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## This is Eurhonet

### A common identity

European Housing Network, Eurhonet, is a European network of 34 public and social housing companies from France, Germany, Italy, Sweden and UK.

Although the national context is different for each member, Eurhonet members share the same mission of delivering high quality services for our customers and the community.

Eurhonet is a network for practitioner, and we are facing the same challenges all over Europe – we need to find ways to save energy, we have ageing populations with all that implies, and we have issues of deprivation and social tensions that need to be addressed.

We share the same ambition of improving our professional performance by sharing our skills.

## Leading European Housing

### Best in our local market

- ◆ Learning by networking
- ◆ Finding best practice
- ◆ Creating new solutions
- ◆ Raising standards

### Makes our employees grow

- ◆ Connecting people
- ◆ Professional academies
- ◆ Creative meetings
- ◆ Inspiration

## High Customer Satisfaction



## Members of Eurhonet 2014

### France

FSM – Melun  
Habitat Picardie 62/59 – Calais  
Le Foyer Rémois – Reims  
Delphis – Paris

### Germany

BGW Bielefeld – Bielefeld  
Bauverein AG – Darmstadt  
DOGEWO 21 – Dortmund  
GBG Mannheim – Mannheim  
GEWOBA – Bremen  
GWG München – München  
Pro Potsdam – Potsdam  
VOLKSWONUNG – Karlsruhe

### Italy

ALER Brescia – Brescia  
ALER Milano – Milano  
ATER Treviso – Treviso  
ARTE Genova – Genoa  
ATC Torino – Torino  
IPES Bolzano – Bolzano  
A.R.C.A. Puglia Centrale – Bari

### Sweden

Bostads AB Mimer – Västerås  
Bostads AB Vätterhem – Jönköping  
Bostadsbolaget Göteborg – Göteborg  
Botkyrkabyggen – Botkyrka  
Familjebostäder Stockholm  
Gavlegårdarna – Gävle

Helsingborgshem – Helsingborg  
Hyresbostäder – Norrköping  
Stångåstaden – Linköping  
Uppsalahem - Uppsala  
ÖrebroBostäder AB – Örebro

### United Kingdom

Bolton at Home – Bolton  
Poplar Harca – London  
Riverside - Liverpool

### New members application 2015

Roof top group, Matrix - Midlands  
Habitation Moderne - Strasbourg

## Summary of 2014

*2014 was a very busy and successful year for EURHONET.*

*As President of EURHONET, I would like to take the opportunity, to highlight some of the activities and achievements.*



President of Eurhonet, Mr Dietmar BOCK

### Junior Executive Academy

In 2014, a new initiative – the Junior Executive Academy - was introduced by Mr Hans-Jürgen Braun, CEO of Bauverein AG.

The Junior Executive Academy aims at engaging younger and mid-level managers in EURHONET. The first academy took place in Germany at the EBZ – European Business Center in Bochum and was set up as a simulation game – the SUREURO game.

Working together in teams, the participants had to develop strategies and ideas to introduce the world of sustainable refurbishment into a housing company and its stakeholders. Finally, they had to present their ideas in front of the board of directors. Since the success of the academy was huge, we are happy to continue with this initiative.

### New topic group IT in Housing

At the end of 2014, EURHONET decided to launch a new topic group: IT in housing.

In today's quickly evolving digital world, technology is changing the way housing companies work, communicate and manage their relationships with tenants.

Housing companies also need to monitor what kind of impact digital technologies have on political, economic and social developments. The new topic group has the purpose to analyze some of those implications, such as the need for social digital inclusion.

### Eurocities conference in Munich

On 6th and 7th of November 2014, the Eurocities annual conference took place in Munich. Euroci-

ties is a network of more than 130 European cities. The topic of the conference was “Energising cities – energy intelligent cities of tomorrow”, questioning how the demand for energy in growing cities could be met without compromising economic and social concerns.

GWG Munich had an exhibition stand where EURHONET was also presented with the projects of the TG Energy Savings (BuildTog and Retrofitting). The exhibition was a great opportunity to present EURHONET to a broad European public and to promote our work.

### European Responsible Housing Initiative

The European Responsible Housing Initiative (ERHIN) is a project co-funded by the European Commission. It aims at leading the way towards better embedding CSR in the housing sector.

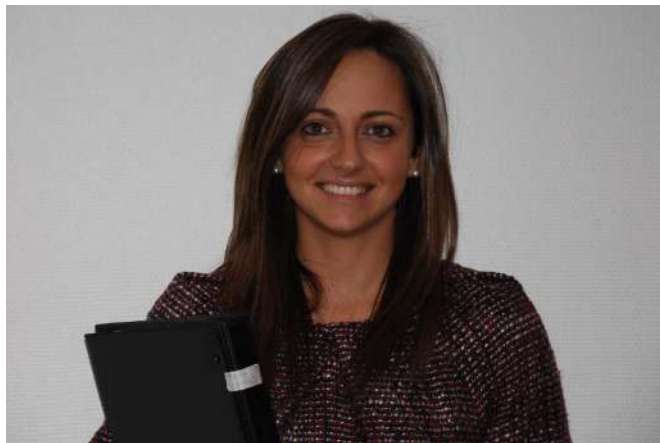
In October 2014, the European Declaration on Responsible Housing was launched, which marks the commitment of the signatories to work together to promote Corporate Social Responsibility in the social and affordable housing sector. As one of the first, EURHONET signed the declaration.

