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| **Recommendation** | **Management Response** | **Proposed Actions** | **Timescale** | **Responsibility** |
| 1. NCC’s and YHN’s strategies which aim to reduce carbon or decrease fuel poverty should have aligned targets and timescales. | The targets and timescales are not aligned because the strategies were developed at different times.  This target will be aligned in the Asset Management Strategy and Investment Plan. | Cabinet approval of the Asset Management Strategy and Investment Plan will be sought. | October 2020 | Fairer Housing Unit |
| 1. A publicity campaign to make tenants aware of how they can reduce carbon in their homes should be launched. | We agree with this recommendation and will progress.  NCC will be carrying out publicity campaigns with all residents as part of the Climate Change Strategy. YHN will work closely with NCC to share information with Tenants via social media and other communication channels. YHN will lead on publicity for specific projects within Council stock.  YHN have a climate champions group involving 30 staff. The group met three times earlier this year and were developing plans to encourage tenants to reduce their carbon footprint. The group has been unable to meet since March 2020. | Carry out publicity campaigns. | Ongoing | NCC Communications Team  YHN Communications and Engagement Team |
| 1. Explore other appropriate methods other landlords have used to involve and empower tenants. | YHN attend a regional housing group for climate issues which shares good practice on tenant engagement. The group are currently exploring carbon literacy.  The Council is seeking approval to commence the installation of ground source heat pumps in some properties. The organisation installing the heat pumps has experience of tenant engagement so we will use their learning and the findings in this report to inform the engagement plan. | Develop a tenant engagement plan for the installation of ground source heat pumps. | Subject to approval. | YHN – Regeneration Team |
| 1. Review the current Re-let Standard to consider fitting showers and increasing insulation. | We agree that it is important to consider the implications of the Council's net-zero target within specific areas of work.  This recommendation will be included in a review of the voids process. | Carry out a review of the voids process, including the implications of the net zero target. | April 2021 | YHN – Housing Services and Operational Property Services. |
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| 5. Promote the role of the Energy Services Team internally to staff and to tenants. | YHN discuss promotional activities with the Energy Services Team and receive a quarterly service update. Initial discussions about increasing staff awareness of the service had taken place prior to lockdown. | Include information about the service in the publicity campaign. | Ongoing | YHN – Communications and Engagement Team |
| 6. YHN’s policy on electric cars and charging points should be made available on its website. | YHN do not have a specific policy because the installation of electric charging points by a Tenant is treated as a permitted work, subject to permission from YHN.  The relevant [page](https://www.yhn.org.uk/alterations-and-adaptations/) on the YHN website has been updated as follows (please see 4th bullet point) | Clarify the process and share information with the relevant teams. | October 2020 | YHN – Policy Team |