



# THE SOCIAL HOUSING TENANTS' CLIMATE JURY REPORT

## APPENDICES

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# Appendix 1: Jury Member Evaluations

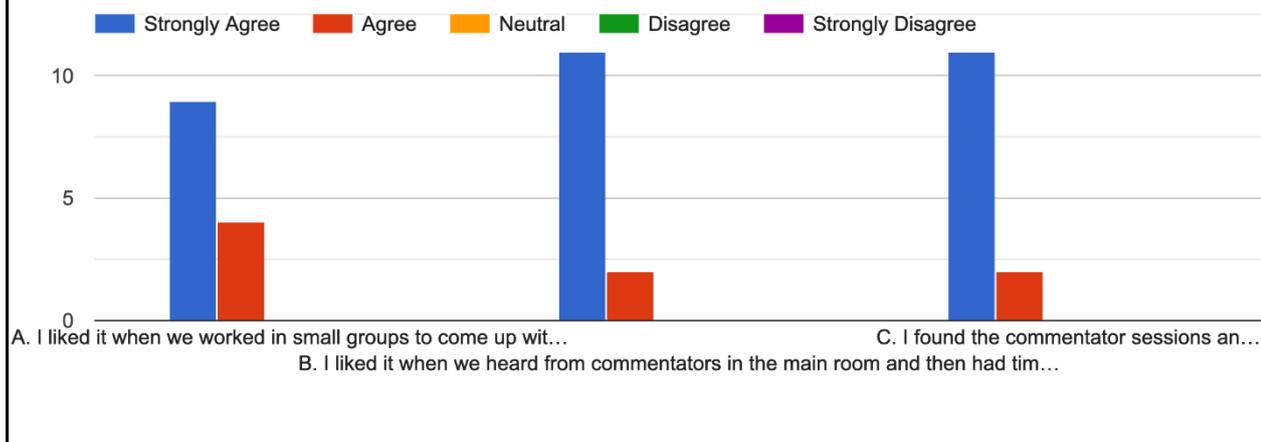
Feedback forms were sent out by email to the Tenants' Climate Jury on Wednesday 6<sup>th</sup> October (1 day after the voting was due). 13 Responses to the evaluation form were submitted. Here are the results:



1b. If you disagreed with any of the above statements: how could we improve to make the experience better?

- Plan more time on the settings to talk about things.
- By giving more time for contributors explanations and discussions in and between the groups.

2. There are lots of different ways of working with our commentators. To what extent do you agree or disagree with the following statements:



<p>A. I liked it when we worked in small groups to come up with some questions and then asked them in a large group question and answer session.</p>	<p>B. I liked it when we heard from commentators in the main room and then had time to ask the commentators questions in small group discussions.</p>	<p>C. I found the commentator sessions and Q&amp;A useful and informative</p>
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2.b If you disagreed with any of the above statements: how could we improve to make the commentator sessions better?

0 responses

3. What did you enjoy most about the Jury sessions?

Responses

- Working with a wide variety of tenants and felt my views were listened to.
- I enjoyed every one of the sessions
- Hearing views of, and meeting other people with the same goal.
- The whole experience, facilitators were fab, meeting new people and learning new information
- I learned a lot of new things that the professionals were considering in future new builds and retrofit.
- The question and answer
- Gaining from and listening to other peoples ideas and opinions.
- Wide range of views from a diverse group
- Very informative and it was nice to meet other people
- Everything
- I mostly enjoyed listening to the people talk about the different topics.ie retrofit etc...
- Learning that The Climate Change is real and is a state of Emergency to act upon now.
- It was interesting to get the chance to be involved

4. What did you enjoy least about the Jury sessions? How do you think we could improve these areas to make the experience more enjoyable?

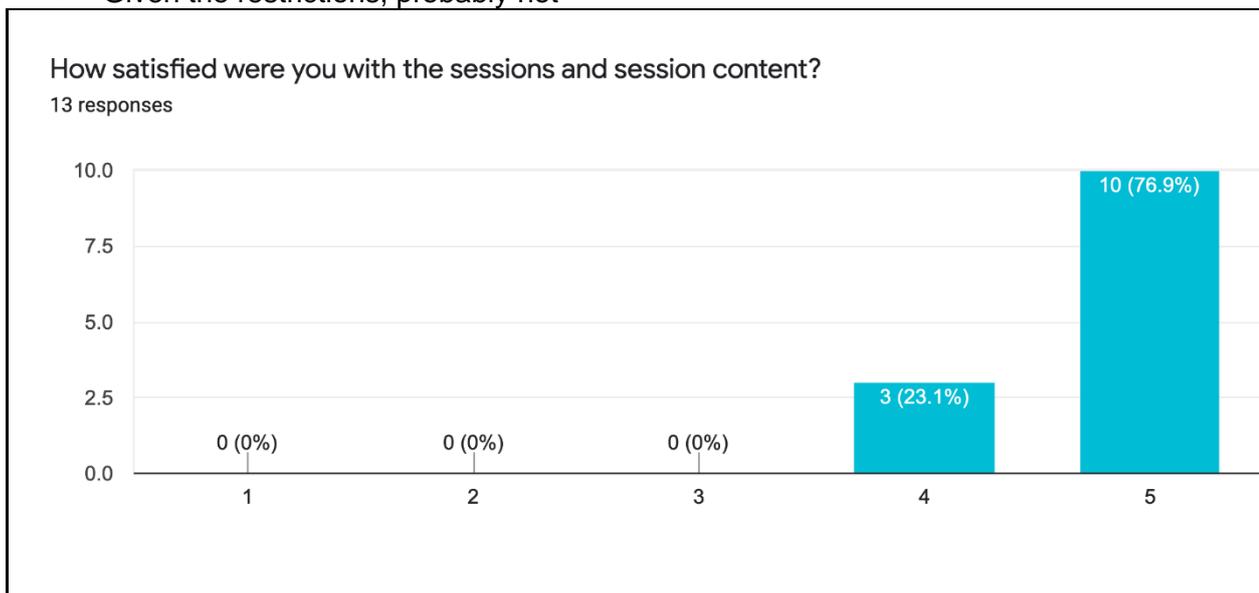
Responses

- I could not fault the process in anyway, the facilitator team were amazing.
- More time to talk about things
- Can't really say as everything was very interesting and all the facilitators were excellent in their positions. And we were kept online thanks to yourself.
- Sometimes the Q&A sessions were a bit rushed.
- Sometimes we had a hand a long time this needs improving. The change of zoom codes every week with zoom you are able to use the same code.
- No enough time for all questions.
- I felt a bit embarrassed in the small groups when name was mentioned as I hadn't had any input
- Not enough time to fully discuss the issues, with contributors or other jury members
- Sitting down for a protracted amount of time
- No improvement needed
- Break times needs adjusting and to Include more commentators
- Having to use Zoom

5. Is there anything else about the sessions that you think we should improve or change?

Responses

- Give the commentators a little more time for their presentations so they did not feel rushed.
- Nope
- A few minutes extra on the break times. Maybe an extra half hour on the main meeting time then 2 x 15 minutes breaks.
- More time in QandA
- More time for questions and answer
- Remotely mut people with noisy background
- Increase sessions to 15/20 over a longer period of time and have Tenants to get Involved in being Jury members more frequently with Housing Association
- Given the restrictions, probably not



1 = Very dissatisfied 5 = Very satisfied

**Additional feedback on sessions:**

Responses

- Thank you for allowing me to be a part of the Tenant Jury experience.
- Very interesting to hear about social climate and weather or not we can do something about it and weather or not we
- Just a big shout out again to Jayne the techy and all the facilitators
- Keep the great work up, let's hope people listen.
- I enjoy everything, nice experience.
- Good luck to each and everyone of us for the drafted recommendations to be addressed
- Nothing else to add



If you disagreed with any of the above statements: how could we improve to make the experience better?

Responses

- Plan more time on the settings to talk about things
- By giving more time for contributors explanations and discussions in and between the groups.

# Appendix 2: Commentator Questions

This appendix lists the full questions asked of commentators during the sessions.

## Session 2

### What is Climate Change?

Sir Brian Hoskins, Chair and Founding Director, The Grantham Institute for Climate Change and the Environment, Imperial College London

Questions for Sir Brian Hoskins:

- How do you feed this knowledge down to others in a way that they understand? Is there a way that it could be conveyed in a positive way? How do we make this information more accessible for everybody?
- What would you suggest to protect our coastline?

### What are the Impacts of Climate Change Globally and in North of England?

Dr Stephen Blenkinsop, Senior Researcher in Climate and Climate Change, School of Engineering, Newcastle University

Questions for Dr Stephen Blenkinsop:

- Should we redesign the way that we are living? Instead of changing housing, should we be building them differently?
- How can we have an impact on what happens at the next level of decision making? How can we make a national impact?
- Why do local councils build on flood plains?
- What could local councils and housing associations do to help in the region, e.g. enabling people to use electric cars? Creating more electric charging points?
- (Flying) What's being done to reduce emissions in flights?
- Why do you think there is a lack of urgency in government actions?

Questions for both Dr Stephen Blenkinsop and Sir Brian Hoskins:

- Isn't this just a natural cycle that the planet goes through? How do we know this is created by human activity?
- Can we make the change we need to make when the population is so big and still growing? Is it even possible?
- COP 26 — what can we locally and individually do to address climate change and influence with COP 26 coming up?

Questions not asked during the session, but subsequently shared with the commentators to give responses which were shared at the following session:

- Would they be willing to change things if it didn't affect them financially?
- Sir Brian — What does he think would be the most effective thing to change first in housing as there are so many things to consider? Outside or inside?
- Is it going to get better?
- Why don't they bring down the cost of transport and make it more reliable if they want people to use them?
- Can we make an impact by using less energy and water?
- Problems seem to be in the consumerist economic system. Is that something we can change — is it something we should — and how can we?
- What are the new building codes you mentioned and what impact will they have?
- What's the difference between climate change and global warming?

- Sir Brian — Brian says the northern region is warmer than others — what evidence is there for this?
- Dr Stephen — What embargos are needed in high polluting countries (e.g. China — although that will have an economic impact on us too)?
- What can we learn from other countries that have more progressive policies and action on climate change? Please give examples
- Gas central heating causes a lot of CO2 emissions but most houses are fitted with this. How are we going to get around this?
- Sir Brian — What can be learnt from other countries that have better policies and action re climate?
- Dr Stephen — In areas where flooding is a problem can we use this to build desalination plants?
- Sir Brian — (Getting to Net Zero) How long will it take to get to that?
- Dr Stephen — How can you make companies responsible for the land, i.e when trees are cut for development?

### Session 3

#### Where are the Big Emissions Coming From?

David Barns, School of Chemical and Process Engineering, University of Leeds

#### Questions to David Barns

- Leaky homes, what are they and how do you know if you have one?
- If a house gets too hot in summer and then freezing in the winter does this mean it is badly built?
- Why are Australia's emissions so high when they have such a low population?
- Is it true that when the UK recycles all their plastic that they sell it all to Sweden and make money from it rather than using it ourselves?
- How much percent of cars use petrol rather than electrics? (no answered)
- What % of houses use electrics rather than gas?
- Changing from gas to electric, also changing all to electric cars - increased impact on electricity needs. Are we just creating a huge problem for the future?
- What's the UK target for reducing emissions
- Can you tell us more about ground source heat pumps?
- What are all the greenhouse gases and their contributions?
- What electricity sources create what carbon footprint?
- Generally about some of the detail about ground source heat pumps - e.g. how the hot water works, is it like the tanks we used to have? If so, why did we change from those before? If it has to be on all the time, won't it cost more? People wanted to know a lot more about how these energy methods work.
- What happens when wind turbines break - are they recyclable?
- Do solar panels reflect light and contribute to heating?
- Does war contribute to climate change?
- What is the maximum population the world can sustain?
- Transport globally 14% in UK its 27%
- Why can't we manufacture in this country and save emissions in this country?
- 14% transport global but over 20% in UK. With new build, how are HAs factoring in transport emissions as part of that?
- Waste is only 4% in new build? -Better to refurbish or create new ones?
- How to protect the vulnerable families that are impacted by climate change?

## How Housing Contributes to Climate Change

Julie Godefroy, Sustainability Consultant & Technical Manager, Chartered Institution of Building Services Engineers

### Questions to Julie Godefroy

- Why are we still installing houses with gas boilers? Why are they not changing this?
- What's a heat pump?
- What's the point of using a heat pump that takes energy from the ground?
- Can they just use heat from outside rather than from the ground?
- What is the effect of heat pumps?
- Is using a pressure cooker or a slow cooker more efficient than using your oven?
- If we get rid of gas and electricity, what replaces it and what's the cost and who pays?
- Julie demonstrated interesting graph with findings and what we need to do. But is there a conduit that feeds that in to the decision makers & house building federation?
- Using timber - how much would it take to build a house, cut down trees, rather than use cement? What's the trade off- re cutting trees?
- Green hydrogen gas- how about that for alternative? Rather than air heat pumps? It's produced using biomass- why isn't this being talked about?
- Heating - what will be put in homes in place of gas radiators?
- 70 million people in UK if now heat by electricity then won't emissions skyrocket?
- Is it cheaper to knock down and build again in terms of money and carbon?
- Are we doing away with power companies and just going solar? What happens if the solar panels breaks down?
- You mentioned use of gas and switching to wood in construction. Why use wood?
- What's her opinion on Passivhaus standards - is this the solution for the future?

## How Change Happens at Different Levels for Tackling Climate Change

Dr Victoria Johnson, Principal Consultant, Social Profit Calculator

### Questions to Dr Johnson

- Which renewable energy source is the best, and can it replace fossil fuels?
- What are the main three points you would like the jury to take away and remember from your presentation?
- She mentioned 'alterations in the configuration of transport, energy & food systems'. Could you break that down a bit more?
- Is it consuming less or is it technology that will save us or a mix of both?
- All the governments don't walk the talk — nothing changes (like stopping solar panels, not building houses env friendly). What can citizens do (including challenging govt)? And what can philanthropists or banks do to make change happen?
- What were the key points that would affect us in our houses?
- What is the government roadmap in the next 10–20 years of how to minimise the risk of climate change?