On the same day, the European Responsible Housing Awards 2014 took place in Brussels. What makes us very proud is that a EURHONET member, Habitat 62/59 Picardie, was among the winners. Congratulations again for this outstanding success.

Finally, I would like to thank all involved parties for their good work and commitment. And I am sure that EURHONET will continue its way of success in the upcoming years!

President of Eurhonet, Mr Dietmar BOCK





### Caterina of 2014

I'm happy to present EURHONET annual report, which provides a snapshot of the focus of our projects and the strength of our members in achieving the goals:

happy costumers and successful companies!

When I took office, three years ago, the major objective I set was to capitalise on the tremendous potential of EURHONET and transform it into a key player in EU housing landscape.

Since there, every year was a thrilling year. In 2014, thanks to a high motivation of the members, I can without any doubt state that EURHONET is getting stronger and is definitely part of the EU scenario. In 2014, we were strongly advocating in favour of affordability in the housing market, both construction and renting, and sustainability in terms of energy performances and social values. Only in 2014 we organised 15 meetings, four workshops one open meeting and submitted one EU project proposal. As you will notice reading this report, EURHONET produced monthly deliverables.

However, we still have many challenges ahead for the next years, like the discussions on societal challenges or on binding energy efficiency objectives or the dramatic increasing of ageing population and refugees. To face these new challenges, EURHONET looks forward with enthusiasm and will to succeed new standards.

*Thanks to all!  
Caterina Verde*







## Junior Executive Academy

*A new feature during 2014 was the newly-established academy for promising young employees in the member companies, the Junior Executive Academy.*

During one week at the end of July, around 20 promising young employees from the different companies within Eurhonet got together.

In place, in Buchom, Germany, the twenty participants from Germany, England, Italy and Sweden divided themselves into three working groups. The job of these groups was to act as a consultancy firm, tasked with evolving ideas that would develop and improve the property portfolio of a fictitious housing company. More specifically, a so-called “problem area” was to be transformed, and the group had to look at this from both an economic and a socio-economic perspectives. At the end of week, the results produced by each group were presented to a jury led by Dieter Emig and Hans-Jürgen Braun, MD of Bauverein AG, Darmstadt.

The jury assessed the choice of measures to be taken, the group work and the way everything was actually reported.

During the week, there were also field trips in Dortmund to see some of the housing portfolio and how some very dilapidated properties were being renovated. There was also a visit to an artificial lake with some exclusive new establishments on what was once a major industrial site. The group also spent some pleasant evenings together, for example playing volleyball and boules, establishing new friendships from all around Europe.

Two participants summarised the trip by stating that such trips and exchanges provide a great deal of useful information for the people involved, and added that the companies involved thus acquire a greater understanding of how housing companies work in other countries and how some tenants who had moved here may have been living previously around Europe.





## Eurhonet exchange

*The exchange program is a unique opportunity to help people grow and gain home knowledge and ideas to your company!*

*All members are welcome to take part in it, so take the advantage to send one employee on an exchange during 2016.*

Since we started to work with the Exchange program in 2011 around 50 people have participated in it, with a very good result! The exchanges have generally been focus on new construction and refurbishment, property management and maintenance, energy saving, social integration, IT, Marketing and HR. The aim has been to involve all countries in the program which we have achieved in 2014. We also want more companies to take part in the program which is something we working on.

Since last year all the coordinators are involved in the exchange program and are the contact persons for the program in each company. This means that it is much easier to arrange exchanges as they have knowledge of the program as well as good contacts with other companies. Within the coordinator group we also work on how we can improve the program further.

We have also improved the website so it is easier to get inspiration and knowledge about the exchange program and that all members can get experience by reading the study reports. So please check the extranet and get inspiration under the heading Exchange program.

### What's your next destination?

Between November 17-21 2014, Mrs Käser of GWG Munich visited Le Foyer Rémois in Reims, France. "I was curious to see how our colleagues in Reims work and since I speak French, I wanted to visit a company in France", she explains.

The aim of the exchange was to know more about the rental department, leasing process and some of the energy efficiency projects. From day one, the French colleagues had planned an extensive and exciting program.



During a tour of the headquarters, Mrs Käser got a first impression of Le Foyer Rémois and learned about the history and structure of the company: “The head office looks at the original settlement of Le Foyer Rémois (which translated means as much as “The Home of the inhabitants of Reims”), which was established by Georges Charbonneaux in 1912 to offer his employees and their families enough living space”.

During the following days Mrs Käser explored the stocks and was accompanied by various employees who gave her different insights into the everyday work at Le Foyer Rémois depending on the sector.

So she learned about the rental department and also accompanied a colleague to an appointment in an apartment. The leasing process was explained to her particularly vivid: “Based on a game in which I pretended to apply for an apartment, I learned how the allocation of flats takes place at Le Foyer Rémois. This was an original idea and lots of fun.”

On the last day she went to the beautiful district Bétheny, which impressed Mrs Käser mainly due to the well maintained grounds and the beautiful buildings.

Together with a colleague of the technical department she also visited one of the wooden houses of Le Foyer Rémois and was thrilled. “In general, the grounds were very well kept and one could notice that a lot of work is made to keep the residential facilities clean and tidy”.

