



Project Fact Sheet

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Supporting European Housing Tenants in Optimising Resource Consumption (SAVE@Work4Homes)

Programme area:	SAVE – Retrofitting of social housing
Status:	ongoing
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Partners:	HTC, France Le Toit Angevin, France Moulins Habitat, France Nassauische Heimstätte, Germany Northern Ireland Housing Executive, UK STADT UND LAND, Germany USH, France Volkswohnung, Germany Institut Wohnen und Umwelt, Germany DomData SP. z.o.o., Poland
Website:	save.atwork4homes.eu
Objective:	The SAVE@Work4Homes project aims to achieve a very significant reduction in energy consumption in social housing by providing information and support to tenants.
Benefits:	Demonstration of Energy awareness services feasibility and effectiveness validating the conditions to be fulfilled for EU-wide adoption of best practice.
Keywords:	Tenants' information and support by Internet and other means.
Duration:	01/2007 – 12/2008
Budget:	2,459,150 € (EU contribution: 50%)
Contract number:	EIE/06/028/SI2.448227



Short description

The approach will develop and test a complementary set of viable and effective Energy Awareness Services, based on a "toolbox" of components to be developed in the project:

- automatic monitoring of consumption and transmission of consumption data in respect of heating costs;
- analysis and presentation of consumption data for access by tenants via Internet or other methods;
- self-assessment scheme to assess the success of residents of a housing unit in reducing their energy consumption;
- improvement of heating controls and feedback to users of heating settings;
- tenant portals in the Internet;

The means used are:

- notebooks by property managers;
- Internet access by tenants with low-cost WebTV or their own PC or notebook;
- Design of print media for tenants such as a handbook for identifying possible changes in building use behaviour of all residents to save energy.

Achieved results

An investigation of tenant's households was designed to measure the characteristics of demand for energy awareness services and the requirements to be met.

To achieve it, a survey was conducted among 2637 tenants in the three countries involved in the project (1048 in France, 1048 in Germany and 541 in Northern Ireland).

Based on the results of this survey, the project has defined and developed the 6 pilot sites including innovative tenants' portals in France and in Germany.

From now on, these portals can be tested on demonstration sites (see <http://tportal.domdata.com>).

The applications will be fully operational before the autumn 2008 and tested during the next heating season.

An evaluation procedure was developed for this purpose.

A new website of the SAVE@Work4Homes project is currently being designed to facilitate the dissemination of the results near all the European social housing organisations and to stimulate them to develop similar services to their tenants.

Lessons learnt

The first lessons of the project concern the tenant survey about their environment and energy knowledge.

From the answers to this large survey, we may conclude that there is a strong interest from the tenants of European social housings to get qualified information on their energy consumption and an obvious need of advice on saving potential and saving measures that are possible for them. Social housing companies are considered by tenants as the appropriate actor to provide this kind of information.

So, due to increasing electronic metering, the necessary information on energy consumption pattern on a monthly basis will be available to housing company, either already today or in the near future. This fact shall be used to develop a qualified information service for the tenants, using adequate information channels (paper, posters in the building entrances, letters and Internet tenant portal).

The development of such services and practical experiences with the techniques used and the demand, and use of the information provided is the central objective of SAVE@Work4Homes services