Questions not asked during the session, but subsequently shared with the commentators to give responses which were shared at the following session:

- How does renewable energy save money?
- Are the nuclear power stations helping to cut down emissions? Or are they adding to the problems?
- The group felt there was an awful lot of information in a short time and struggled to take it all in. Could you provide us with some follow-up information in a more broken down, straightforward way (e.g. could you send us a handout to read or something)?
- Feedback re presentation: The group felt quite annoyed/upset about the presentation and didn't understand a word — felt it was way too much info in one presentation and should

have been broken down more into maybe 3 separate speakers. They struggled to understand and make notes, and when I mentioned red cards, they are already feeling overwhelmed with managing the tech, making notes etc. I did explain we brief ahead and reassured them that it was complicated and not 'just them' etc.

- Why aren't the government walking the talk — since 1973 been investing — and nothing has changed, still building houses not env friendly. Stopped solar panels. Why?
- What impact might this jury have on the housing associations on govt policy? What's the long term plan for renewable energy, e.g. reusing wind turbines?
- Why have new houses not automatically had solar panels?
- Why are nuclear power stations being built? How will spent nuclear fuel be disposed of?
- Change is complex — it often appears to be us footing the bill. Are the government going to be putting money behind these changes?
- County Durham mines are flooded when they were vacated. Is that being investigated for water to provide basic heating?

## Session 4

### An Overview of Retrofit Interventions and Renewable Heating Technology

Dr Clare Hanmer, Research Associate, Centre for Climate Change and Social Transformations

Questions for Clare Hanmer:

- Are you limited by size for the heat pumps? Do you need to have bigger ones for bigger houses?
- I live in a tower block, could we have an air source heat on the roof to source all the flats?
- What did you mean by older homes, the ones that need to be changed?
- Is it very noisy?
- How durable are the outside pumps and how do they cope with the weather and dust getting inside it?
- Interested in the water in disused coal mines. Why aren't we hearing about that?
- If a building has survived earthquakes, does it still need retrofitting!?
- Can the heat pump be used to cool as well, e.g. as an air-con unit?
- If a tenant was interested, is there any funding?
- What is the carbon footprint?
- The wrapping alone reduces the carbon footprint?
- How does the housing association select the houses they will retrofit?
- Materials — has it been considered to use the new style of concrete that's been developed in Canada which has fewer carbon emissions than regular cement?
- How can some people only have the heating on for a little bit? Can you heat the house if you just turn it on or off when you need it and still work efficiently?
- Are the heat pumps fixed up against the property? Would they be easy to take away, as there could be a risk of them being stolen?

### Case Study: Improving the Energy Efficiency of Homes

Nicholas Harne, Assistant Director Homes and Neighbourhoods, Hull City Council

Questions for Nicholas Harne:

- Do heat pumps work in reverse? Does it get hot and overheat outside?
- With the external cladding — when it goes on brick, does it not need rendering? And what about damp proofing later on?
- Properties that have the right to buy causes and issue for consistency — is that something that is being considered?
- Why can't they use the normal piping that already exists?

- The initiative from Gov is interesting. Gov might take this away but, politically, aren't we trying to persuade Gov to go the right way and reduce emissions?
- How much insulation should be installed in our homes?
- Grenfell cladding issues & Gov handling of it etc. How can we trust anything the Gov says or offers about climate change?
- A double glazed window has a small vent — what is this for?
- Fibreglass — is that an insulation option?
- Costs of installing — how do councils afford to do this? 10k–35k is a straightforward wrap — how can we afford that?
- The economics — it doesn't look like it works, does it?
- Does the cladding affect listed properties? Can you do it on internal?
- What's the carbon footprint of doing the external insulation?
- Lifespan of the wrapping?
- Would the insulation work inside as well as outside?
- Why are new builds not being built with the best materials and technology?
- How much disruption is there with regards to external wrapping?
- Is Hydrogen likely?
- Would you have to do another insulation if you're taking out a gas heater?
- What's the difference between air source and ground source heat pump?

### **Case Study: Installing Renewable Heating Technology – Air Source Heat Pumps**

Helen Ball, Sustainability Manager, Broadacres Housing Association

Questions for Helen Ball:

- You have mentioned compensating residents — do you have the option of moving people out for the longer process?
- Do you make sure residents are aware of all of the work that needs doing?
- Can you still have a prepayment metre?
- Is the hot water cylinder just for hot water?
- Is the radiator always larger or can you get smaller ones for smaller rooms?
- The temperature will be less than with gas — how does it work with baths?
- Could the heat pump unit be boxed in or covered up? Worried about theft and vandalism.
- Have you experienced any problems with vandalism and theft?
- Why are housing associations still building homes with gas central heating?
- What is the cost to convert a single home?
- What about 3-storey buildings? What are the options?
- Why do radiators need to be replaced? Way to make it less onerous? Are the materials recycled? Concerns around waste. What is the carbon footprint of installing it?
- Local companies and shifts in suppliers. Can they go more local for electricity? Sign up on mass?
- What if you live in a flat and there's nowhere to put the unit?
- Cost of running. They produce less heat than gas, so are they more expensive?
- Are the units made of metal? Can they easily be stolen?
- Are they noisy?
- How often do they need servicing?
- Were there any problems installing them in Broadacres?
- Is everything done together (insulation and installation of heat pumps)?
- If they break down, who pays for it?

## Session 5

### Retrofit and the Role of Landlords and Tenants in Tackling Climate Change

Professor Anne Power, Emeritus Professor of Social Policy, London School of Economics

Questions for Professor Anne Power:

- Why has no one been able to look at recycling cement and concrete?
- How bad do the houses have to be before they can be rescued?
- Will there be certain rules in place to regulate the types of insulation?
- A man from the Government said 3.8 billion into retrofit — doesn't seem a lot of money?
- Are there any trials about low carbon concrete and steel?
- What are the primary obstacles to retrofit?
- On the news this morning about new builds — not enough workers. How will all retrofit get done?
- Passionate about using the current housing stock which Vanessa liked. Existing homes should have been brought up to date.
- Homes that cannot be upgraded — what does she class as these homes?
- Why aren't building regulations being enforced now?
- Is it better if people are rehoused?
- HA needs more accountability for way treating properties and tenants — why isn't it being done better already?
- Is it all going to be effective to keep us warm?

### What are the 'Co-Benefits' of Climate Change Action?

Dr Neil Jennings, Faculty of Natural Sciences, The Grantham Institute for Climate Change

Questions for Dr Neil Jennings:

- Heat pumps can provide heating as well as cooling, how does that work?
- Are the same materials going to be used in every household or will it vary?
- Will they be tested over and over again to ensure they are at a standard?
- How do we get this information out more?
- It's taking too long to achieve change. Why is that?
- Various experts say between 19–28 million homes need retrofit, if we go with 28 million and it takes 5 days per home, then that's 550 thousand working days — needs a lot of staff to achieve that by 2050. How can that be achieved? Shouldn't we be training people now?
- Would it be better for Gov to take this over and make it a national skills priority?
- Why can't everyone agree on the number of homes that need retrofitting?
- If it gets too hot, heat pumps can cool you down too. Is that the same cost?
- Why does Australia have such a high CO2 footprint? The result is AC. So heat pump — is it any better?
- How long will it take Australia to make a shift?
- Need more clarity on how they work — gas heating vs heat pump?
- Wanted to comment on the red card. He understands it now and
- Why did you use the term poverty?
- Did they give you a narrative to say about the tea cosy — heat pumps and wrapping the buildings? Retrofit kitchens and bathrooms to use less water — everything in our homes is electric already?
- Is it dangerous to shift completely to electricity — is nuclear a problem there?
- What about normal people — what can we do about it as social tenants? In our life, who do we?

## Who Pays? Government Policy and Funding

Chris Burton, Team Leader, Integrated Delivery Team – Social Housing Decarbonisation Fund, Department for Business, Energy and Industrial Strategy (BEIS)

Questions for Chris Burton:

- Isn't it backwards to still be building properties with gas when they are trying to do so much retrofit?
- The support is between 15–24k per home — how will they do that? How will it get used?
- So does our landlord have to put in a BID for the money through the local authority?
- Is there a limit to how many you can do for each landlord and area?
- Are there any incentives and encouragement for landlords to do this?
- Looking at the 2013 manifesto — are they looking at who they are giving the contracts to? Is there a level playing field?
- What are the options for blocks of flats?
- Question about the money allocated to retrofit and the numbers that need it — how is that enough?
- What about the private sector?
- Where does the rest of the money come from to retrofit?
- Please explain about the retrofit support — you said Local Authorities can bid for the money. How does that work?
- Why aren't new builds being wrapped and given solar panels? Why are new homes being built to old standards — why isn't action being taken to improve now?
- 24 million homes in the UK of which 4 mill are social. 1.6 for retrofit. Is the 1.6 out of social housing?
- Loved the clarity of the presentation. Local authorities bid for funding. How do the housing associations bid — separately or with councils etc? Is it better to bid solo or in tandem?
- Where is the money coming from, how is it structured and how urgent is it on the govt agenda? What are the pressures?
- Are you a fan of the right to buy or will it have a negative effect on climate? Retr.
- What area was the pilot scheme you spoke of?
- Do the findings come up on the government website?
- Govt doing anything else community gardens green spaces etc. for Social Housing
- How much does govt give in percentage?
- Are there plans for carbon suction machines for carbon capture?
- Where do you get your data from — it seemed different to Neil's?

## Who Pays? Impact on the Consumer

Matt Copeland, Policy Manager, National Energy Action

Questions for Matt Copeland:

- What's the point of having a 2050 target when the planet has an 11-year point of no return?
- Landlords could increase their rent, would there be a cap on how much they would be able to increase it by?
- Why would it benefit landlords and cause them to keep rents lower?
- Why would it take 20 years for the other 40% to be fitted?
- How do you know if your house is energy efficient?
- Various meters might be needed — solar panels, heat pumps etc. Will meters have a standing charge?
- New builds with old standards — why?
- Now going to be triple glazing — is that right?
- Gas prices increasing. If gas demand changes what will that do?

- Asked to repeat what he said due to bad internet in his presentation.
- Most homes dual fuel now — what if there's a power cut? Is there no backup?
- How much can a property save if they change heating to pump?
- How is it decided which areas are focused on first?
- Will tenants be rehoused?

## Tenant Guests sharing their experiences of retrofit

Questions for the Tenant Guests:

Questions to Brian:

- You mentioned fewer costs, do you know how much you saved?
- Before you had the cladding installed were you all electric?
- Before your cladding you were gas cooking and gas heating and now you are electric cooking and gas heating?
- Have you been offered electric heating?
- Did you have a choice to opt out?
- Was it stressful at all?
- Was there any mess?
- Can we be moved out? Noise for external wall cladding?
- Were your neighbours equally satisfied?

Questions to Mr and Mrs T

- What area do you live in? Were you kept up to speed with what was happening as you mentioned delays?
- Energy costs now? Have you noticed any savings as yet?
- Can you tell me what works have actually been done?
- Has any work been done inside?
- Was there much mess or disruption? You were able to go about your daily lives as normal?
- Does the house feel any different in terms of being warmer?
- You were part of a survey about outer walls were you part of any surveys around retrofit
- Would you recommend other people to get what you have had done based on your experience?
- Have energy bills decreased or stayed the same?
- Has rent increased?
- Some homes on estate are privately owned - has everyone upgraded?
- Some haven't upgraded - does that impact on the estate?
- How long did it take?
- Do you think rent will go up? Would you be happy to pay a bit more rent - would it be worth it?
- Painted it and nice colour etc - how long does it last and when does it need doing again?
- Did they get the level of service they expected?
- Still using same heating? Noticed any change in bills?
- How long did it take?
- Have you noticed a difference in your bills?
- Did you get new windows installed?
- Were you in the property in the full 6 months of the installation?

Questions to Natalie Fletcher

- Are you Not-For Profit? Have you charged the tenants?
- How many of your tenants that you put these heat pumps in were fuel poor before?
- What have you done to insulate the property before it's installed?

- Were any of your properties on the ground floor wood work?
- What has been done about radon gas that causes lung cancer?
- The pump that you are using, do they provide heating and cooling?
- Does your HA provide an onsite manager?
- Do Bills go down?
- What's the best energy supplier to be on?
- Concerns about how it works on different home shapes, different types of roof etc.
- How much do people save if they change heating system to pump, monthly?
- What were the objections? (oil or too much upheaval)
- Why did her HA choose to go down that route?
- What about tariffs? They inform them now pre install.
- Disruption? Disturbance money to put it right?
- Does it often happen that they got stolen? Do they need insurance from hooligans?

### Questions to Jason and Mike

- Is there anything in the pipeline for doing other Salix homes terrace houses?
- Between you and the other commentator whereabouts are you in the block of flats? Are you warmed from the same system?
- Is there a possibility that the sources are differently made?
- Have bills gone down and rent gone up?
- If Mike has had a bad service, shouldn't they move you till it's sorted
- Were you told you'd save money?
- Important to have a site manager - people on hand to manage, did you have that?

## Session 7

### Neighbourhoods for the Future

Professor Dr Maarten Hajer – University of Utrecht

Questions for Professor Dr Maarten Hajer:

- We talked about not changing properties existing but we've talked about retrofit?
- Where does the money come from and how much goes into the pockets of those that don't need it?
- Localising neighbourhoods — how would you persuade larger companies to close massive superstores and reopen with smaller stores local to that neighbourhood? People can travel 10 miles to get everything they need — but if it changes to local, can't get everything they need etc.
- Going on about red meat — what's that got to do with climate change and the environment?
- Recently demolished high rise flats so have to rehouse all these people — demolishing but haven't rebuilt to home these people. What is the point of doing that?
- In Britain, it seems, less and less places are publicly owned. So how do you encourage people to build or not build etc? Got a dilemma there with big business.
- You mentioned we need to stay away from red meat rather than other meat. Is there much difference in the carbon in the preparation?
- Is our planet really finished unless we do something right now? Is it the world? Are the animals safe?
- If we all stop eating meat, won't it cause problems for animal food chains?
- There should be more encouragement to move people out of larger properties rather than just collecting tax.
- Is meat not a good source of protein?
- What percentage of climate change does our diet account for?