When asked what she remembers the most, Mrs Käser responds: “It was very nice to see how connected the company and the employees are with their founding story.

On the roof of the head office a beekeeper produces honey. The bees get the pollen from the very green original settlement below the head office and thus keep up the special connection between the origins and the company.” Of course she received a jar of honey as a parting gift in the end.

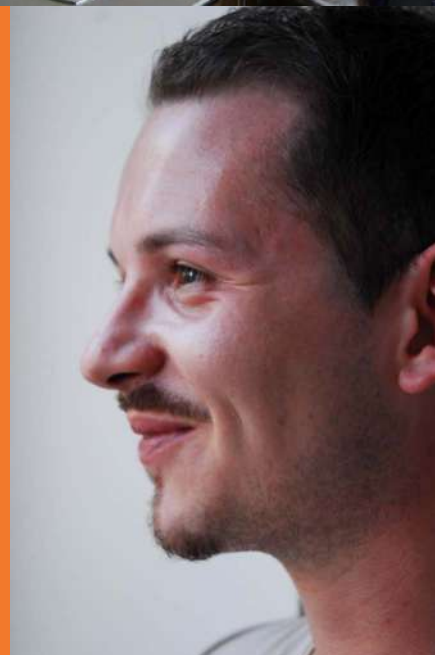


### *Marco Benini, intern at EURHONET in 2014*

From March to September 2014, I was working in EURHONET as European Project Assistant as a support to Caterina Verde.

Since the first days, I was welcomed by a positive, warm and creative environment, and I was involved right away in the office activities. Among them, one posed an exciting challenge to me: supporting the Secretariat in the development of a project proposal.

During my six-month internship, I have particularly appreciated the multicultural environment and the competence of all colleagues who supported me on this task, as well as making it valuable for my personal and professional growth.



## Responsible procurements

Topic group CSR focused on social and responsible procurement during 2014 and took the chance to organise an open meeting during the GA-week in Gävle, in order to share the experience to all Eurhonet member.

We had the opportunity to take part of the way Bolton at Home is working, and ÖrebroBostäder as well.

We also got a legal aspect of possibilities for responsible procurements with social considerations in EU, thanks to Mohamed Hama Ali, Lawyer at Gärde Wesslau. Advice and summary from Anneli at ÖrebroBostäder.

- ◆ It is possible to make social requirements during procurements
- ◆ Must be compatible with the fundamental principles of public procurement law
- ◆ Must be relevant, i.e. related to the objectives of the contract
- ◆ Must be possible to follow up the requirements and to control them
- ◆ Dare to try new ideas when setting requirements
- ◆ Engage in dialogue with the market's suppliers before the procurement process
- ◆ Have review procedures
- ◆ It is topical, and of great public interest
- ◆ And the reason – help people get a foot into the job market!





## ERHIN-conference in Brussels

*The European Responsible Housing Initiative (ERHIN)  
is a project co-funded by the European Commission.*

It aims at leading the way towards better embedding CSR in the housing sector, as a powerful tool to support the transition the housing sector is living in Europe and help social, public and cooperative housing providers address those challenges together with stakeholders.

During 2014 was the first edition of the European Responsible Housing Awards held in for social / public / affordable housing, in cooperation with Cecodhas Housing Europe and the International Union of Tenants.

The Awards Ceremony was held on International Tenant Day / World Habitat Day (October 6th, 2014) in Brussels. It gathered major players of the social and affordable housing sector, CSR experts as well as EU representatives.

Six Eurhonet members were sending their CSR-examples to the award in different themes. Those who attended were AB Gavlegårdarna, Bauverein AG, Gewoba, GWG Munchen, Habitat 62/59 Picardie and ÖrebroBostäder AB. Eurhonet was also represented, but unfortunately disqualified for the reason that we are a network. Habitat 62/59 Picardie was the winner in Responsible human resources management with their way of working with safety at work.

The objective in Habitat 62/59 Picardie is to improve caretakers' occupational risk prevention through the co-production with employees of a health and safety training video.



As a responsible employer, Habitat 62/59 Picardie is committed to a safe and healthy working environment. The company conducts an occupational risks assessment on a regular basis in order to identify hazards and promote preventive actions. Building caretakers are particularly exposed to risks and occupational diseases. They carry out strenuous Physical work such as lifting, moving large and heavy waste, cleaning windows and floors.

Since 2005, safety training has been provided to all staff involved in this kind of work. This training covers such aspects as correct lifting techniques and postures to be adopted in order to minimize and control risk. But experience has shown that it is not always possible to comply with these procedures.

The training does not match with the actual working environment and is not applicable everywhere.

In order to improve risk prevention, the company decided to receive the training and to adapt it to actual situations encountered by caretakers within their working environment. Producing a video involving caretakers themselves appeared as an innovative and interesting way to increase the training's relevance and effectiveness.

The training video is updated according to changing situations, new material and/or work practices. Habitat 62/59 Picardie plans to build on this project to develop a similar tool for electrical accreditation training.

The other company that was selected from Eurhonet by the jury was Bauverein AG – Germany. The project's objectives were: to identify and prioritize stakeholders' expectations to help adjust and improve the company's CSR strategy.

Congratulations to both of you!



