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ORBIT

Affordable Warmth & Energy Efficiency Policy

SCOPE:

This policy covers the framework for affordable warmth and efficient energy use in the stock. It applies to Orbit Living and supports the aim of seeking to gain efficiencies through consistency whilst allowing for local needs to be addressed. It supports the Group's Equalities & Diversity policies in seeking to address fuel poverty among vulnerable residents.

The Group Policy is

1. To assess all stock against the recognised standard - SAP rating - in order to set priorities for improvement and renewal.
2. To improve thermal performance of the existing stock to meet EU directives and building regulations on energy performance for existing buildings .
3. To reduce carbon emissions in line within government targets by selecting materials, components, systems and installations which make best use of resources in the long term and are energy efficient and environmentally friendly.
4. To exceed requirements for thermal performance and carbon emissions where feasible within available resources.
5. When a property is sold or let, to provide residents with appropriate energy information about their home.
6. To develop initiatives to assist residents to reduce their fuel bills by
 - giving tailored advice on heating systems, purchase of fuel etc.
 - making optimum use of energy saving devices or systems installed.

7. Collect and analyse data from systems in use, to inform strategic planning and target advice.
8. To link up to Government, Local Authority and other initiatives and to maximise grant income to support endeavours to eradicate fuel poverty amongst residents.
9. To monitor energy expenditure on communal/landlords' supplies and community heating schemes and seek to improve energy efficiency and reduce costs.

Equality and Diversity

Orbit policies are developed in line with our Equality and Diversity policy approach. An Equality Analysis has been conducted and the details can be accessed by clicking [here](#).

COMPLAINTS

Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**.

PRIVACY STATEMENT

Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at www.orbit.org.uk/privacy-policy/.

Monitoring and Accountability

The respective Group Member Boards/Committees will be responsible for ensuring that the policy is implemented in full.

Group Members will monitor the effectiveness of this policy and recommend policy changes to improve service delivery.

Customer First

This policy helps support our aim of fully satisfying our agreed customer requirements at the lowest internal costs. By having clear policies in place we are seeking to continually improve performance and ensure we meet service standards and targets.

Review

The Group will carry out a fundamental review of this policy every three years.