## Tackling Climate Change in our Neighbourhoods

John Willerton, Principal Urban Designer, Planit IE

Questions for John Willerton:

- If you've got areas where you are building social housing, how many people will be displaced to cover these green areas? 15-minute cities, how does it work where you have families that work for large organisations and their places of work are far from each other
- Public engagement, who's going to manage it and look after it?
- The examples looked wonderful, but how do people with disabilities and older people manage?
- Why are authorities able to build on green belt areas?
- Can the plans that they have in Manchester be scaled up or down?
- Urban design, why is it not applied to other parts of Manchester as well?
- Net gain in your presentation — what does that mean? (Ans: biodiversity — need to show area can improve by 10%).
- 15-min city — has it been presented to councils in UK apart from Manchester? (Been in urban design for a couple of years — so people don't have to drive everywhere — every city is having the same conversation).
- What are the emissions from planting and creating the landscaping, e.g machinery and JCBs etc?
- Can figure out if climate-positive quickly?  
Do we need more hedgerows? Should we be planting them and trees etc in our gardens?  
How do we educate people? How do we get the message across and share it?

## Questions to the Housing Associations representatives

- Questions about vans and doing jobs in different locations?
- Solar heating panels on the rooms. New foil like solar panel. Can the council get that?
- For all 3 - Chris Burton UK gov explained grants. HA's have to bid through local councils to get grants. Do you think that's fair and should they be able to bid directly for it?
- Net zero carbon by 2026? What is the 22pc increase of construction. (Richard Bould)
- What will be expected of private landlords and owners for making their homes more energy efficient?

## Session 8

### Overview of Retrofitting Housing (pros and cons of different approaches)

Professor Philip Steadman, Emeritus Professor of Urban Studies and Built Form Studies, University College London

Questions for Professor Philip Steadman

- Regarding Photovoltaic panels, can council tenants get them without owning their properties?
- Lots of emphasis on using heat pumps, what effect will the demand have on the earth and on electric supplies? Will it create more problems in the future?
- It feels like there are only 2 options being presented to us for retrofit, heat pumps and wrapping, would you recommend anything else?
- If using hydrogen, we need to replace all of our domestic appliances? To what?
- What can be done to reduce the cost of electricity? Prices are not reducing to match the lower cost of installation. Why aren't we seeing this?
- How are houses prioritised for retrofitting?
- How can the photovoltaic technology work in winter when there is snow on all the roofs?
- How can the new technologies be installed in solid large walls such as high rise flats?

- What evidence is there of the suggested new technologies being trialled and what impact it's having for tenants? Where can we get this information? For example the scheme in Nottingham- how long has it been running and how's it doing?
- What should be our priorities in implementing these changes- eg insulate/ heat pumps, what's the best way?
- If you have solar panels you can only use the electric from them at the time it's being generated. Is this correct? And what's the solution re storage of energy etc.
- Water sourced heat. Have they looked at the flooding in mining areas when pits were closed? She attended a lecture that suggested this could be a heat source in Durham fairly cheaply. Could you comment?
- Currently 85% of homes in UK are heated by gas. If they are all converted to heat pumps, where would the extra power come from to replace all that gas with electricity? And have we got time to install all the heat pumps in the time available to hit the climate change targets.
- Prices of wind turbines PV panels and batteries are falling fast. He said there is 'new hope' - what did he mean?
- How does all this effect the weather outside? (the new technologies).
- Tiles replacing slates - how much do they cost, are they expensive?
- Film to go over the tiles coming on to the market - layer it on the tiles - does he think it's a good solution would it be a cheaper option?
- Would he advocate more wave power for the grid?
- Percentages of cut in CO2 - none were minus 100% - how do you get to zero?
- Bricks where would they put those?

### **The Impact of Retrofit on Tenants:**

Aneaka Kellay, Retrofit Team and Energy Commons Team, Carbon Co-op

Questions for Aneaka Kellay:

- Retrofits that had already been done — were storage batteries installed?
- When it comes to fuel poor and elderly people that aren't digitally savvy, what assistance is there?
- Cowboys and poor workmanship — how can we trust the contractors that the housing are going to use?
- You talked about standards, are they government set standards or local standards?
- As a Jury, we want to make all of these changes — how can we rely on anything the government says in real-time as it's all down to them? Is the Prime Minister going to give the go-ahead?
- Interested in the example in Portsmouth. How many floors did it have? What was the extent of it? When I think about the high rise, goes beyond my imagination!

### **Collaboration between Housing Associations in tackling Climate Change**

Martyn Broadest, Director of Home, Connect Housing; and Commissioner, Yorkshire & Humber Climate Commission

Questions for Martyn Broadest:

- 19–28 million homes needing retrofit. One said 5 days per property to install heat pumps — this could take between 13 and 55 yrs to do this. Can't the HAs get together and employ (and train) their own tradespeople?
- Could we do 30,000 homes in a 7-yr framework?
- Skills required — what happened to the apprenticeship scheme? Why can't they be reintroduced? (Employers only take on apprentices if they know work is there).
- Have you got plans to share your learning with other HAs?

- Collaboration to put a bid together to get long term funding?
- Will building materials come from the UK? Will there be an impact due to Brexit? Heat pumps are manufactured in the UK.
- You mentioned that there is a plan (30 000 jobs to retrofit) to aim for 2038 but the targets need to be brought forward to 2032 otherwise we'll be at the point of no return and will have no planet. Can these plans be brought forward?
- Sounds like the main challenge is for contractors and housing associations to communicate well, how do we make sure that happens?
- What support is there for homeowners to be part of these retrofitting initiatives so it can be a community approach as opposed to just social housing tenants?
- 30000 needed to complete the work — is that for the whole country?
- I live in a block of flats — how could you fit each flat with a heat pump?
- New technology goes with finance — how will it benefit tenants who are on low income?
- What are the areas of Gorka (Sheffield) like? How are they coping with climate change and dealing with retrofitting?
- How did you begin the collaborations with other housing associations? Can it be done out of the area and should the government be bringing it all together rather than everyone just doing their bit?

## Session 9

### Minister's Questions

Lord Callanan, Parliamentary Under Secretary of State (Minister for Business, Energy and Corporate Responsibility)

Questions for Lord Callanan:

- Social Housing Decarbonisation Fund works out as £3.8billion set aside for 1.8 million homes, that's an average of £2K per property over 10 years. What about the other 90% of funding — who is going to fund that at £20K per property? If that falls to housing associations, how will it impact tenants and those already in poverty?
- Was reading COP26 today — was surprised to see nothing in the documents about housing retrofit and how that will be coped with in the future. Admire about the fund etc, but nothing in there to highlight it as one of biggest decarbonisers?
- Qualified tradesmen — what's to stop them applying and then subcontracting to cowboys?
- Thought about a payment plan for people who can't afford the upfront cost?
- Sounds very passionate — are we going to get the same amount of interest? Your boss (PM) isn't going to take any notice — can't trust a word he says! You can't guarantee the backing of your boss. Can you?
- Watched programme about Grenfell. Horrified! Lowest tender was chosen and no come back on it. I know the review is ongoing but people who spoke but have no faith that there will be any redress. Also listened to PM trying to answer Laura Kunssberg and he was sidestepping. He's gone back on other manifestos so what guarantees have we got?
- Trying to make a better affordable living, we're still building houses that aren't properly insulated. Plus landlords putting the rent up. What can be done?
- Getting electric cars coming out. A lot of people are not allowed because don't have parking to recharge. Will that be put into building schemes?
- Question about holding people to account?

## Appendix 3: Other Asked Questions

Here are some of the questions that came up from the Jury that did not fit under any of the commentators' subject matters. We are nevertheless reaching out to experts suggested by the Oversight Panel to seek a response for the Jury.

### Private Sector

Q: What about other houses in the private sector (not including new builds)? Who will ensure they are retrofitted with technology that reduces the impact on the climate? How will this happen, who will pay for it?

A: The biggest challenge is in the private sector with around 70% of owner-occupied homes in the North below EPC Band C. Better off households and private landlords should, where possible, pay for energy efficiency improvements themselves. Because of the high costs of works, the Government's Green Homes Grants scheme had been targeted to support home owners but this scheme has been withdrawn. Home owners are being encouraged to improve their homes through so-called green finance such as mortgages which link home loans to home energy improvements. Whether this level of funding will be enough to meet the targets will remain to be seen. Those who are low-income households and not able to pay for energy efficiency measures, can be helped with public investment and there are a number of schemes available to support this.

Q: How do we support retrofit for private landlords and sector?

A: The private rented sector has the highest proportion of the worst performing properties. There are minimum standards of energy efficiency that private landlords must meet (unless they are granted an exemption). Landlords should be investing in their own properties and they are required to spend up to £3,500 to make sure their rental properties reach a minimum standard. Also, landlords can access grant funding if the tenant is eligible as a low-income household, so a combination of landlords own funding and green finance is available in the private rented sector. Tenants of low-performing properties also have the right to request improvements and local councils have enforcement powers to make sure that minimum standards are being met.

### New Builds

Q: Are Housing Associations thinking long term with their new builds so there is no need to retrofit in the future?

A: Housing Associations have an important role to play in ensuring that new builds are fit for the future and they must plan ahead to meet energy targets. There is recognition of the importance of ensuring that the emissions from new homes are minimised and in the Government issued the 'Future Homes Standard' which means that all new build housing will have to meet this new standard with well-insulated homes and low carbon heating. This will 'future-proof' new homes with new energy efficiency standards from 2025.

Q: Will new builds be fitted with heat pumps etc rather than gas boilers?

A: It is significantly easier and cheaper to ensure that new buildings are built with high levels of energy efficiency and low carbon heating than it is to retrofit existing stock. Currently, the mass market for low carbon heat does not support a mass installation of new types of heating so that modern boilers still need to be installed in many new homes. In the next few years the demand for low-carbon heating will grow and house-builders will be able to install these in new homes from the outset and from 2025 this will be a requirement.

## **Materials**

Q: What about materials, are they considering carbon footprint and impact on environment?

A: Building materials account for roughly 19% of the UK's total greenhouse gas emissions. Of these, the majority come from traditional materials such as cement and concrete which include blended materials that store CO<sub>2</sub>. Decarbonisation of the industries producing these materials will require changing manufacturing process and substituting materials such as low-embodied-carbon materials like sustainable wood with a steady increase over the period to 2050. The Government is supporting all house builders to decrease the use of cement, mortar and brick production and increase sustainable timber production and modern methods which use a variety of building materials.

Q: Will we be sorry at a later date because of the materials we are using?

A: The vision is for a built environment that is fully decarbonised by 2050. Within the social housing sector, businesses plan ahead many decades into the future by using environmental, social and governance measures which are used to judge the quality of a business and investment and its ability to manage its sustainability responsibilities. Through setting these standards now, organisations can aim to work towards net zero targets without regretting decisions that are taken now.

## **Social Housing and Electric Cars**

Q: What will happen regarding charging points for Social Housing developments?

There are so many different types of charger for different vehicles and space is limited so are there any thoughts on how this might be done?

A: The Government has said that it will require the installation of charging points on all new-build properties. This will also require all chargers to be "smart" devices that will ensure batteries can be charged without overloading the grid. This includes promoting the use of charging overnight. The new rules are expected to come into force next year.

## Appendix 4: Recommendations in depth

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’ under each recommendation. The following is a compilation of all the comments received.

The ranking of each recommendation is based upon a calculation of the level of support each recommendation received. If it received a ‘strongly support’ vote it received two points and a ‘support’ vote, one point. The percentage support figure was obtained by calculating the percentage of ‘strongly support’/‘support’ votes of the total number of people who recorded a vote for that recommendation.

Theme A — Recommendations on retrofit technology				
1) There is a need to take into account the urgency of the issue of climate change and installation programmes need to be quicker. Protocols need to change to speed things up. (Whilst also taking the greatest of care that mistakes are not made which would have to be undone later on).				
<b>Number of votes</b> <b>Rank: equal 1<sup>st</sup></b> <b>Percentage support: 100%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	6	0	0	0

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• I agree with this statement, although I would caution this with speed not equating to quality.</li> <li>• It's vital that we get the work done sooner rather than later in order to meet the deadline of carbon-neutral by 2050.</li> <li>• The urgency of the issue of climate change and installation programmes need to be quicker. Protocols need to change to speed things up and regular (autonomous) inspections take place to ensure the quality of workmanship and that efficient working practices are employed to ensure ‘quality and speed’ of installations. Tenants require an accurate timescale of any proposed disruption within their home and a signed agreement of the quality and timescale of the installation from their landlord. Tenants will also require access to ‘agreed’ urgent complaint procedures, to ensure satisfaction, support and compliance that their problems and concerns will be resolved quickly (same/next day), efficiently and to their satisfaction, to enable the retrofit work to continue without a break.</li> <li>• Don't think we have enough time to wait.</li> <li>• It is important to act quickly in order to reduce the destruction of the climate and protect it for future generations.</li> <li>• Nothing.</li> <li>• We haven't got the time to wait. Also as urgency is increased throughout the country, the demand for trades and equipment could potentially be costlier and harder to acquire.</li> <li>• Time limitation.</li> <li>• We need to get this done asap and done properly first time, as it will be mainly the tenants that suffer with ongoing corrections.</li> <li>• Action is needed to speed things up and also a way to control mistakes which is inevitable.</li> <li>• Sharing of knowledge between housing associations on this technology is essential. Professional experts need to be developed so that installation programmes cover all aspects of heating experience to ‘get it right first time’.</li> </ul>

- Time is crucial but there is only one chance to get things right and so care has to be taken to ensure the programming goes right the first time. Having said that, as time moves on there will be great demand, nationally, on supplies and the skilled workforce needed, so it is essential to secure machinery, equipment and labour in a timely manner.
- The need for this work to be done is of utmost importance as of 2050, although just short of 30 years from now, it's not that long a time to complete the work needed not just in the North, but nationwide too.
- Things need to move more quickly and be made more affordable.
- Urgency is the keyword but mindful of the way contracts were issued for masks etc in the pandemic. It is essential to avoid similar mistakes that would increase the costs. I'm a bit wary of protocols.
- There has been too much talk and not enough action over the years. We could have been in a much better place if we had acted sooner.