### *What the jury liked*

- ◆ Highly educational, pragmatic and innovative risk prevention approach
- ◆ Strong staff involvement, contributing to employee recognition among less qualified workers
- ◆ Very clear process, which facilitates replication by other companies



## ICT Solution applied to the Senior

*During recent years, the social and economic challenges that tend to be connected to the accelerating trend towards population ageing have received increasing policy attention, and the potential offered by Information and Communication Technologies (ICT) for better coping with them as well.*

Recently, the European Commission has adopted an Action Plan on Information and Communications Technology for Ageing in the framework of its 2010 initiative.

In this context, EURHONET highlights that better leveraging of the potential generally provided by ICT for independent living in an ageing society represents both a social necessity and an economic opportunity.

Ageing TG is facing with this priority with an internal survey among the TG's participants. The priority is to evaluate ICT-solutions out of some special parameters like:

- ◆ Mobility
- ◆ Affordability
- ◆ Security
- ◆ User friendliness
- ◆ Benefit for the client





## BuildTog at MIPIM

BuildTog (Building Together) is a European Passive House project driven by four partners who are engaged in sustainable construction: The European housing companies network EURHONET, the French architect Nicolas Michelin (A/NM/A), the German energy consultancy LUWOG CONSULT and the worldwide leading chemical company BASF.

The project was presented during the last MIPIM (Le marché international des professionnels de l'immobilier) in Cannes, France.

One of the visitors of BuildTog' stand was the Commissioner Oettinger, as he said:

”

Cities are at the heart of our energy policy. Energy changes in cities are offering a different kind of future. Low energy housing. Passive heating and cooling. Smart urban networks linking power generation, transport options, social housing and energy efficient workplaces”.





## CEO Academy in Naples

*EURHONET CEO Academy 2014 was focussed on urban regeneration and planning.*

Urban regeneration is one of the priorities among EURHONET members. Across Europe serious problems remain in how to revive many areas in order to reduce economic and social deprivation, to foster security and safety and boost citizens' involvement.

On this scenario, the meeting was an amazing opportunity for the members, for benchmarking how the housing sector could change and renew our ways of thinking and acting.

The several PPTs from all member countries showed the steps forward that housing sector is doing in order to reach the future targets. The meeting also showed the key role of housing organisation in the regeneration of EU cities.

During the last CEO Academy, EURHONET CEOs have been invited by IACP Napoli for visiting an exciting project in the district of Quarto.

On July 30th, 36 housings built on bio architecture criteria in the municipality of Quarto have been delivered to their assignees by IACP of Naples.

The bio architecture combines environmental sustainability with social needs. Carlo Lamura, IACP's commissary, has highlighted how the institute has timely delivered new social housings with high quality and environmental standards, in order to fight the effects of the crisis on the low-income population.

This project has been financed through the sale of IACP's older buildings and it cost around 7 million euro. These housings are certified an A+ energy label and they will generate 130.000 kg/year carbon dioxide less in respect to ordinary buildings, with an energy saving of 45%.

Entirely designed by IACP's architects, the endeavour have been completed in 15 months and it was praised by Ermanno Russo, council member for urban planning at Campania Region and the prefect Maria Grazia Nicolo. The next challenge – says Mr. Russo – will be to maintain this housing compound in good shape over time.

The meeting also showed the key role of housing organisation in the regeneration of EU cities.



## *Impression of the first year*



*Cina Gerdin, Botkyrkabyggen*

**Q.** What is your impression of Eurhonet the first year?

The cooperation within Eurhonet shows that we – public owned housing companies all around Europe – face the same challenges and have so much to learn from each other. For example in the areas of refurbishing, building new houses at affordable prices and affordable rent, and energy efficiency.

**Q.** What are your expectations of Eurhonet?

This first year, I was astonished that all of the companies I met through Eurhonet, are very similar to our company Botkyrkabyggen. We have many houses built in the 1970's that need refurbishment during the next ten years, and with tenants that have a very low income. I hope we learn a lot from each other in the network.

**Q.** What is the outcome of Eurhonet?

Best practice and sharing experience is a successful way to work, that we appreciate a lot within this network.

**Q.** What are your feelings of the network?

It's valuable to have colleagues in companies all around Europe that you can easily contact. The Eurhonet-colleagues keep in touch even though it's not meeting time.

**Q.** Can you describe Eurhonet in three Words?

Best practice (and) contacts.

**Q.** Would you suggest other companies to be a member of Eurhonet?

Yes, absolutely. We are part of a growing European family, which needs to get to know and understand each other more.



## Ageing on tour 2014

### Darmstadt, Germany

In February the topic group was hosted by the bauverein AG. We visited an integration project in the settlement Kranichstein, built four years ago and consisting of 44 units. The dwelling was built in passive house standard and all units are accessible by wheelchair. Since the beginning the tenants have had the possibility to influence the planning process to shape the final result. All tenants living in this residence have to be a member of an association. The board of this association recommends applicants to the bauverein AG. After positive review by the housing company the applicant receives a contract to become tenant. One third of the different generations living in this settlement are receiving social housing benefits.

In Kranichstein we also visited a senior residence. The dwelling was built in the 1970's and now accommodates tenants aged 60+. All units are adapted for the needs of the elderly and are located not far from the small city centre where a care organization/care provider is based.

