

## **TENANT PANEL REVIEW OF LOCAL OFFER 5**

Report of Derby Homes Tenant Panel

### **1. SUMMARY**

- 1.1 This report is to show the findings of the Tenant Panel's review of Local Offer 5, in addition to presenting recommendations.
- 1.2 Local Offer 5 - develop our own energy efficiency standards that will be above the government requirements. Full details can be found in appendix 1.

### **2. RECOMMENDATION**

To note and comment on the information as detailed in appendix 1 and approve the recommendations in paragraphs 3.5 and 3.6.

### **3. MATTER FOR CONSIDERATION**

- 3.1 The review of Local Offer 5 has been carried out by the Tenant Panel over a period of one month. The Tenant Panel was impressed with the work being carried out with regard to this Local Offer.
- 3.2 Factors taken into account whilst carrying out the review were in line with Government guidelines and Environmental Policy of Derby Homes.
- 3.3 The panel had meetings with Kendal Hodder, Energy Efficiency Officer, Andy Higginbottom, Planned Maintenance Manager and Andy Palmer, Asset Manager, to discuss what Derby Homes has already carried out to support this Local Offer and also to see what plans there are for the future.
- 3.4 In assessing these services the panel looked at the following:
  - Environmental Policies
  - Derby Homes energy policy
  - Government websites
  - Different options and equipment available to achieve water efficiency
  - Energy advice page on Derby Homes website and links from this to external websites.

### **Recommendations**

- 3.5 The panel felt that Kendal provides an excellent service in her role, but is restricted by the fact that she is the only one who is qualified to offer this advice to tenants. During the winter and extreme weather conditions, enquiries tend to increase so therefore they feel assistance is required. They recommend that The Welfare

Reform Team could support Kendal in this role.

- 3.6 On sign up to a new tenancy, an energy saving pack to be provided along with advice.

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Involvement/01332 888760

Background Information: None

Supporting Information: None.

# **TENANT PANEL REPORT**



## **Review of Local Offer 5**

**Develop our own energy efficiency standards  
that will be above the Government requirements**

March 2013

## ABOUT THE PANEL

The panel was brought together in April 2012 by inviting people from tenant involvement groups already in existence. The panel's main role is to review the 23 Local Offers and make recommendations if required for service improvements.

Scrutiny panel	Gill Young	Chair
DACP	Harry Margett	
DACP	Keith Merry	
OSCAR	Koliwe Chikuri	
Leaseholder	Lyn Gadsby	
Tenant	Bob MacDonald	
Tenant	Arthur Baba	Acting Vice Chair

## 4th REVIEW

### Local Offer 5

#### **Develop our own energy efficiency standards that will be above the government requirements.**

The Tenant Panel were impressed with the work being carried out with regards to this Local Offer.

The work covers:

Current and future New Builds incorporating many innovations to provide energy efficient homes.

Solar panels.

Internal and external insulation, (CESP works).

Energy efficiency advice available to tenants.

## WHAT WE DID

The panel had meetings with Kendal Hodder, Energy Efficiency Manager, Andy Higginbottom, Planned Maintenance Manager and Andy Palmer, Asset Manager to discuss what Derby Homes have already carried out to support this Local Offer and also to see what plans there are for the future.

The panel also consulted leaflets available to tenants, supplied by Derby Homes, to see if they are readily accessible and easy to understand.

The panel researched the Government standards and ongoing changes in energy efficiency to ensure Derby Homes complies with regulations.

Derby Homes have currently installed 1,000 Solar panels, 460 properties have had internal wall insulation fitted and 680 have had external wall insulation.

## **EVIDENCE**

In assessing these services the panel looked at the following:

Environmental Policy, Derby Homes

Government websites

Different options/gadgets available to achieve water efficiency

Energy advice page on Derby Homes website and links from this to external websites.

## **RECOMMENDATIONS**

1. The panel felt that Kendal provides an excellent service in her role, but is restricted by the fact that she is the only one who is qualified to offer this advice to tenants. During the winter and extreme weather conditions, enquiries tend to increase so therefore they feel assistance is required. They recommend that The Welfare Reform Team could support Kendal in this role.
2. On sign up to a new tenancy, an energy saving pack to be provided along with advice.

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