Support

- Quality is above urgency here.
- Action needs to be taken sooner rather than later but definitely needs to be done properly so mistakes are not made.
- I do support this recommendation, however, my only concern is that this isn't something that can be rushed.
- Yes, urgency is needed when tackling this subject.
- The people in power have been talking the talk but not getting things implemented in a timely manner. The scientists are saying the planet is warming quicker than expected so if we carry on this course of action today taken by the government then we are not going to have a planet to save. New buildings are still being built today with fossil fuel as the main source of energy for heating, whereas we could be installing Photovoltaic solar panels which convert the sun's energy into heating and lighting for all dwellings.

Neither support nor oppose

Oppose

Strongly oppose

**Theme B — Recommendations on costs and managing disruptions to tenants**

**2)** Housing associations need to work with contractors to ensure work is completed to the highest standard. An independent person or body to be appointed as a point of contact for tenants, to provide oversight to work, to hold parties to account & mediate any issues.

We recommend when a job is considered complete, we want an independent inspection to sign it off and agreed by all parties. It would be good if some independent inspectors could be tenants so that tenants have a voice. (Some inspectors don't have a clue what the tenant wants. Housing Associations could work together to train tenant inspectors and these could inspect partner Housing Associations to keep the independence).

**Number of votes**  
**Rank: equal 1<sup>st</sup>**  
**Percentage support: 100%**

Strongly support	Support	Neither support	Oppose	Strongly oppose
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		nor oppose		
17	6	0	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• All retrofits should be completed to a high standard and checks should be in place during every fitting to ensure that the work is done to standard with severe penalties/punishments (such as the loss of future contracts or fines) for those that fail to uphold the standard.</li> <li>• A group made up of tenants, (from the local area) undergoing the installation work, HA officers &amp; contractor representatives plus an 'independent person' – Qualified Inspector – needs to be established to ensure work is completed to the highest standard. Suitable training to be provided for the tenants and HA officers.</li> <li>• This is really important and will give residents reassurance that the work will be carried out to a high standard.</li> <li>• It is important that any retrofit work carried out is assessed and considered complete to the highest degree. This needs to be an independent body so as to not cause a conflict of interests.</li> <li>• HAs and contractors must complete the entire job before signing off to tenants. Independent inspectors must ensure that there is nothing left to complete at the time of sign off.</li> <li>• Clerk of works employed for each different trade, who can also interact with the independent Inspectors.</li> <li>• To promote good standards.</li> <li>• To ensure that the work is well done and the best material is used.</li> <li>• If an arrangement for dual inspection (housing association professionals and tenants), would lead to less complaints and issues in the future. This would make for sustainable longevity of any retrofit.</li> <li>• An independent inspection would need to be carried out by a certified works inspector and not just a foreman or 'manager'.</li> <li>• Given the experience of the Grenfell tenants this is essential and scrutiny of those chosen to do the inspection.</li> <li>• It is essential to have contractors who work to the highest standards, appoint a permanent point of contact for tenants to liaise with, jobs to only be signed off when completed by an independent person. This could be a member of staff from another housing association.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• This I feel is important, however correct and appropriate management of the "friendly's" allowed to enter homes. After all, people should always feel safe first and foremost when in their own homes.</li> <li>• This is contradictory to our other point. As long as it passes the standard that's by law then it should be good. To be at the highest standard is something we may not have the luxury for due to our timescale and costs.</li> <li>• All work should be completed to a high standard every time. This should be a universal specification.</li> <li>• I agree some inspection will be needed to ensure works are completed to the tenants satisfaction etc. My concern is the logistics of having inspections of every individual home. Will there be enough inspectors to view each and every home? At what cost? Where would funds come from? Also, would tenant inspectors be adequately qualified to inspect the workmanship and quality of the works? What authority would the tenant inspectors be given as to what qualifies as inadequate standard of equipment/works?</li> <li>• HA's should appoint an independent advisor to liaison between customer and HA's and to check craftsmanship and quality of work.</li> <li>• Yes, you need to have an independent person, who is in no way involved with the refit and does not work or have any involvement with the housing association or contractor.</li> </ul>

Neither support nor oppose
Oppose
Strongly oppose

**Theme B — Recommendations on costs and managing disruptions to tenants**

**3) The potential for disruption is huge. Tenants need to have clear and timely information about:**

- timescales and duration of work
- exactly what will happen
- expectation of tenants input i.e. can't take time off work etc, preparation for access.
- costs-with regard to energy bills, rents, and any cost that arises as a result of the planned works including re-decoration
- We think retrofitting is key to meeting our climate targets, but disruption is a very real concern for people. Tenants need to feel supported and have a trusted contact. Particular attention needs to be allocated to elderly, those with children, those with additional needs.

The HA needs to work with tenants to decide what timely and appropriate is and offer information in a range of ways, in a way that is understandable by all e.g. in comic strip style.

All homes are different and all tenants are different, it needs to be the HAs responsibility to communicate well.

We need a named person who we can ask questions about the work and who will get back to us.

A dedicated 24hr phone number and a tenants representation group who can work together to advocate for people and build trust. We want a regular team rather than a new tradesperson every day.

HA could set up a pot of money to help people who may experience fuel poverty as they adjust to new technologies

**Number of votes**  
**Rank: 3rd**  
**Percentage support: 96%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	5	1	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• Transition support is going to be key to the success of this. Without aftercare and care during, it would be problematic for a lot of tenants.</li> <li>• Every point raised within this recommendation is supported, all the points are high in relevance,</li> </ul>

all raise different scenarios that require serious discussion and agreement. It is imperative that every tenant requires access to a trusted 'Tenant' and aH/A representative from their area/locality who can communicate clearly and represent the views/ complaints/ suggestions/ issues/ wishes of the tenant undergoing the retrofit work on their home, if possible, daily, in an open and honest manner with the Housing Association, and/or the Contractor representative/s. This is to agree and propose a positive response from the contractor to the tenants 'issue/s', or explain to the tenant an acceptable resolution of the particular issue/s. This 'conversation' needs to require answers to the issue/s within 4 -6 hours of the issue/s (within reason – time of day) of the initial contact to maintain trust and communicate 'in an understanding manner' the process of undertaking tenants' issues' responsibly and efficiently. It is also 'of importance' that the tenant receives and fully understands the 'journey' they are about to undertake. This 'video journey', could provide everything from the initial discussion with the tenant, viewing through to the disruption that will occur during the installation and completion. Clear and concise communication regarding instructions on how to use all the controls, may offer a greater understanding of the complete retrofit procedure to tenants. This initially could be on an area Group/Street/Road basis, where groups of residents can meet with H/A Retrofit Team members locally within their area as a social occasion with tea/coffee and sandwiches, that will undoubtedly engender questions and appropriate answers. Also, if possible, it may be advantageous to have a Contractor representative present at this meeting to assist with any raised issues or discussion points. Please Note: Avoiding sensitive or personal subjects regarding the installation requirements are to be avoided and/or curtailed until a separate personal appointment is arranged. A regular team of 'installers' would give confidence to tenants, especially those who are vulnerable, as recognition of regular H/A staff and contract staff will provide confidence and trust, plus develop good relationships.

- It needs to be clear from the start.
- It is incredibly important to communicate between tenants and HA's, no matter how small.
- This is key to the success of all of this, communication from the offset regarding all to do with these changes.
- Having someone onsite who is knowledgeable about the work and retrofit should ensure that tenants receive jobs well done and are kept well informed throughout.
- The answer has already been written, in the statement above.
- To make it easy for the tenants, especially the older tenants.
- The potential for disruption is huge to the tenant.
- I support this recommendation due to the ever changing world we live in, the tenants need to be kept up-to-date with changes and supported on the long journey ahead. Climate change is everyone's problem and we all need to do our bit in trying to reverse the effects of damage that has already been done. Our homes are very important to us and cost is a huge factor in everything. Communication is the key for the way ahead and helping us all tackle the issue as a collective.
- The key consideration in this recommendation is communication between tenants and housing associations in a range of forms/accessible communication types. Timing, exact disruption, and benefits to tenants must be made clear early in the process.
- HA's and tenants must work together in all aspects of retrofitting; tenants should be told what plans there are and be reassured their interests are taken into account. Full disclosure, from both sides, on all matters will help efficiency, lessen delays and be most cost-effective.

Support

- It's very important that tenants understand the work that's about to be undertaken in their homes so that they can plan accordingly should they need to live elsewhere during the installation.
- There has to be a go to point for tenants to be able to find out what is actually happening, eg. What does the new equipment do and how to work it. Also for guidance to the older generations who may be confused with the 'newness' of everything.
- Housing associations should provide a trained advocate that understands everything from the assessment, technologies and how to use them. This advocate should be contactable for the customer to talk to which would alleviate stress and they would be able to teach the customer on the best way to use them thus reducing the customer bills.
- Every tenant needs to know timescales, and any time they need off work or to be not in the house (if any health problems).

<ul style="list-style-type: none"> <li>Communication is the key, keeping to appointments and being in touch when circumstances change.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>It would take a lot of versatile staff who can do a wide range of jobs – not sure that's possible?</li> </ul>
Oppose
Strongly oppose

<b>Theme A — Recommendations on retrofit technology</b>				
<p><b>4)</b> The best quality of technology should be used. There should be monitors to see that it is working to the highest standard and efficiency. The EnerPHit (the Passive House certificate for retrofits) and/or the AECB Retrofit Standard should be the standard(s) for Housing Associations.</p>				
<p><b>Number of votes</b>  <b>Rank: equal 4th</b>  <b>Percentage support: 91%</b></p>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	4	2	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

<b>Strongly support</b>
<ul style="list-style-type: none"> <li>I only have knowledge of the mentioned services/ authority to scrutinise the work being done. This has led to me choosing to strongly support this for scrutiny. Any place with good intent should always show availability to scrutiny.</li> <li>I think it's important that if they're going to spend money it's vital they get it done right the first time rather than trying to cut costs and having to spend more later on repairs and upgrades.</li> <li>The best quality of technology should be the first choice for all installations (Retrofit &amp; New Build) that it is economically viable and will provide the longest time period before any future replacement/upgrade as technology improves. It is 'imperative' that regular 'annual' (or shorter) monitoring is utilised to ensure that the efficiency and standard of installation are sufficient to provide suitable economic standards for all Tenants. The inclusion of the EnerPHit (the Passive House certificate for retrofits) and/or the AECB Retrofit Standard should be the accepted standard(s) for Housing Associations, to ensure the confidence of tenants that all installations (Retrofit &amp; New Build) comply with the accepted standards and regulations.</li> <li>The best tech should be used to avoid future disruption and keep the cost down.</li> <li>The highest standard of technology should be used as quality is better than quantity. We need the equipment to last and to do its job properly requiring little repairs.</li> <li>It is important for us to see that the changes we make are showing a difference. Also having a certain standard will give peace of mind.</li> <li>I believe if the best quality of technology is used, more tenants would be happy with Retrofit. Monitors would act as representatives for tenants and ensure the work is done to high standards.</li> </ul>

<ul style="list-style-type: none"> <li>• Nothing to say.</li> <li>• The highest quality of equipment and standards is a must.</li> <li>• Their standards are performance targets, so they don't limit the technology.</li> <li>• Consider it to be more viable and easier to manage.</li> <li>• Budgets dictate technology used which is changing all the time. What works for some, may not work for others. Monitoring is key, different systems come and go-housing associations will learn what suits their housing group best. Monitoring/Smart meters should be in all homes, new and old, so tenants can start to understand this helps their own energy budgeting.</li> <li>• This is a very important issue as hopefully any work carried out will be checked and any problems sorted out there and then instead of having to wait months for repairs or any clean up work to complete.</li> <li>• Yes, there should be the best technology used if it's affordable and yes, there should be monitors installed to make sure it's working properly and not costing too much money!</li> <li>• If inferior technology is fitted, it could become outdated, or not work for very long. What a waste of time and money it would be.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• I selected support rather than strongly support as I feel that good quality of technology would suffice, if we are demanding best quality then we all know that would be at a premium cost and as long as it is fit for purpose with good quality it should help control costs.</li> <li>• The highest quality and standards are required as it has to be what is in the tenants' interest and not a budgetary decision. Using inferior technology and standards could, potentially, incur further problems in future years causing additional works needed which could have been avoided. Ultimately, this has the potential to increase the final costs which could exceed budgets as well as works not being completed within the time frame.</li> <li>• Social and private landlords should be following the guides EnerPHIT set by James Traynor and AECB building standards, as these documents clearly set out the standards of expectations which are required by all landlords, in the long run if the top quality of materials are used this reducing the Co2 for the environment and the energy cost to the customer.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• No, don't support this.</li> <li>• Hopefully this will be adhered to and monitoring will ensure it is Workington the highest standards. So much depends on getting it right.</li> </ul>
Oppose
Strongly oppose

**Theme C — Education, Raising Awareness, Communications and Housing Association Collaboration**

**5) Housing associations need to ensure good communication with tenants before, throughout and after any work carried out. Ensuring tenants are fully informed of work to be carried out beforehand and a good level of aftercare support and training provided for a period of time when completed.**

Communications and relationships between tenants' forums and landlords' groups need to be established in order to help tenants understand the benefits of adopting new technologies and the changes they may need to make to adapt to them.

As part of this partnership, there needs to be an explanation of the newly developed framework known as the PAS2035 documentation being introduced to accompany the 'retrofit' work.