We then visited a service centre from SOPHIA. SOPHIA is an organisation with several service centres in Germany and their main goal is to help elderly people with their daily living. The centre in Darmstadt is administrated by three employees and 12 volunteers. The volunteers usually work one to three hours a week where they call elder people who want to socialise. Today there are approximately 400 people using this service.

The last stop in Darmstadt was at Kirchtanne 6, a high rise building that has been energetically revised and totally modernised with 36 units adapted for senior tenants. In addition to the adaptations, common spaces have been created where activities organised by/with the tenants can take place.

### Helsingborg, Sweden

Helsingborgshem hosted our stay in May.

Our first visit took us to a showroom, administrated by the City of Helsingborg, where we met with a Business Developer from the Health Care Department. In this showroom, which is open to the public, you could find different, smart and helpful products and solutions for older or/and disabled people.

The next stop was a senior living building (70+) located in Dalhem. The building consists of 195 standard apartments of which 54 are integrated senior housing flats. Helsingborgshem works primarily with integrated apartments for the 70+ concept. Here we visited the home of a senior couple who lives in one of the adapted apartments. We also met the senior hosts who told us about their tasks and challenges in their daily work.

Later on we visited two newly built dwellings. Helsingborg's tallest building with 21 floors and 100 apartments, and a property on Kullavägen that offers a lifestyle concept for all generations, young or old.







### Bielefeld, Germany

At the meeting in September our host, the BGW, showed us dwellings which were built according to the concept of the “Bielefelder Modell”.

The concept of the “Bielefelder Modell” contains a service centre administrated by the external health care company in the neighbourhood and a common room with a fitted kitchen. The common room is free of charge. The idea behind this concept is that elderly people can live in their own flat, which is mostly barrier-free, and have additional health-care (provided by an external care-company) if needed. To have a closer look on the concept we visited the dwellings in Hagerweg and Heinrichstrae.

Finally we went to Harrogate Park where we visited a showroom for senior products. Companies that provide useful equipment for seniors use this facility to promote their products. Interested seniors, relatives, friends or neighbours can receive information, test the products or get an overview on the available items.

### Reims, France

In December the topic group met at Le Foyer Re-mois for the last meeting in 2014.

The topic of this field visit was to learn about the senior policy of our host and their approaches to senior living. Therefore we visited two projects which are “Habitat Senior Services” certified. The dwellings in Champfleury were built in 2011 and consist of two-storey buildings, several houses, a nursery, a library and a common room. In total 13 dwellings.

The dwellings in Mardeuil were also built in 2011. From the 19 adapted houses 6 are reserved for families. The main feature of the common room in this scheme is the daily presence of a senior host-ess. Her main tasks are to support the elder tenants and to offer activities. The activities and the support of the senior hostess are open to elderly people from outside the project as well.

In both settlements families and elderly people live together and share common spaces. The concept, created by DELPHIS, contains a barrier-free accessibility to the dwelling, the units and the outdoor environment and offers services provided by the housing company or local associations.







## What do you think of Eurhonet?



**Andrea Baker, PoplarHarca, London**

**Q. What is Eurhonet for you?**

An opportunity to share challenges and ideas with like-minded organisations from across Europe so that together we can learn and improve.

**Q. What are your expectations of Eurhonet?**

To support members to be the best they can be through information, networking and facilitating best practice dissemination for emerging issues and trends.

**Q. What are the outcome of Eurhonet?**

As an organisation we have brought back best practice which is informing strategic decisions. As an individual, I have enjoyed spending time and learning from great people committed to very similar aims.

**Q. What are your feeling of the network?**

Overwhelmingly positive, although sometimes the rigidity of the structures and processes get in the way of innovation – I feel that less formality would foster greater trust and sharing.

**Q. Can you describe Eurhonet in three words?**

Welcoming. Inclusive. Learning.

**LE FOYER  
REMOIS**

Groupe GLOBAL HABITAT

**Hannah Fischer Baum, Le Foyer Remois**

**Q. What is Eurhonet for you?**

Very simply, Eurhonet is that moment of respite when I step back from the whirlwind of everyday project management. See what peers are doing. Be inspired to improve the way that we work. I always come back with new ideas. It's terrific.

**Q. What are your expectations of Eurhonet?**

In our work, it's really easy to fall into the trap of the everyday. What I love about our topic group is that no one is afraid to challenge anyone else. Why did you do it like this? Was this the outcome you'd hoped for? That perspective is critical for our organization to grow.

**Q. What are the outcome of Eurhonet?**

With our participation in the Energy Topic Group, we've gained significant expertise in passive buildings which gives us a competitive advantage over our peers. We are better prepared to meet tomorrow's energy performance norms, and even exceed them. In addition to simply learning how to build better –which would be enough on its own-- the marketing value of the projects that we've developed through Eurhonet is unbeatable.

**Q. Can you describe Eurhonet in three words?**

Perspective. Exchange. Fun ! (I especially look forward Flavio Bellini's singing. We are lucky to have him in housing; he could have had a career in entertainment !)



