



Raven Housing Trust

Healthy Homes Project

Nov 2019



Raven Housing Trust

Building Homes, Changing Lives

~6000 homes

Surrey and Sussex area

CHALLENGES

Significant Raven research early 2019

Indepth interviews with 300 customers

Number 1 issues:

- Affordability 54%
- Warmth 10%



From detailed comments:

16% raised detailed issues on cold, mould, and cost of bills

10% frustrated about **'Just get it done'** issues

Affordability of energy and warmth is a huge issue

14.3 million (22%) in poverty in the UK

34% of children in poverty

Can't heat/dry homes properly.

Reluctant to ventilate.



Condensation and trapped moisture



Mould



“Poor housing increases severe ill-health or disability by 25% during childhood and early adulthood.” **Shelter**

'GET THE JOB DONE'



Residents frustrated that landlords don't just 'get the job done'

- *"I have had 4 different surveyors come to see the same issue"*
- *"They were supposed to follow up but I never heard from them"*

BUT staff frustrated by the same things!

- *"My workload makes it impossible to track every project"*
- *"We need experts – sometimes problems are just more complicated than people realise"*
- *"We need time to diagnose problems – you try one solution, but then you discover a different underlying cause"*
- *"Budget is tight, so we patch things, hoping that will be ok and then it fails again"*

Legal challenges:

Disrepair

Homes (fitness for human habitation) act

Environmental Protection Act

Slows down 'getting jobs done' and distracts from proactive work



Housing providers have to waste residents' money on legal fees

Residents very rarely get any money due to costs

Solicitors get rich!



Other:

Net zero carbon by 2050

EPC C by 2030





**We want to help our residents stay warm, cope
with financial pressure and live in Healthy
Homes**

GET PROACTIVE!

18% of Raven Homes

~1000 households identified vulnerable to fuel poverty, mould or poor insulation.

74% of Raven's carbon footprint is from heating homes.

ACTION!

- Proactive contact and repairs
- Give advice and help to manage their homes.
- Use IoT technology to help them too.
- Plan investment to meet the carbon and energy efficiency challenge.





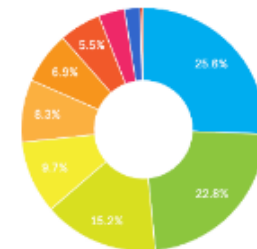
Steps

- **DATA:** Identify priorities with known cold, mould or fuel poverty issues from:
 - Resident comments from call centre contacts, satisfaction surveys
 - Stock condition survey reports, past jobs/history and EPC data
- **COMMUNICATE:** Call each resident, offer help, get information on energy use, home management and information needs.
- **HELP:** Provide support, advice, sign-posting and communication.
- **SURVEYORS:** Raise immediate responsive works and plan investment measures.
- **IOT:** Would sensor technology help in managing the home? (coming soon...)
- **INVEST:** Pilots leading to investment works in years 2-4



- **Support, advice, sign-posting and communication.**
 - Avoiding and managing condensation/mould
 - Budgeting, tariff switching, metering and billing
 - Entitlements eg Warm Homes Discount, Priority Services Register
- **Immediate responsive works**
 - Heating or boiler improvements
 - Ventilation, fans etc
 - Damp or roof works etc
 - Draft proofing and insulation
 - LED lighting, radiator replacement, TRV controls, reflective panels
- **Planned investment measures**
 - Energie Sprong or other whole house insulation
 - Other major investment eg double glazing, PV, floor insulation (solid floor)
- **IOT, sensor technology, smart metering to help manage the home**

- Happier residents; fewer complaints
- Savings to residents from better management of home energy
- Savings from 'fix once'
- Savings from reduced repeat inspections (as technology monitors for us)
- Get homes to energy efficiency EPC C+ well ahead of govt target.
- Carbon savings towards net zero carbon objective
- Savings against compensation and legal costs





Thank you

Jo Hills

Director of Assets and Services

Raven Housing Trust

Contact:

e jo.hills@ravenht.org.uk

www.ravenht.org.uk