<b>Number of votes</b> <b>Rank: equal 4th</b> <b>Percentage support: 96%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
16	6	1	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>From personal experience, FCHO needs to be trained on how to be a Landlord and behave in a manner fitting to the role they play. This recommendation I do not see coming to fruition but we can hope.</li> <li>Tenants need to be fully aware of the work going on in their home and need to be taken care of both during and after the retrofit such as reimbursement for anything needing to be removed for the fitting such as carpet or flooring.</li> <li>It is essential that good Communications and relationships between tenants' forums and landlords' local tenant groups need to be established. Organise Local meetings of all tenants whose homes will be affected by the installations of the new equipment. Coffee mornings and Social evening meetings with refreshments within social hours – remember that shift workers will require specific times/dates to suit their working arrangements, plus families with school children etc. Perhaps special meetings for elderly, vulnerable and disabled tenants. All affected tenants will not learn at the same 'pace', the period of time for aftercare support needs to be flexible. Don't forget to involve school children and youths within the projects.</li> <li>This is really important.</li> <li>Problems can happen afterwards so communication is key.</li> <li>I believe this point is key to success also. If you don't communicate then no one will know what's going on and lose trust.</li> <li>Good communication allows for great relationships between HAs and tenants, especially if the completed retrofit work and aftercare reflects previously agreed discussions.</li> <li>I agree with the above statement.</li> <li>To avoid misunderstanding between tenants and housing.</li> <li>Good knowledge about the work to be done.</li> <li>Creating new tenant's forums aimed specifically at climate change and its impact is needed in housing association properties and surrounding areas. Making use of groups already established would be a good start for educating and raising awareness on this subject. (Worked with the 'fracking' issue!)</li> <li>Communication from councils is of utmost importance. Progress reports sent out, maybe?</li> <li>Good communication, and establishing a good relationship between tenants and landlords. Keeping an open and honest line of communication throughout.</li> </ul>
Support
<ul style="list-style-type: none"> <li>All communications between tenants and HA's needs to be open and honest and available to all.</li> <li>Communication needs to be a priority.</li> <li>Mostly covered in 6 and 8 above but agree with aftercare required.</li> <li>This would benefit the HA's using the independent advisor to work with the customers explaining everything in detail and the duration of the work to be carried out.</li> <li>Yes, you need to keep tenants and everyone else in the household aware of every little detail that's going on offer as it's their homes you're transforming.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>Again I feel this is becoming repetitive.</li> </ul>

Oppose
Strongly oppose

**Theme C — Education, Raising Awareness, Communications and Housing Association Collaboration**

**6)** Housing Associations should collaborate with each other and Local Authorities and agencies. They should share their progress in implementing carbon reduction measures, update each other on any delays and problems and share information on how they are solving them.

**Number of votes**  
**Rank: equal 4th**  
**Percentage support: 91%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	4	2	0	0

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• From personal experience, this has been an issue for years and it will not change. In reality, a lack of care from authorities in this country is paramount. My statement relates to HA's, local government and medical professionals, it's simple, the less they talk the fewer issues they face.</li> <li>• It's important that HAs realise that we only get one chance at combating climate change, if we don't deal with the issue now then it'll be too late. Climate change is bigger than any of us and it's important that HAs work together in order to ensure that we're all doing our part.</li> <li>• All very good suggestions. It is imperative that all H/A' and Landlords are involved in 'open and transparent' collaborative discussions, with meeting notes being recorded. Methods of solving 'problems' may differ from different approaches which may be useful for other organisations.</li> <li>• Goes without saying.</li> <li>• It is important to share good practice and be open to learning from other HA's.</li> <li>• Knowing how much of a change we are making will encourage you to keep going and keep making changes and in turn making the planet better.</li> <li>• As previously stated, working together can only be beneficial to the entire planet. Open, honest discussions and sharing of information by all agencies collaborating, can only benefit present and future generations.</li> <li>• Dealing with climate change shouldn't be seen as a competition. Cost and information should be shared.</li> <li>• Communication is a vital tool to exchange information.</li> <li>• Housing authorities and agencies should collaborate with each other.</li> <li>• Extremely important to collaborate. HA's and LA's can work together to have works carried out together where the housing stock overlaps or are adjacent to each other. Cuts down on tenant disruption, workforce travel, transport disruption, materials/equipment delivered in one delivery etc. Save time and costs.</li> <li>• Collaboration and communication IS the way forward and the tenants should be involved and</li> </ul>

<p>kept up to date with the progress.</p> <ul style="list-style-type: none"> <li>• HA's need to improve overall in talking in house then things might run smoothly for the customer and in the long run cost the HA's less wasted money and time.</li> <li>• Yes, each and every housing association should work together and keep in touch and let each other know every detail that goes on to avoid future mistakes.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• I think that housing associations and local authorities should share not only their successes, but also where they have failed. This can save not only time and money, but more importantly, can save our planet.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• It would be up to the individual housing association as to what they wanted to do.</li> <li>• This ties in with points 12 and 14 to support the sharing of information. A process should be set up for this to happen at local and national level, or where it already happens, make sure the information is filtered through.</li> <li>• Essential for HAs to collaborate with each other.</li> </ul>
Oppose
Strongly oppose

<b>Theme C — Education, Raising Awareness, Communications and Housing Association Collaboration</b>				
<p>7) Raise awareness with everyone in our communities about how we can tackle climate change through a range of communication channels. E.g. websites, social media, local community champions, offline activities &amp; housing association magazines/publications. Communication must use clear, accessible language at all times. Communications should be provided in a range of formats and languages to ensure they are accessible to all. Case studies (videos, etc.) should be developed, along with a mechanism for tenants to communicate across geographical areas e.g., a range of managed forums, to share stories.</p>				
<p><b>Number of votes</b>  <b>Rank: 7<sup>th</sup> Percentage support: 87%</b></p>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	3	3	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• Cost is the concerning factor here for me. Who will pay for this education and materials for education?</li> <li>• It's important we teach people about the differences we can make without making them feel forced or like the weight of the whole world is on their shoulders. A lot of people don't like to be preached to by others so it's important to give them the information to be able to make their</li> </ul>

<p>own decisions.</p> <ul style="list-style-type: none"> <li>• Essential that awareness for everyone in our communities about how we can tackle Climate Change with ALL H/A's and Landlords. Utilising every language available, that are commonly used within the affected local communities undergoing the installation work of the Climate Change improvements to their home.</li> <li>• Education is key.</li> <li>• It is important that all information for tenants be in various formats and languages to help keep the communication clear and informative for its task.</li> <li>• There isn't enough Info about climate change, I only knew the extent of it because of this group.</li> <li>• Some members of the public sector look at climate change as something other people are responsible for and need educating to realise that 'we' all have to act now to make changes for our children and the future of the planet.</li> <li>• People will be more accepting of change if they understand the reason behind it.</li> <li>• Awareness is very important.</li> <li>• Raise awareness and a range of communication channels.</li> <li>• As in Theme C, the need for housing associations in educating those delivering the systems and tenants in receipt of the new systems, is of paramount importance. Using all the prior forms of communication can be started now for tenants to take on board how important these changes are.</li> <li>• As long as the HA's and LA's keep their 'customers' regularly informed of the progress of the works and have a helpline or social media dedicated page/website, then people should be fine with it. But this will only work if the HA's and LA's started on it as soon as possible.</li> <li>• We need to be doing a lot more than we are at the moment in regards to climate change, all the above should be happening to make people aware of how bad things actually are, we need to shout louder as the majority of people are still not looking how their behaviour has an effect on global warming and maybe if they still are uncooperative in doing their part maybe a global warming tax on these people will spur them in the right direction.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• I agree but this would need to be done in collaboration with other HA's, LA's, private landlords, home-owners etc. and not left to one entity.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• I have no real opinion on this matter.</li> <li>• Yes, you need to make everyone you possibly can aware of what's going on in our world and educate the willing ones!</li> <li>• It would be difficult to know where to start here, suffice to say it is important to avoid the misinformation which can attack aspects of the media.</li> <li>• Clear communication is key across different social media. ensure that all communications are available to all faiths. Sometimes this is forgotten, and this is unforgivable.</li> </ul>
Oppose
Strongly oppose

<b>Theme B — Recommendations on costs and managing disruptions to tenants</b>
<p><b>8)</b> More time should be spent with the elderly who are not technologically minded to make it simpler for them and help them to understand what is happening in their homes. People in care homes, the elderly and the vulnerable should be made aware of what is happening. Good, clear information should be provided in a format they can understand.</p>

<b>Number of votes</b> <b>Rank: equal 8<sup>th</sup></b> <b>Percentage support: 96%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
14	8	1	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is a society failing as well as HA failing, I feel it is important however as having a new system is great so long as you can work it to the fullest of its potential.</li> <li>• This is a situation where a comic strip leaflet/brochure with a storyline of the installation work would come into its own, clear understandable sketches, speech bubbles need to be clear and informative, and should inform the tenants of the Climate Change reasons for the installation work being carried out.</li> <li>• It is important that everyone understands how to use the technology.</li> <li>• Definitely true, just because they're elderly doesn't mean we don't have to explain it all to them, in fact quite the opposite. Information needs to be broken down to the people it will affect.</li> <li>• See answer 7. Not just the Elderly, there may be a lot of Tenants who require help.</li> <li>• To make sure everyone is carried along.</li> <li>• Clear information is necessary.</li> <li>• As point 10, communication, education and sharing of information is vital to tenants who are in the particularly vulnerable group, either through disability (all ranges) or low income and concerned about any financial impact on them.</li> <li>• Explanations and words used should be at a level appropriate to the tenants, no matter age or heritage, in order for every tenant to have a complete understanding of their situation.</li> <li>• The elderly and tenants with special needs or learning difficulties who may not be as technologically minded would need the help more than care homes. In most care homes it should be some of the caring staff being educated on what is happening then they would be able to explain to the residents if there were any worries.</li> <li>• The vulnerable and elderly do not take kindly to having strangers in their homes. Perhaps the trades people should visit prior to work being carried out. This would probably put them at ease.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• It's important that the time is taken to teach people about retrofitting and what they can expect during installation.</li> <li>• It is important to understand that some people find it greatly difficult to use modern technology therefore the elderly, vulnerable people and or people who are finding the new technologies difficult to use to their maximum benefit should be given extra training, advice and information.</li> <li>• A few of us tenants are not quite technological, thus I certainly agree with this plan.</li> <li>• Support should be provided for the elderly or the visual impaired, and vulnerable persons.</li> <li>• This is where the independent advisor would serve a great purpose or if it was feasible they could arrange trips to ease stress.</li> <li>• Some of this seems to be becoming repetitive.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• Yes, I would expect priority to be given to the elderly or vulnerable adults and children.</li> </ul>
Oppose

Strongly oppose

**Theme D — Tackling Climate Change in our neighbourhoods**

**9)** Housing Associations to employ a local dedicated person to work with the community to open the community centres and develop the green spaces -ensuring that people are more informed about the spaces, having a more connected approach and access to the facilities.

**Number of votes**  
**Rank: equal 9<sup>th</sup>**  
**Percentage support: 91%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
15	6	1	1	0

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’. All comments made are listed below:

Strongly support

- This is a fantastic idea but I have reservations about whether the housing would consider a viable option due to cost.
- Include all H/A’s and Landlords within the ‘whole’ area to collaborate, enabling local adjoining areas (not yet partaking in retrofit schemes) to take part and share resources to benefit from the expertise within the general areas/locations for upcoming improvement schemes and future projects.
- They can educate them at the same time then.
- This point works very well as it means people who wish to be involved can be. And hopefully, make others follow suit.
- Would need to be competent in growing crops.
- Community hubs are usually a success and they need proper organisation, staffing and management.
- Ensure people are more informed.
- Green spaces can be used in education and to enhance the environment of the community so should definitely be strongly supported.
- Housing associations representatives to link in to already established groups would be a good start, then grow the interest through word of mouth and examples of where the green spaces have been successfully improved with the collaboration of housing associations and tenants – ownership.
- In collaboration with other HA’s and LA’s.
- This would be so nice, funding could be an issue. It has happened before then financial cuts and it is discontinued. Scope perhaps for an energetic person newly retired.
- I think that where it is possible, perhaps people should try and get to know their neighbours to start off with and then reach out further in and around the community. Start off by having a coffee morning, and this can be a start of the conversation about climate change and how to improve the area they live in. Invite local housing officers to attend these coffee mornings and ask them what they are prepared to do to improve the green spaces available.

Support

- People deserve more access to green spaces and community-run centres so that they can get involved more in the community and help tackle climate change together.