Flavio Bellini's



Hannah Fischer Baum, Le Foyer Remois

## Calendar of activities 2014

### JANUARY

15 Topic Group CSR - Darmstadt, Germany

16-17 Task force Communication meeting  
- Mannheim, Germany

30-31 Task force EU-funding met in Brussels and set at their strategy

### FEBRUARY

25-26 Topic Group Ageing Darmstadt, Germany

19-20 EU-Funding workshop for all members in Paris, France

### MARCH

11-14 March MIPIM i Cannes  
BuildTog were represented and get some new contacts at MIPIM in Cannes, France

24-25 Improvement team - Paris, France

25-26 Coordinators meeting - Paris, France

26-27 Executive Committee meeting - Paris, France

### APRIL

24-25 Topic Group Social Integration - Linköping, Sweden

### MAY

12-13 EU-funding workshop on "BeHave Green" in Barcelona - Spain

14-17 Topic Group Energy - Darmstadt, Germany

20-21 Topic Group Ageing - Helsingborg, Sweden

22 Executive Committee meeting - Naples, Italy

22-23 CEO Academy – Naples, Italy

### JUNE

25-26 June Improvement team i Munchen

### JULY

28 July – 01 August Junior Academy Bochum, Germany

### SEPTEMBER

Topic group energy - Treviso, Italy

9-10 Topic Group Ageing - Bielefeld, Germany

16-17 Executive Committee meeting Paris, France

### OCTOBER

6 ERHIN conference in Brussels, Belgium where Habitat Picarde 62/59 was the best company in the HR-category.

20-21 Topic Group CSR Gävle, Sweden

21 Coordinator-meeting in Gävle, Sweden

22 Executive Committee meeting Gävle, Sweden

22 Open meeting in Responsible Procurements in Gävle, Sweden

23 General Assembly Gävle, Sweden

### NOVEMBER

6-7 Eurocities annual conference in Munich where Eurhonet were represented together with GWG München.

### DECEMBER

3-4 Topic Group Ageing, Reims, France

10-11 Executive Committee meeting Paris, France





*Text by: Mark Turnbull  
Topic group leader, Social Integration*

For our first meeting of 2014, the Social Integration Group visited Stångåstaden in Linköping, Sweden.

We learned about the Swedish Housing System and in particular the Million Program.

The Million Program was successful in raising the quality of the housing stock in Sweden, however some of its aims were more difficult to realise. In particular encouraging communities to integrate was problematic: as populations had changed and new residents had arrived, some

areas have become problematic with issues of anti-social behaviour.

We were taken to the area Ryd which is typical of areas where companies have had to tackle social problems. They used improvements to communal garden areas as a focus for encouraging the active participation of residents in the area.

The outcome was that 12 active groups of residents were established and this has enabled much better contact and communication with residents and increased the satisfaction ratings.

Ryd has become a good success story.

We also had great presentation from the company ÖBO regarding the work they were doing to transform Vivalla. In addition we heard from the company Bostads AB Mimer about the work they were doing to support vulnerable customers and tackle anti-social problems. Finally we learned about the Familjebostäder project to transform Rinkeby.

In November we were hosted by the Wheatley Company in Glasgow. They showed us some of the projects they have been undertaking

to renovate the areas they manage. Below is one example of the Red Road flats where some demolition is taking place of high rise properties to make way for new development. In addition we were shown other social projects such as the 'Home Comforts' project which provides recycled furniture for families as well as employment opportunities for local people.

Finally, outside of our meetings we continue to connect and share news on our Facebook page.





Within the communication sub-group they identified different needs

- ◆ “starting kit” for new members and potential EURHO-GR® users
- ◆ communication on concrete examples of CSR practices that illustrate the different EURHO-GR® topics
- ◆ support to members on how to use and spread the communication outputs/tools
- ◆ internal communication within the group
- ◆ improve Eurhonet’s website to improve the CSR group’s and its members’ visibility
- ◆ participation of Eurhonet in events and conferences



*Text by: Nadine Ryslavý  
Topic Group Member CSR*

The CSR topic group had to redefine itself after the major work on the EURHO-GR® has been completed in 2013. So the group had to find a new strategy.

Beyond the regular meetings in spring and autumn the group met right at the beginning of the year on 15th January in Darmstadt to define the topic group’s main goals and working process for the coming years. During a very fruitful brainstorming the group decided to work on the following goals:

1. being recognized as the reference in CSR for housing in Europe.
2. provide member companies with inspiration

and tools to be the reference for CSR in their local housing markets

Therefore it seemed to be necessary to set up sub-groups that focus on specific topics and outputs. Additionally, a platform for project sharing shall be continuously filled up by the topic group members. That platform should also include a “good practice inventory”. The group agreed on having more time for sharing experience e.g. by field visits or presentations during the meetings and to link more with other EURHONET topic groups.

In March 2014, the topic group meeting has been hosted by Delphis in Paris. After the good

practice inventory that has been carried out during the two meetings a lot of different, very interesting projects had been identified. These projects should be presented during the following meetings.

The first sub-group that took up its work was “communications and branding”. Before deciding on the actions, a clear strategy and a marketing plan needed to be defined, with clear target groups and objectives. As a second step, opportunities and channels at European and national levels had to be identified (events, media, etc.), and tools and deliverables had to be developed. In 2014-2015, communication

focuses on two topics: Responsible Procurement and Employment.

The second sub-group “EURHO-GR® and CSR reporting” is responsible for the further development of the EURHO-GR® if necessary. They have to validate the key figures once a year.

