


Energy & carbon savings

Technology, behaviour or both?



Introduction to Radian

- Operating area South England
- 20,000 homes and a care arm
- Sustainability awards
- Ashden Award Gold Winner 2011
- Sustainable Housing awards 2011
- Good condition stock

Where people flourish



Radian's experience of technology

- Retro fit ground & air source heat pumps in 2005
- PV and solar thermal in 2005
- Sunergy roofing on new build 2006
- Larger scale PV in 2010 with LCE
- £2m Retro fit project – 34 homes

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Challenges of technologies

- Maintenance & repair
- Design & installation – mature market?
- Running costs – resident specific
- Comfort levels – resident specific

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Radian's Strategy

- Drivers
 - Financial savings to residents
 - Avoiding fuel poverty
 - Comfort, health & wellbeing (energy, water)
 - Carbon reduction
 - Welfare reform



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Forming our strategy

- Research
- Networking
- Keeping technology options open



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The Action Plan

- Build a team, identify strengths
- Build links with others
- Develop sources of referrals
- Set targets / timescales & monitor
- Handbook
- Communications plan

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Initial outcomes

- 150 visits
- £11k financial savings
- 102 tons carbon savings anticipated p.a.

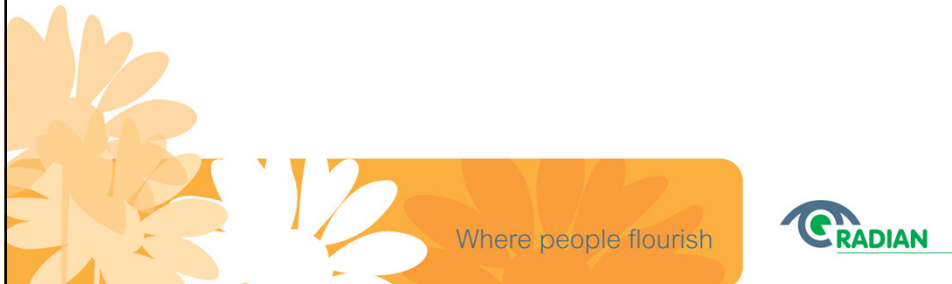


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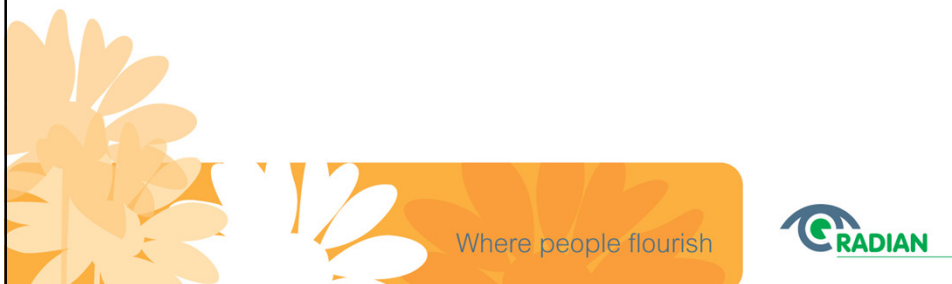
What has worked well

- People want the service – high demand
- A tailored resident service
- Actual savings have been seen
- Examples



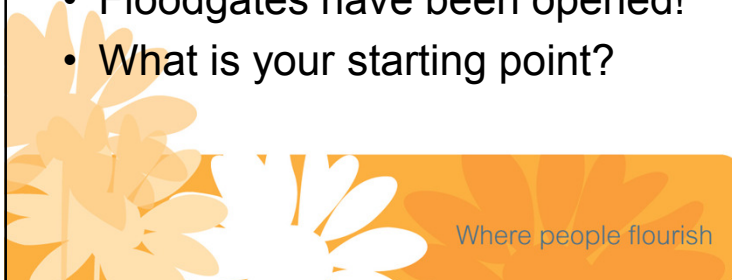
What needs refining

- Carbon monitoring
- Communications – clarifying the offer
- Referral process
- Prioritising & scheduling leads



Issues / lessons learned

- Don't use "Green" or "Environment"
- Focus on what is important to people
- Listen to feedback and revise your approach
- Floodgates have been opened!
- What is your starting point?

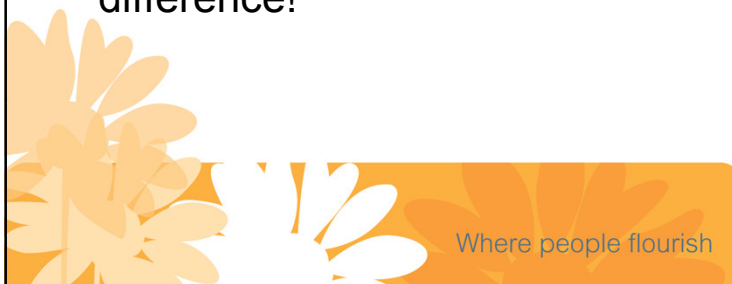


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What next?

- We may need to expand the team to deal with demand
- Work on improving carbon monitoring
- Keep looking for ways to make a difference!