<ul style="list-style-type: none"> <li>• This would be a good idea if the local tenants are interested and invested in the area in which they are living.</li> <li>• Sometimes having a dedicated person taking charge and leading can make lots of difference in promoting good communication.</li> <li>• Maybe allotments provided free for people with no gardens.</li> <li>• Yes, I support the local person to keep an eye on everything that's going on from the start to end and beyond with problems that might occur.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• Again I think this would work if the local authorities are working hand in hand with the HA's, between them they could devise a great plan and they might get the public on board.</li> </ul>
Oppose
Strongly oppose

<b>Theme A — Recommendations on retrofit technology</b>				
<p><b>10)</b> The housing associations should be proactive in training and employing their own skilled workforce necessary to complete the work within timescales by 2050 and to allow for any repairs and replacements.</p>				
<p><b>Number of votes</b>  <b>Rank: equal 9<sup>th</sup> Percentage support: 83%</b></p>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
16	3	4	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• By training their own workforce HAs can have more control over the quality of work and can also be held responsible for any issues with installations rather than being able to shift the blame to some third party installation company.</li> <li>• It would make 'good sense' for Housing Associations to be proactive in training and employing their own skilled workforce necessary to complete the work, especially if training and supporting future workers for their workforce, already in or from areas of high unemployment. It would also in general enhance and improve the reputation of Housing Associations as a whole and enhance their workforce skills for the future.</li> <li>• This is really important to avoid chaos.</li> <li>• This is a must, new skills are needed in this job sector so best to start now rather than later.</li> <li>• Sourcing local skilled workforce could reduce costs and time in completing jobs.</li> <li>• See answer No 2. When there is an increase in demand for a skilled workforce, it would be wise to have your own already in place. I think 2050 is far too late. 2030 should be the latest date.</li> <li>• To manage time and efficiency.</li> <li>• HA's should train local people as well as some of their current staff, and do not want to lose</li> </ul>

<p>staff from other trades to have a shortfall.</p> <ul style="list-style-type: none"> <li>As previous point 4, training and education of the workforce in these technologies should start now. Housing associations could look to other countries who have already had success in their installations of retrofit technology.</li> <li>As time progresses, there will be great demand on skilled workers for the installation of heat pumps. The Government has a target of having 4.3 million heat pumps installed by 2030 and 600,000 per annum by 2028. This will place extreme pressure on those already trained. By directly employing, and training (2-day courses are available for existing plumbers/heating engineers, and grants are available), into the HA's will ensure plans will not be restricted by contractors obligations. Especially so if the HA's collaborate in this area. Could be financially beneficial by hiring out installers to other organisations during quiet periods.</li> <li>I support this recommendation as I feel that as many HA's or LA'S should offer tenders to local companies or free/ subsidised training to tradesmen or staff from their areas and do away with bringing in tradesmen from towns and cities up to an hour and a half away.</li> <li>The housing associations cost themselves money by not making the correct decision and thinking things through, they farm a lot of work off to outside companies but then don't assess the quality of workmanship to see if it meets current standards. Housing associations should start talking to their customers and working with them as if they explain what they intend to do and how long they expect it to take. The majority of customers would be willing to wait to have the job done correctly. If they use in-house staff they could create more quality jobs.</li> <li>Yes, people should be trained properly and complete the work in the time given and not go over it without penalties.</li> <li>This will highlight the current lack of skilled workers. HAs could set an example with regard to training especially if they worked together, sharing modules and experience.</li> <li>I definitely think housing associations should be proactive, regarding training and employing their own skilled workforce in readiness to complete work, and carry out repairs.</li> </ul>
Support
<ul style="list-style-type: none"> <li>This is a limited view in my opinion, one human is capable of one human's work, we need to be careful to not push the workers to the point that mistakes are inevitable.</li> <li>Definitely support this idea, having the manpower to complete the jobs needed in the retrofit programme makes good business sense in the long run, and is great news for the customers too. So both parties would be prosperous in the venture.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>I feel this would be greatly difficult and cause time delays in getting the retrofits done.</li> <li>Employed the skill and training recommended.</li> </ul>
Oppose
Strongly oppose

<b>Theme C — Education, Raising Awareness, Communications and Housing Association Collaboration</b>
<b>11)</b> Part of the school curriculum on 'community and environment' should encompass how society is changing to adapt to climate change with examples from the tenants 'case studies'. Schools should create engaging & innovative ideas for projects and tasks for pupils to involve them in the discussion (e.g. mini jury processes, extra-curricular activities, climate change champions).
<b>Number of votes</b> <b>Rank: equal 10<sup>th</sup></b> <b>Percentage support: 91%</b>

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
14	7	1	1	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• Education is the key to accomplishing a better future. Teaching young minds about the environment and climate change could only be helpful in this.</li> <li>• It's important we teach children about the impacts of climate change and ways they can help in the battle against it without making them feel like everything is hopeless.</li> <li>• Absolutely fully support all of the above. Introduce school children and youths within the locality of the retrofit upgrading schemes of the Climate Change improvements before the installation work. This will hopefully enable them to understand the reasons for the retrofit work, recognise the importance of the retrofit work and create interest for them, plus include the upgrade of green areas within the locality, also with play areas. Involve the local schoolchildren and youths in the production of a video of the installation project, from the beginning to the end.</li> <li>• Needs to start in schools.</li> <li>• Yes, yes, yes! My favourite point so far, kids know nothing of climate change and what it's doing to the planets so little bite-size sessions would work wonders on this.</li> <li>• The importance of introducing society' adaptations to make positive changes to improve the present climate change in schools can be seen as a boost. It means parents and their children can work together to protect and save the planet for future generations.</li> <li>• Climate change is one of the biggest factors affecting the world's population, yet it's hardly touched upon in schools.</li> <li>• Very important to start awareness with the children for them to understand the importance of climate change.</li> <li>• Schools should create engaging and innovative ideas.</li> <li>• By educating our young people in school settings and getting them on board with innovative projects that would encourage the family to join in with their child. These projects may offer rewards, e.g. money off vouchers or day trips for those that do engage and complete tasks. Schools should encourage children to do extra-curricular activities or put themselves forward as a school champion. These projects could be utilised via an app on the smartphones similar to playing a game where they could compete with others.</li> <li>• Starting education from nursery age up should be built into the school curriculum. Children of today are the future tenants and homeowners of tomorrow.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• Climate change is already taught in schools but education is the key to knowledge.</li> <li>• Education is the key for future generations.</li> <li>• Working closely with education advisors and schools to ensure the present curriculum covers this area. Some work is already being done, but more is needed. The curriculum is often driven by political debate, so a conduit to the decision makers is needed.</li> <li>• Nothing to add.</li> <li>• I'm not sure how far HAs can influence the school curriculum. Occasionally the news or other programmes highlight schools which have adopted environmental schemes, but there is never follow up of whether others in the neighbourhood have joined in.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• Yes, schoolchildren as well as students in college and universities as well as every known educational dwelling or place of education should be made aware of this problem and to pass it on or educate themselves.</li> </ul>

Oppose
<ul style="list-style-type: none"> <li>I support the idea of more education re: Climate Change in schools, but do not think this is the correct forum. School curriculum is governed by the local LEA and pupils in individual schools are not necessarily residents of the HA's or members of the local community.</li> </ul>
Strongly oppose

**Theme B — Recommendations on costs and managing disruptions to tenants**

**12)** We are concerned about costs to tenants (bills, potential rent increase, damages, emotional) and want tenants to feel better off from the work completed.

- HAs need to work with others to safeguard tenants from energy price increases (e.g. lobbying).
- Need specifics about what level of compensation to expect for planned and unplanned damages. Claims to be managed by an independent person i.e. a loss adjuster so people are not left out of pocket or claiming for more than it's worth. Compensation needs to be offered if anything in the home is damaged without going through the complaints process, these can be long difficult and exhausting.
- Housing associations need to explain to tenants how they are paying for retrofitting programmes (e.g. grant applications or other sources) and the impact on rents. HA's need to be accountable for these measures.

We are concerned about wasted money. Problems need to be anticipated and thought through ahead of time — material availability, staffing and competence, order of jobs.

**Number of votes**  
**Rank: 12<sup>th</sup> Percentage support: 87%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
14	6	3	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>It's important that if tenants get the retrofit done that they don't suffer for trying to save the planet by having to pay more on their bills.</li> <li>We need to make sure this doesn't add to fuel poverty.</li> <li>Is a real concern of mine – rent increases etc.</li> <li>As much as I support this, I believe this is the trickiest of all recommendations. Knowing how much to compensate, as everyone's homes are different. Also, the energy price increases I believe are out of our hands and always have been, unfortunately.</li> <li>HA should bear the brunt of expenses regarding retrofitting programmes. Because if they had planned well in building homes there would be no need for tenants to contribute towards retrofitting.</li> <li>Good communication is required, but also where possible, promises have to be made public by the HA's.</li> <li>It helps to reduce hardship to the tenants.</li> <li>The potential for disruption is huge.</li> <li>As in 6, tenants and HA's have to be open and above board with everything explained</li> </ul>

beforehand so tenants know what to expect and HA's to make the process as effective and painless as possible for tenants.

- My main comment here is that while work is being carried out the tenants will have to replace cookers and fires to electricals so the tenants should be compensated properly for all the inconveniences and repurchases required.
- There should be minimal rent increases due to the tenant being on low income and benefits.
- Tenants are going to be really concerned with anything that involves monetary increases. For example, the tenant may find that their fuel bills are rising, so they may have to decide between heating or eating. Lots of families are in this situation now. The last thing we want is to put more families into fuel poverty.

Support

- I'm unsure of this on the engagement aspect, FCHO are awful with engagement and communication.
- There is a for H/A's, a requirement to be associated to other Agencies and local Authority officers, councillors and MP's within their region to safeguard tenants from price increases, further investigation will be required for collaboration between regional H/A's to form an association with regard to establishing a Regional Group for lobbying to strengthen their political voice via local politicians and MP's. Development of agreed 'Compensation Tariffs' will be required, for issues of Disruption and Damage, Plus complaints of 'Theft', within the home for tenants undergoing the installation. With provision for any Loss Adjuster amount to be challenged by a 'local' Independent Adjudication Group consisting of local Tenants and H/A officers, ensuring swift decisions to enable satisfactory conclusions to each case and authorise payment. H/A's and Tenants to form a Regional Group to stabilise maximum amounts for claims?
- There needs to be definite communication to tenants from the HA's as to where the funding and costs are coming from. This needs to be clear and open to the tenants from the very beginning.
- Grant bidding is a complicated process, and some tenants will not realise what outcomes are necessary and what impact that will have on them. Again, clear communication processes and retrofit champions along tenants' forums need to be set up to explain this in clear language.

Neither support nor oppose

- Have no real opinion on this subject.
- I don't think it up to the landlord to get you the best energy deals. Independent advisors would come useful for the tenant and the HAs they would protect the customer and protect the landlord and from unscrupulous customers. The independent advisor should be able to reassure customers that their rent is not going to increase above the yearly anticipated increase.
- Where at all possible, tenants should be either put up in a community centre whilst the work is carried out or suitable accommodation.
- There's no easy way around this but it is important that the poorest tenants are helped to adjust and claim any financial support which is available.

Oppose

Strongly oppose

**Theme D — Tackling Climate Change in our neighbourhoods**

**13)** Housing Associations to identify spare land that can be used for accessible, inclusive community spaces. Then, spearhead projects that would enable tenants to utilise their green spaces and community areas to include growing their own food, to bring more awareness and get people to think

about sourcing things more locally.

**Number of votes**  
**Rank: equal 13<sup>th</sup> Percentage support: 87%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
13	7	3	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is a good recommendation as this type of knowledge is hard to come by for an average citizen.</li> <li>• Involve the local school children from the area in the setup planning activities.</li> <li>• Community spaces will enhance the look of the estates.</li> <li>• Will get people more involved with each other.</li> <li>• More trees should be planted.</li> <li>• Strongly support this, being able to utilise growing spaces is helping the environment.</li> <li>• As well as looking at 'new' land areas, the communities (through the housing associations) should encourage tenants to look after their current green spaces with innovative shared ideas, with gifted equipment and materials as an incentive.</li> <li>• Keep as much local as possible, reduce driving etc and bring back the 'Community' spirit. Collaborate/work with other neighbouring HA's and LA's.</li> <li>• This can help bring communities together. People young and old can mix and learn from each other. peoples mental health can be uplifted, and where produce is grown, this can help to supplement peoples diet and save them money. I think that is a win-win situation.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• Houses should be built more consciously about the location and environment, give people the space to enjoy their neighbourhood rather than cramming houses together in a large concrete jungle. Give children places to play and adults places to socialise.</li> <li>• This is a good idea if the tenants locally are invested and interested in this type of community project.</li> <li>• I believe encouraging people to think 'green' is great for promoting climate changes awareness.</li> <li>• The green areas would need to employ a full-time gardener to make sure they are maintained otherwise they will go to rack and ruin.</li> <li>• Utilising spare land for the good of the Community is always a good thing.</li> <li>• Enable tenants to utilise the green space.</li> <li>• It would be so nice if this was to happen. I am aware of similar schemes in London, how to start is the challenge.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• I mean this is a good idea but also not as a lot of people don't want to make that drastic of a change. It must be an option for people.</li> <li>• Nothing to add.</li> <li>• I am not sure if HA's can do this proposal. I think it might be more addressable to the local authorities and then you have the problem of getting the local tenants involved, also encouraging the young people not to de-face the area.</li> <li>• Land should be built on where at all possible to take control of the housing shortage, and where it is not big enough land to build on there should be areas for growing ect!</li> </ul>
Oppose

Strongly oppose
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<b>Theme D — Tackling Climate Change in our neighbourhoods</b>				
<p><b>14)</b> Housing Associations to upgrade their profile by showcasing what the tenants are doing in their areas, leading the way to create better attitudes and outlooks, bringing more awareness and demonstrate what is possible. To hopefully pioneer a new improved way of living that is sustainable for all.</p>				
<p><b>Number of votes</b>  <b>Rank: equal 13<sup>th</sup></b>  <b>Percentage support: 96%</b></p>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
11	11	1	0	0

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• I would again feel concerned about the cost of this as not for profit organisations claim to not have expandable finance.</li> <li>• A very good solution to display to all tenants and residents that demonstrate H/A's determination to bring a better future for their tenants and the ‘knock-on’ improvements alongside local communities within surrounding retrofit areas.</li> <li>• This is really important to raise the profile of social housing.</li> <li>• 100% that's exactly what we need.</li> <li>• Most tenants rely on the Housing Associations to obtain up to date information on what's going on within the business therefore the HAs must upgrade their profiles to re-update all tenants.</li> <li>• Like in previous answers this comes under the umbrella of education.</li> <li>• To create a better attitude between housing associations and tenants.</li> <li>• Links in with point 17 about growing the awareness, not just how green spaces can be aesthetically good, but also can improve wellbeing and family budgets e.g. through growing own food, allotment associations, etc.</li> <li>• As 16 and 17, in collaboration.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• It's important that the hard work of tenants is noticed and can be showcased to others.</li> <li>• Social media could be used for this rather than letterbox magazines delivered.</li> <li>• I mean this again is out there for people who want to see these updates and again encourage others to do the same.</li> <li>• This would and could be an excellent customer relations drive for local authorities and residents to collaborate as well.</li> <li>• HA's need to shout from the roof-tops about what they are doing in regards to climate change and use their area housing officers to build a relationship with tenants, encouraging them to take the same attitude in tackling climate change.</li> <li>• Yes, where at all possible, upgrade their profiles and let tenants' awareness and attitudes grow for the better.</li> </ul>