During the third meeting in October in Gävle the sub-groups carried on their work. The EURHO-GR® sub-group agreed that the common structure should not be essentially changed during the next years. If new members or other companies use the grid then maybe the group receives useful hints which can lead to adaptations.



## Energy Saving



Buildtog and retrofitting In 2014, the Energy Savings topic group was very active on multiple fronts. We brought in new partners, both new housing companies to our team and new industrial partners. We developed a new website which we will continue to improve. The Darmstadt Buildtog was topped off and the Buildtog in Senart was completed.

In 2014 the Energy Savings Topic Group met three times. To kick off the year, our new team member, GEWOBA, welcomed us to Bremen in January. Our focus was on social dynamics in passive house buildings with presentation by different sociologists. Bremen began working on a Buildtog building and is moving very quickly.

The group met again in Darmstadt in May, hosted by Bauverein where we learned about wood construction and the passive standard with presentation by Techni-wood and also about a new district in the area being built entirely with wood structure. We also had a presentation by the Passive Haus Institute which is based in Darmstadt about their new design prize for passive house buildings. Making affordable passive houses that are also beautiful has been an important goal for our group and it was interesting to hear about the efforts of the Passive Haus Institute on that front.

We also took the time to compare each country's use of prefabricated pieces, with Sweden bringing up the front!

In September, our group met again in Treviso, Italy where ATER Treviso hosted us. In this meeting, we spent a lot of time exploring the specific climate conditions of Italy, which are very different from many of our countries! The meeting also focused more on retrofitting, a major concern in Italy, and the team had workshops in several projects. Several members stayed through the weekend to experience the Venice Biennale.

In all of the meetings, we continued our shared work, forwarding our pilot projects for retrofitting and collaborating on our Buildtog projects. Members of the team were also present at various conferences throughout the year, including MPIM conference in Cannes to help to spread information about the group's work.

The new retrofitting project, named Retrofitting Together 2.0, has started and we've been analyzing in detail some pilot sites, with deep workshop called "flying experts", giving advice to the owning company about how to improve the design and the process for that specific pilot site.







## Ageing

Text by: Thomas Mayer  
Topic Group Leader Ageing Team

The main goal of the Ageing Topic Group didn't change in 2014. Our work aims to improve the quality of life for elderly people by helping them to carry on living independently in homes adapted for their needs.

In all European countries the ageing population has been increasing and will continue to increase. This creates challenges for the whole community and in particular for the housing and care sector. Nearly everybody is affected in one way or another.

After working on technical issues like reducing barriers and service offers like the shopping-shuttle, the topic group centred their attention in 2014 on ICT solutions and the Age-Awareness-Day.

From the wide variety of ICT-products available we identified items which we believe are most suitable for social housing, for example: the video doorbell, the hello/goodbye-button, the stove guard and the smoke detector. The selection was made taking into account the criterion of mobility, affordability, security, user friendliness and benefit for the customer.

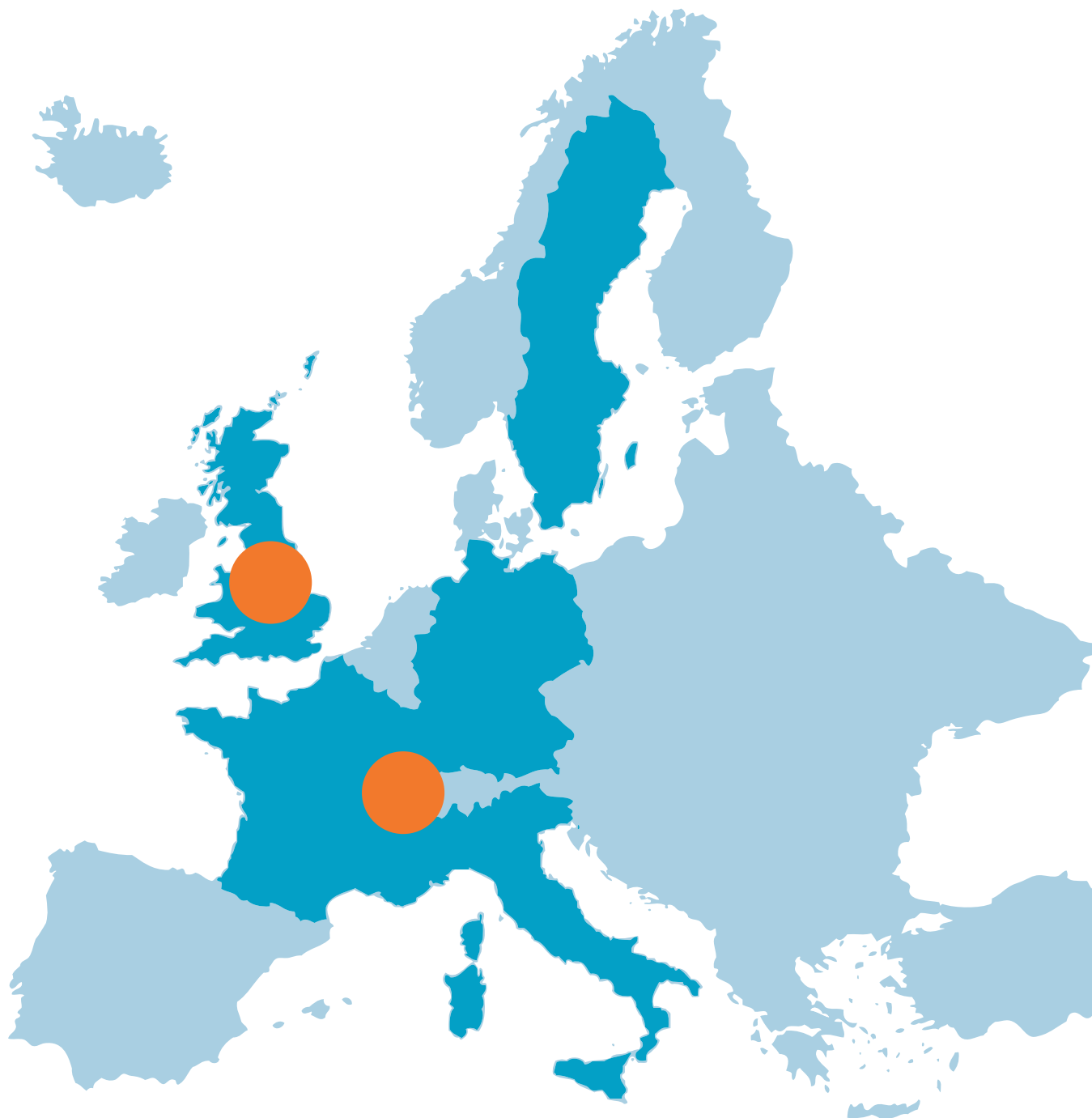
In order to address the issue of an ageing population to a broader audience, the topic group developed a guideline for delivering an age awareness workshop in your company. The aim of such a workshop is to increase the factual knowledge, increase awareness by first hand experience and offer the opportunity to discuss your own contribution in dealing with these issues.