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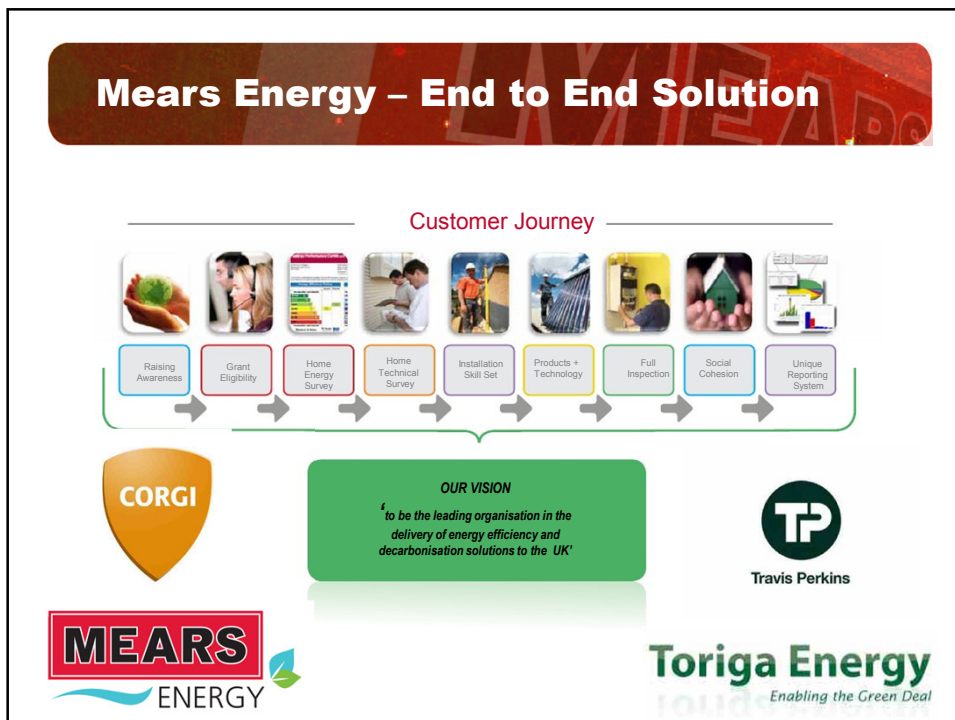
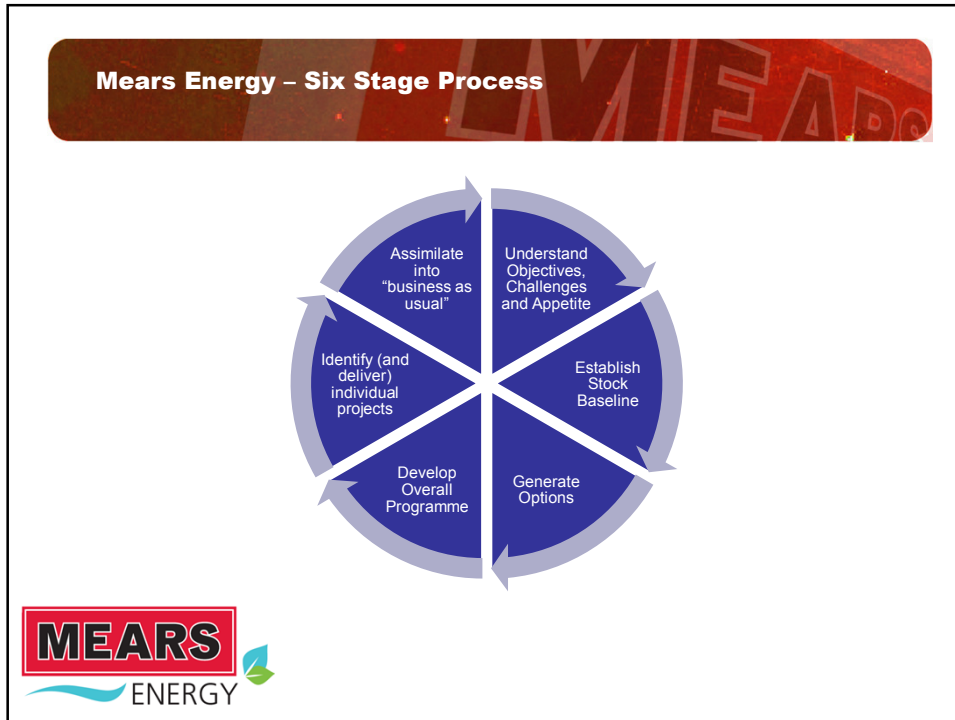




Mears Energy

- Venture between Mears and Corgi Energy Services
- Capability
 - Knowledge and experience of funding regimes
 - Hands-on experience of the development and delivery of energy projects
 - Relationships with utility companies and OFGEM
 - Accredited assessor and installer base / network of associate SMEs
 - Access to materials supply chain and green deal finance (where applicable)





Charlton Triangle

- The Project
 - £15m contract
 - One of the largest projects of its type within social housing (50% funded by CESP)
 - Involves over 50 blocks within Charlton Triangle estate
 - Incorporates EWI, windows, replacement of G rated boilers, roof insulation and solar PV
- Lessons learnt
 - Need to invest up front in planning and design
 - Ensure on-site presence of key decision makers within supply chain



Charlton Triangle (continued)

- Lessons learnt (continued)
 - Ensure solution is future proof / maintenance friendly
 - Consider issues such as anti-social behaviour (protection against vandalism & graffiti), security (window design) and satellite systems (incorporation of central satellite systems)
 - Maximise warranties
 - Invest in resident liaison before, during and after the project (e.g. dedicated customer care officer, 'mock up' bungalow to demonstrate technology, etc.)



Gorbals

NEW GORBALS
HOUSING ASSOCIATION

- The Project
 - £15m funding from Intergen to Mears passed on to the client
 - Bio mass, EWI, windows, fuel switching, insulation
 - 200,000t carbon target
 - May completion target
- Lesson learnt
 - Planning always takes longer than you think
 - Current supply chain limitations
 - Resident engagement



Mears Energy: The Future

Building strong alliances

A flexible range of Client solutions

Development of tenant energy champions through ASERT partnership

Make this business as usual. Through greater self delivery





Thank you for listening

Any questions?



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