<ul style="list-style-type: none"> <li>• Again this is the ideal, the pandemic has helped to bring neighbourhoods together, the challenge is whether it is maintained.</li> <li>• Housing associations need to be open about what they are doing to tackle climate change. Ask them what they are prepared to do to improve our neighbourhood, and what more can be done regarding recycling. Local authorities need to be more open regarding what percentage of our rubbish is recycled and what is actually going into landfill. I think we should be recycling a lot more of our waste.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• I have no real opinion on this subject.</li> </ul>
Oppose
Strongly oppose

<b>Theme A — Recommendations on retrofit technology</b>				
15) The retrofit should be carried out in one go rather than two visits, firstly because there is a lack of time to deal with climate change and secondly to ensure the correct materials for the standard of equipment are installed.				
<b>Number of votes</b> <b>Rank: equal 15<sup>th</sup> Percentage support: 83%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
13	6	4	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

<b>Strongly support</b>
<ul style="list-style-type: none"> <li>• The complete retrofit installation ideally has to be fully completed in one continuous visit(over a number of days), to avoid delays and tenant dissatisfaction, tenant's properties will require an inspection prior to the 'retrofit' installation and completion, to identify any installation requirements or changes that may be required for that property to avoid any delay from the normal (accepted) planned retrofit work and to allocate extra materials, time and workforce requirements for efficient completion of the planned retrofit project for that 'particular' property.</li> <li>• Lack of time, needs to be done all in one go.</li> <li>• The disruption to tenants should be minimal therefore things need to be done in one go as far as possible.</li> <li>• I do agree with this fully as it will hopefully make for less disruption.</li> <li>• The quicker the job of retrofit is completed, the happier tenants would be. But optimum standards must be maintained when doing the job.</li> <li>• Lessen disruption for the tenants, also possibly more cost-effective.</li> <li>• Even if it causes a slight delay to works being carried out to enable the retrofit to be done in one go.</li> <li>• There is a need for urgency.</li> <li>• A one-time visit to install complete retrofit would ensure the correct materials/equipment etc.,</li> </ul>

which complement each other, are installed and minimise the disruption/re-decoration for the tenants. If one area of retrofit is completed, and not others, then as time goes on and technology evolves, the initial part-retrofit may not be relevant and/or viable. This could incur additional work, costs and has the potential to add extra, and unwanted, disruption to the tenants as well as extra learning how to use the equipment.

- Getting the work completed in one visit would be preferable but if any work does still need to be done, it should be done no later than roughly within seven days to avoid the inconvenience to tenants – most importantly the elderly and families with Special Needs – returning their property to its normal state and then having to wait for weeks or months to get visit two. I personally don't see how the work could be carried out by the given time if all properties have the jobs done over two separate times.
- Yes, it should be done in one visit where at all possible to keep disruption to a minimum for the client.
- To use up to date materials.

Support

- Caution must be considered, some tenants may not take the huge changes easily within a short time frame, in this case, tenant care is of concern to me.
- To try if possible to complete the retrofit in one visit rather than having different tradespeople visiting a person's home. Using the sustainable materials.
- As per point 3, supply of quality materials and a regulated standard is needed prior to any installation programme in order to maximise the time allotted for the installation.
- Time and money can be saved if tradespeople could carry out work in homes in one hit. This also minimises disruption, and mess. For tenants who are in work, they also have to take less time off work to supervise work being carried out in their homes.

Neither support nor oppose

- I think that if the workers are held to a high standard of quality then regardless of how many visits it takes to finish the work then the work should be correct.
- This depends on the procedures required by the company and product.
- During the retrofit assessment each dwelling is assessed in its own right no two properties are the same, firstly the assessment is carried out the work will follow this process can not be rushed or there will be mistakes made.
- I'm ambivalent about this, one may be sufficient but as the work progresses it may seem two are necessary.

Oppose

Strongly oppose

**Theme D — Tackling Climate Change in our neighbourhoods**

**16)** Collaboration with Supermarkets to tackle climate change through their tokens system and also look at ways to involve local councils, schools and the wider community.

**Number of votes**  
**Rank: equal 15<sup>th</sup> Percentage support: 96%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
10	12	0	0	1

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is another community engagement opportunity that for so long HA's have ignored.</li> <li>• It's important that local shops are taken into consideration when it comes to tackling climate change.</li> <li>• Provides the opportunity for local authorities and businesses' communities within the area to bring further improvements in local retrofit areas Supermarkets may also fund a supply of food/drinks to centres, toys and activities for children etc. offering alternative services to retrofit tenant's families in temporary daily accommodation.</li> <li>• This is important to make strong partnerships with the wider community.</li> <li>• Totally agree.</li> <li>• I visit supermarkets on a regular basis and there isn't much happening around climate change apart from reducing plastic, so it would be nice to see other things within the store.</li> <li>• I agree with the above statement in principle. However big business and consumerism are part of the problem, with Supermarkets generating a large carbon footprint and demand for foods which cause deforestation. I am less enthusiastic to offer them any free publicity, especially in regard to climate change.</li> <li>• Completely agree, but not just supermarkets, but also local traders such as butchers, bakers, hardware stores, local 'corner' stores and others as may be in the area.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• This could be useful for keeping climate change in mind when shopping in the local area. It could also benefit small projects that increase the use of small green spaces for better use.</li> <li>• These businesses can all play a positive part in improving climate change.</li> <li>• Supermarkets should play a vital role.</li> <li>• This is already happening with certain supermarkets offering tokens for schools to buy Gardening equipment. This will help educate young children and young persons, encouraging them to grow flowers and vegetables.</li> <li>• Anything that trickles information to members of the local community is good. As some supermarkets already have good relations with local community groups, these need to be built on.</li> <li>• I'm not sure how this would be done but it sounds like a good idea.</li> <li>• In an ideal world everyone would be working together: School, Councils, Supermarkets, Manufactory and also the wider communities and the world might not be in such a mess.</li> <li>• Yes, I agree with the above but it's going to be hard work.</li> <li>• The supermarkets are usually very keen to get publicity for what they are doing.</li> <li>• I think that housing associations and local authorities could work with supermarkets to help tackle climate change through their tokens system. This could perhaps help schools to get more equipment to enable children to grow fruit and vegetables. Not all houses are lucky enough to have gardens or spaces where they can grow things.</li> </ul>
Neither support nor oppose
Oppose
Strongly oppose

**Theme A — Recommendations on retrofit technology**

17) Housing Associations should not be too fixed minded regarding which type of technologies they will use for retrofitting. Start with a 5 -10-year plan initially but keep an open mind. Technology can change quickly (e.g Hydrogen could be feasible as soon as 2030.) Housing Associations should build a review point into their plans to review and consider new and emerging technologies.

**Number of votes**  
**Rank: equal 17<sup>th</sup>**  
**Percentage support: 78%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
13	5	5	0	0

At the time of voting each jury member was asked to ‘write a sentence or two explaining your choice’. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is something I would urge Housing Associations to consider. New technologies are likely to arise, however, I would also caution that we are running out of time before nature herself corrects our handling of Earth.</li> <li>• It should be a requirement for landlords to keep abreast of new technologies that will provide ease of installation, less disruption, better heating/cooling efficiency, plus lower economic installation, and running costs for tenants. Initially, a five-year planning strategy as current climate-changing technology is advancing in leaps and bounds, plus adapting to new technologies can save large amounts of finance for H/A’s and Landlords.</li> <li>• This is important.</li> <li>• HA’s need to be open-minded and willing to change the technologies to better ones as and when they are designed.</li> <li>• I see a huge point in this recommendation, things are created/invented in time and maybe a few years down the line there will be an alternative.</li> <li>• There should be some flexibility as technology changes so quickly and cost implications, this would have to be considered with the changes. Especially if the costs could be less for the tenants.</li> <li>• Being flexible and agile isn’t a bad thing, technology is ever-changing and improving. It would be wise not to be tied to one thing.</li> <li>• Very important to keep an open mind and listen to other HA’s etc to keep up to date with what is working and what is not.</li> <li>• I accept time is an issue and things should start as soon as possible, using the technology available now, but technology is moving swiftly (relatively) and advances in other alternatives and available options continue. Example: the current source to decarbonise heating is with a Heat Pump. Installing this causes disruption to tenants and is costly. Hydrogen gas is experimental but, if as reported, it becomes a viable option the work required will be to exchange the current boiler with a Hydrogen friendly one. Less disruption and manufacturers have stated these boilers will not cost any more than the current models. Less time to instal, less disruption and cheaper. Other areas that may benefit from technology advances may be efficiency and ability of Heat Pumps. At this time no-one can say with certainty.</li> <li>• HA’s and LA’s need to start off with short term plans as technologies and prices will keep changing as the time goes on towards 2050.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• As point 1, if housing associations develop professionals who understand the technologies within their workforce (sharing experience with other housing associations), fitting the specific type of dwelling would stand a better chance of success installing the new technology.</li> </ul>

<ul style="list-style-type: none"> <li>I think that any good housing association should always be open minded, regarding which type of technology or materials they use. There should always be reviews on a regular basis.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>Whilst it's important for HAs to plan ahead for the future, it's also important that they get the job done as soon as possible and don't sit around waiting 5-10 years for the possibility of new technology emerging.</li> <li>Technology can change quickly.</li> <li>Do not have any opinion on this subject.</li> <li>Housing associations are controlled by government funding and what the government recommends.</li> <li>Housing associations should go for a minimum 10 years guarantee on technologies used.</li> <li>There could be a conflict between the 5–10 year plan and the urgency needed. The age-range of the Jury can highlight how technology has changed in our lifetime, even this century, so I'm not sure of the best way forward.</li> </ul>
Oppose
Strongly oppose

<b>Theme B — Recommendations on costs and managing disruptions to tenants</b>				
<p><b>18)</b> People need to be given options to get away from the mess and noise of work being carried out on their homes. Accessible places for all (e.g pet owners, families, mobility) that can offer respite from the work, where you can make a meal or drink like a community centre. In some special circumstances (for example health conditions, mobility etc) tenants should be offered alternative accommodation.</p>				
<p><b>Number of votes</b>  <b>Rank: equal 17<sup>th</sup></b>  <b>Percentage support: 87%</b></p>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
11	9	3	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>This is vital to me, however without further community involvement and support I feel this would be difficult. HA'S are needing to put tenants first again over business and money.</li> <li>It is absolutely 'vital' that transport and access to suitable places are made available, to cover the needs of all tenants during contractor working hours, which that can offer respite from the work being carried out in 'their Home', also on return to their home, the home is clean, tidy and suitable for overnight sleeping arrangements. Prior to tenants decanting their home for the use of a 'respite centre' whilst contractor installation work is undertaken, a video (or photos) should be taken to provide proof of the condition of each room, (affected by installation works) before work is started each day at affected homes. If tenants wish to be present in their home whilst installation works continue, (for security reasons –strangers in their home ) safety instruction</li> </ul>

and equipment etc. should be provided. It is important that respite facilities (alternative accommodation) provided for tenants and their pets have suitable facilities for pets and their owners (exercise areas etc.).

- As a pet owner myself, I feel that providing options for tenants to get away from the mess and disruptions would greatly reduce stress and problems.
- Love this idea especially for the elderly and vulnerable.
- Maybe not alternate accommodation for everyone realistically, but the jobs should be done around tenants' daily activities and within the time agreed upon at the time of initial discussion. Some leeway for unplanned circumstances can be made if work cannot be completed on time.
- In all likelihood, there will be very few people who will be really affected by refit work. So temporary rehousing, getaway space shouldn't be too big a problem for the HA's.
- Honest conversation is essential so that customers know the potential risk as well the benefits.
- Tenants should not be subjected to living in a 'building site' for several days but must also be reassured of the security of their property and possessions while absent.

Support

- It's important that tenants who may need to vacate their homes during the retrofit get support in doing so.
- I support this but it needs to be monitored.
- This should be offered to vulnerable members of society. This should be part of the programme nationally.
- Prior to any work that is to be undertaken, consultation with tenants as to how they will manage during any installation programme is uppermost as a priority. Arrangements for alternative accommodation/daily living needs to be put in place as part of the installation plan.
- Nothing to comment on this recommendation.
- There is usually a generosity among people to help look after those being disrupted, especially the more vulnerable.
- Some tenants may not be lucky enough to have family who live local to them, so that they are able to go to them to get away from the noisy and messy work being carried out. Also if the weather is cold and tradespeople are in and out of a property, the tenant would be sat in a cold property for hours.

Neither support nor oppose

- If the work affects the inside of the property as well as the outside the alternative accommodation should be considered and maybe a means test for the families on low income to see if financial implication will impact them and these could be eased by a grant.

Oppose

Strongly oppose

**Theme B — Recommendations on costs and managing disruptions to tenants**

**19)** There need to be mock-ups of a retrofitted house which people can visit (in person or virtual tours) and learn how to use the new technologies through training, have choices (about equipment, controllers, fixtures, storage options etc) and conversations to explore these choices.

There should be 'how to' videos on using the new technologies on each HAs website. Maybe a scheme where completed houses can be compensated for giving tours to their neighbours (tenants need to be supported to do this and not made to feel like they need all the answers, that would go back to the helpline/websites).

We need a named liaison person who can deal with queries regarding equipment education and support etc. These should be a mix of tenants and officers and retrofit champions.

