoor Extra</p>	<p>Ongoing</p>	<p>LBTH Strategy, Regeneration and Sustainability</p> <p>THH Communications</p>

Residents' Panel
Energy Efficiency in New Build Properties
Scrutiny Review Report
July 2018

**Tower
Hamlets
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