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Author	Mark Brown



ORBIT

AFFORDABLE WARMTH AND ENERGY EFFICIENCY POLICY

Executive Summary	This document outlines our approach to affordable warmth and efficient energy use in our homes.
Summary of changes	This latest version includes amendments to the language used to make the policy more precise and clear
Approved by	Leadership team sponsor, Ted Pearce – January 2019 as there are minor changes.
EA completed	An EA has not been completed for this interim review but a detailed EA will be completed at the next full policy review.
DPIA completed	A DPIA was not completed for this interim document but will be in the next full policy review
Explain how customers have been involved.	Customers have not been involved in this interim review
Consultation	<i>No internal consultation has taken place for this interim review</i>
Applies to	Customer Services, Property Investment

SCOPE: This policy covers the framework for affordable warmth and efficient energy use in our stock. It supports the aim of seeking to gain efficiencies through consistency whilst allowing for local needs to be addressed. It supports the organisation's Equalities, Diversity and Inclusion policy in seeking to address fuel poverty among vulnerable customers.

1. INTRODUCTION

- 1.1 This policy outlines Orbit's approach to affordable warmth and efficient energy use in our homes. It links to the Strategic Asset Management Strategy and ensures compliance with the Regulator of Social Housing Value for Money Standard.

2. POLICY

- 2.1 To assess all stock against the EPC standard - SAP rating and to use this data to inform priorities for improvement and renewal.
- 2.2 To improve thermal performance of the existing stock to meet EU directives and building regulations on energy performance for existing buildings.
- 2.3 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.
- 2.4 To improve on thermal performance and carbon emissions where feasible within available resources.
- 2.5 When a property is sold or let, to provide customers with appropriate energy information about their home.
- 2.6 To develop initiatives to assist customers to reduce their fuel bills, increase energy efficiency in their home and lessen energy-related environmental impact by offering advice on heating systems, energy saving devices or systems installed.
- 2.7 Collect and analyse data from systems in use, to inform strategic planning and target advice.
- 2.8 To link up to Government, Local Authority and other initiatives and to utilise grant income opportunities to support endeavours to reduce fuel poverty amongst our customers
- 2.9 To monitor energy expenditure on communal/landlords' supplies and community heating schemes and seek to improve energy efficiency and reduce costs.

3. EQUALITY AND DIVERSITY

- 3.1 Orbit policies are developed in line with our Equality, Diversity and Inclusion policy approach.

4. COMPLAINTS

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

5. PRIVACY STATEMENT

- 5.1 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/.

5. MONITORING AND ACCOUNTABILITY

- 5.1 The respective organisational Boards/Committees will be responsible for ensuring that the policy is implemented in full.

The Strategic Asset Management Team will monitor the effectiveness of this policy and recommend policy changes to improve service delivery.

6. REVIEW

- 6.1 We will carry out a fundamental review of this policy in 1 year time or sooner subject to legal, regulatory changes or if internal changes require.