**Number of votes**  
**Rank: 19<sup>th</sup>**  
**Percentage support: 78%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
12	6	5	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• Although time-consuming, this would be helpful to allow people the time to process and prepare for the changes in their lives.</li> <li>• It is also 'of importance' that the tenant receives information to fully understand the 'journey', of the amount of work and disruption and what will be involved in how it will be completed. A comic strip magazine/leaflet has suggested previously, a video be made from an actual Installation and written onto a disc, which then can be supplied individually to the tenants who are having the heat pump system installed in their home. This 'video journey', could provide everything from the initial discussion with the tenant, viewing through to the disruption that will occur during the installation and completion. Clear and concise communication regarding instructions on how to use all the controls, may offer a greater understanding of the complete retrofit procedure to tenants. Another separate Video disc of guides to the controls of the whole new system would also assist tenants, to give them knowledge and confidence to operate and adapt to the new system. This initially could be on an area Group/Street/Road/area basis, where groups of residents can meet with H/A Retrofit Team members locally within their area as a social occasion with tea/coffee and sandwiches, that will undoubtedly engender questions and appropriate answers. It may be advantageous to have a Contractor representative present at this meeting to assist with any raised issues or discussion points. Please Note: Avoiding sensitive or personal subjects regarding the installation requirements are to be avoided and/or curtailed until a separate personal appointment is arranged.</li> <li>• Great idea to help with the transition.</li> <li>• 100%</li> <li>• Showing people and physically seeing first-hand is way more effective than word of mouth and written instructions.</li> <li>• I agree, new technology can be tricky to navigate and help and demonstration would save any future problems.</li> <li>• People need places where they can learn about new technology, and need practical examples.</li> <li>• Very often decisions are made by the housing associations without consulting the tenants on the real impact of any changes. There are many tenants (particularly older ones), who don't often comprehend the impact of any changes so examples and communication about any refit will help.</li> <li>• Offering a full range of ways to help tenants understand what is being done and helping them to be in control of decisions. I think the current situation with regard to vaccinations for the coronavirus illustrates difficulties in those rejecting the vaccination.</li> <li>• To be able to phone someone who knows what they are talking about and not be passed from pillar to post.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• There definitely needs to be an independent liaison officer to communicate between HA's and tenants. More time should be given to those that find the new technologies tricky to learn.</li> <li>• I suppose if tenants can view and be talked through a mock-up of retrofitted homes, they would</li> </ul>

- be more willing to agree with getting the same done.
- Some people will not be able to use virtual tours if they are not confident with digital things. Disabled people with full-time carers could offer tours of the houses to help with the costs of the disabled person's rent.
- This would make sense when introducing the ideas to potential customers. Looking at a model or visiting a person's home who already has gone through the retrofit programme would provide reassurance to the householders due to commerce on this project.
- Once a few people start using the new equipment and getting used to how it works, maybe instead of mock up homes, which could be occupied immediately, families start moving into the houses and could be asked by the LA' s and HA's if they would answer anyones questions prior to being housed in one.

Neither support nor oppose

- I think it's important for there to be videos and perhaps virtual tours but houses being built with the technology in them shouldn't be used for display purposes but rather for people to live in.
- While I agree tenants should be shown what equipment is to be used, the installation process etc., I do not think opening tenants homes for viewing would work. Who arranges the visits? Who is responsible for Health and Safety of the visitors/tenants? Who decides when and where? Who ensures the correct visitors arrive? Show houses are a good option, if in appropriate locations. Videos on HA's websites with a contact number, or Zoom sessions.
- I think this has been answered in the above question.
- Yes, tenants need to be compensated to the whole amount, to put things as they were before work started.
- Tenants are going to be extremely concerned about disruption, the strong possibility that energy bills and rent increases. Support needs to be available 24/7 so that tenants do not feel isolated, especially for people who live alone.

Oppose

Strongly oppose

Strongly oppose

Strongly oppose

**'Any Other' Recommendations**

1) Checks and balances need to be in place to avoid contractors profiteering where large budgets are involved.

(Please note: this recommendation was created by Theme A group in the final session. It has been placed here as it fits better as part of the 'any other' recommendations).

**Number of votes**  
**Rank: 1<sup>st</sup>**  
**Percentage support: 96%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
19	3	1	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>As not for profit organisations HA's need to ensure a handful of people are not hugely benefiting from the works being carried out across the board.</li> <li>Absolutely fundamental to the success within all schemes, within the retrofit contracts between H/A's, L/A's and Landlords, that must be strictly observed, along with 'financial penalties' for those that float this recommendation.</li> <li>This is extremely important so that contractors are not gaining more than they should for profit.</li> <li>This is going to cost enough as it is so definitely don't need anyone making a profit from it.</li> <li>Profiteering should not be tolerated at any level of society. If not for one reason, it reduces trust.</li> <li>Definitely everything should be above board and no one should profit from the budget. It should be used to complete work and give good value to everyone involved.</li> <li>This would mean those responsible for procurement are also monitored to avoid any conflict of interest or preferential treatment when awarding contracts.</li> <li>There needs to be an independent inspector type person to make random unannounced visits to sites to check that there are no low-rate materials being used there.</li> <li>Yes, you need to stop cowboys profiting from the scheme and to make sure the constructors have the proper credentials and relevant experience.</li> <li>I can't emphasise how essential this is given the track record for contracts being allocated that are then found to have bias towards the head of the organisation who wasn't named in the submission.</li> <li>Yes, checks and balances should be in place throughout all businesses, housing associations and local authorities to ensure fairness and prevent profiteering.</li> </ul>
Support
<ul style="list-style-type: none"> <li>Check and balance needed.</li> <li>I assume, and hope, this is standard practice.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>HA's should have an officer that keeps an eye on everything and are able to pull contractors up if this is tried or they lose the full contract without being paid for the work so far.</li> </ul>
Oppose
Strongly oppose

<b>'Any Other' Recommendations</b>				
2) The Tenants' Climate Jury should be reconvened every 12 months or every 18 months at the latest to keep an eye on what's going on and to keep the Jury updated on progress.				
<b>Number of votes</b> <b>Rank: 2<sup>nd</sup></b> <b>Percentage support: 96%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
17	5	1	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This would be a great idea as accountability is something all organisations should face.</li> <li>• I would be very happy to continue working within this group and also take part in another virtual meeting concerning Climate Change within local communities.</li> <li>• This needs to progress.</li> <li>• It would be great to get updates and see where they are up to.</li> <li>• This would be good for the jury tenants to see the outcomes of any future progress with regards to retrofit to benefit climate change.</li> <li>• Would love to see how far we've come.</li> <li>• I think progress will be slow, but reconvening every year/18 months will ensure that the subject doesn't get neglected when the Jury is no longer publicly scrutinising the HA's.</li> <li>• For progression.</li> <li>• To reconvene every 12 months or 18 months to update the progress is a good idea.</li> <li>• This should be a given factor... definitely needed.</li> <li>• This should happen, particularly in view of changing government policies and local councils changes in political parties. A lot depends on both government and local councils' manifestos as to what they see as a priority.</li> <li>• It is highly important to keep tenants informed, updated and, continually, their views listened to and taken into account.</li> <li>• Yes, the climate jury should be reconvened every not 12 months but 6 and one member from previous juries should be a named speaker to educate and let other jurors know what went on previously.</li> <li>• I would very much like to meet again virtually, in perhaps 12 to 18 months time to see if any improvements have been made to either our homes or our community.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• It would be nice to have the opportunity to reconvene in order to check on and discuss any progress made and areas for improvement.</li> <li>• It would be nice to see if the recommendations brought forward here, are in any way responsible for changes in the way tenants and Housing Associations think in the future.</li> <li>• This would be a great idea because it would be a good opportunity to see how or if anyone from the jury has had their home refitted and what it's like to live with and also see how far things have gone since the original meetings?</li> <li>• It would be nice to keep in touch with the climate jury to see if anything has been implemented and things are moving along.</li> <li>• Certainly a good idea.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• Would people still be interested in a few months?</li> </ul>
Oppose
Strongly oppose

<b>'Any Other' Recommendations</b>
3) Local traders must be given the opportunity to tender.

<b>Number of votes</b> <b>Rank: 3<sup>d</sup></b> <b>Percentage support: 91%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
15	6	2	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is key to cut emissions during the retrofit programme. Travel in vehicles being reduced here could have a great impact on showing change.</li> <li>• Agree, this should engender local co-operation between H/A's L/A's and Landlords and increase the reputation of all parties.</li> <li>• It's always bigger companies that win the bid and subcontract, why not have multiple bid winners.</li> <li>• Keep the money local.</li> <li>• It is important to use local traders to reduce the carbon footprint.</li> <li>• It ensures that skills and money remain in the Community, in addition, less travel means less carbon released.</li> <li>• Definitely making more employment available to local people would be an ideal thing to do.</li> <li>• This is worth looking at, if the local traders have a qualitative approach and proven track record of their work.</li> <li>• Wherever possible, local traders should be contracted and not people who have to travel halfway across the country to get to work.</li> <li>• Yes, local workmen/-women should in each and every town be allowed to tender for the work to keep it local and bring work to the area.</li> <li>• We should do all we can to support local traders. it's the only way we can retain these services. too many local traders have had to either sell up or shut down, due to us travelling further out to large supermarkets. There are countless local markets which no longer exist because they have been driven out of business due to supermarkets.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• Everyone should have the opportunity.</li> <li>• Given opportunity.</li> <li>• Where possible but should not be binding. Competency, ability, carbon footprint, cost etc. to be taken into account and, ultimately, tenants best interest is an overriding requirement.</li> <li>• This goes without saying local trades people should be allowed to tender and given the job if the price is right and have green credentials, they should not oppose having the craftsmanship scrutinised.</li> <li>• Again this is the ideal and one would hope that no trader is being used from the other end of the country as has happened in other situations.</li> </ul>
Neither support nor oppose
<ul style="list-style-type: none"> <li>• It's important that local traders are given the opportunity to tender but at the same time it's also important that the work must be held to a high standard and cannot have corners cut which might be more difficult without the use of trusted traders.</li> <li>• Not sure what this means either.</li> </ul>
Oppose

Strongly oppose

**'Any Other' Recommendations**

4) All Housing Associations should have their green credentials nailed to the mast so they cannot hide away. There should be a green mission statement from all Housing Associations. This should include how carbon reduction is being achieved.

**Number of votes**  
**Rank: 4<sup>th</sup>**  
**Percentage support: 91%**

Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
13	8	2	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support

- This is a good idea but I feel they must be scrutinised and proven as I for one do not believe anything my HA tells me anymore. They could tell me the sky is blue and I'd still check myself.
- It's important that Housing Associations are doing their part and that it's possible for people to check whether or not they're doing as they claim.
- Totally agree with this statement.
- All HA's should be open with their plans to tenants.
- Agree, we hear nothing but this from housing associations.
- Once it's a mission statement and available for all to see, then public scrutiny on the subject will be harder to avoid.
- There should be a green mission statement from all housing associations.
- Although 'green' issues are evolving with a need to look at the problems in the environment, not enough emphasis is put on this subject area by either local councils or government. If tenants can 'keep an eye' on what is happening locally, having a forum conduit will help.
- Extremely important for the tenants to know their contribution is not all that is being done and that the people asking for it are leading the way.
- I think that housing associations and local authorities should have their green credentials nailed to the mast so that they cannot hide away. Yes, this should also include how carbon reduction is being achieved.

Support

- I think they know this is important.
- We should know what they intend on doing.
- This is a good recommendation and should be supported.
- Maybe a bi-annual update on progress to all tenants and residents.
- It would be great to see if the HA's have green credentials and advertise what they are doing to improve the carbon reduction in their homes and as a company and having their green credentials advertised they should be very proud they are doing their bit.
- Yes, housing associations should show what they have done or are doing for the communities and the climate.
- Well this is obvious.

Neither support nor oppose
Oppose
Strongly oppose

<b>'Any Other' Recommendations</b>				
5) For all procurement in Housing Associations whether it is stationery or contracting maintenance staff there should be a carbon reduction clause. This should check what the contractor is doing to reduce carbon emissions.				
<b>Number of votes</b> <b>Rank: 5<sup>th</sup></b> <b>Percentage support: 83%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
13	6	4	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• This is a great idea. The logistics will be difficult but the sentiment is a good one.</li> <li>• It's important that contractors are doing what they can in order to reduce their carbon emissions.</li> <li>• All Contractors must have a clause with similar Carbon Reduction aims of the H/A's L/A's and Landlords. It is important that Contractors employ local Trades and people within the retrofit locations/areas.</li> <li>• Definitely.</li> <li>• All information and skills and technologies used should be open and clear about the reduction of damage to the environment and how it will also benefit tenants.</li> <li>• Everyone should play their part in reducing the Carbon Footprint.</li> <li>• There should be a carbon reduction clause.</li> <li>• Again, this would only rely on budgeting constraints. Cheap is not always quality, but this seems to be systemic in awarding contracts!</li> <li>• Gives tenants the right view of the HA's leadership.</li> <li>• I think that the above is an excellent idea. It would be really good to see how contractors are reducing emissions.</li> </ul>
Support
<ul style="list-style-type: none"> <li>• Reasonable!</li> <li>• Having the knowledge would empower the housing association and its tenants.</li> <li>• This could be part of the tender agreements.</li> <li>• These are my choices and need to be acted on asap and people need to be made aware of the situation.</li> </ul>

Neither support nor oppose
<ul style="list-style-type: none"> <li>• I don't fully understand this.</li> <li>• HA's should only use local trades people with green credentials that can confidently show that they have reduced carbon emissions.</li> <li>• Not sure how easily this will fit in with the urgency.</li> </ul>
Oppose
Strongly oppose

<b>Jury Statement</b>				
<p>"We are a great and diverse variety of individuals from the North of England that have joined together virtually in our own homes to learn about and discuss climate change and its impacts on our lives, our future, and the future of the planet.</p> <p>We have all been aware for a long time that climate change is a problem, but this process has brought the issue to the fore and made us all understand the urgency of the situation.</p> <p>It's been an education and it's been eye-opening.</p> <p>Climate Change needs to be taken seriously, not just for now, but for future generations. We feel there is too much talk and the time has come for action.</p> <p>We, the Social Housing Tenants Jury, have brought together different levels of knowledge, experience and different opinions to create a shared understanding and shared solutions in the form of recommendations that we have all worked hard to create and agree upon.</p> <p>When you look at our recommendations, go forward with an open mind, listen to what we have to say and above all — let's take action and act together.</p> <p>This is real. This is urgent. Listen to the people. We have spoken."</p>				
<b>Number of votes</b> <b>Rank: 1<sup>st</sup> Percentage support: 100%</b>				
Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
21	1	0	0	0

At the time of voting each jury member was asked to 'write a sentence or two explaining your choice'. All comments made are listed below:

Strongly support
<ul style="list-style-type: none"> <li>• It's a superb piece of writing. Collaboration at its finest.</li> </ul>
Support

Neither support nor oppose
Oppose
Strongly oppose