The most important goal of the workshop is to ensure a positive attitude towards ageing.

During 2014 we have furthermore exchanged experiences with each other and learned a lot through the visits we have made as it is highlighted below.

If you are interested in our publications you can order them through the Eurhonet secretariat or by contacting any member of the Topic Group Ageing. We are happy to share our knowledge with you!





## *Marketing team*

*Text by: Fredrik Törnqvist  
Topic Group Leader Marketing Team*

In the beginning of 2012, the EC discussed the possibility of expanding the network with new member companies. A task force was appointed by the EC to work on the issue.

The greatest focus so far has been on recruit-

ing housing companies from the United Kingdom.

On a trip in the spring of 2012 Eurhonet was presented to several interested companies in Glasgow and Manchester.

This led to Bolton at Home from Bolton, with 18,000 apartments, joining the network as new members. Several visits has been conducted to meet additional stakeholders in the UK.

Today we have four members from the UK.

During 2015 and 2016, the continued focus will be on expanding the number of members in existing member countries and in Austria.



## Communication



*Text by: Lars Löfgren  
Topic Group Leader Communication*



The Task Force communication is a small group of communication professionals working in some of our member companies. The TF is supposed to support the Topic Groups and the secretariat with issues, questions and challenges when it comes to communication. We have been working since the beginning of 2010 and during the years the people involved have varied, although some of us have been part of the force since its beginning.

Above all our group's focus in 2015 has been on developing our digital channels for com-

munication. This comes both internal, within our network, and external via our website. A lot of work and time has been spent on trying to find solutions that will suit all our member companies and overlap differences and habits between our members of how to work with digital communication in a comfortable way. We have created a brand new solution for our extranet and during this year it will be all finished and in function. This also includes our external website. But the nature of digital communication is that it is never really finished, so continuous developments will be

needed.

During the year a new Topic Group was born, initiated by the Task Force. The new TG, IT in Housing, is a logical outcome of the increasing digitalization that occurs throughout our branch. And it is also very tightly connected to communication and the meeting of the IT-group will be very similar to the work in our Task force in the future. We set up the kick-off meeting in Brussels in February and there will be a next meeting in Munich in September.

Besides this we have been developing new

templates, new presentation materials and adapted the newsflash and more. Finally we invited all communicators in our member companies to a communication workshop at Poplar Harca in London in April.

Above all the future development in the digital channels is of interest. It is a rapid, safe and cost-efficient way of communication within a network. Especially when there is a physical distance between the members. Together with the secretariat we aim to further improve on these channels. In order to keep it simple.





## EU-funding

The task force took a new step in the beginning of 2014 to increase the funding possibilities and the participation in EU funding programmes. One person from each country was assigned to represent the Eurhonet national members in the group and each group member was tasked with the responsibility for the national information about EU funding and the work of the task force.

Bax & Willems Consulting Venturing was contracted in the end of 2013 to provide support to the EU funding group. Their assignment was to do a scanning of European programmes, within EURHONET's scope of interests: social integration, ageing population and energy efficiency and deliver a list of possible programmes to the EU funding group.

The EU Funding group met in January to select the most interesting calls of EU funding programmes from the lists delivered by Bax & Willems Consulting Venturing. The program Horizon 2020 had an interesting call for project proposals in the field Consumer Engagement for Sustainable Energy in 2014. To involve members of Eurhonet and to find interesting projects in this field a workshop was held in Paris in February 2014.

The workshop resulted in a project proposal that was submitted in June 2014. The CONSUMER ENGAGEMENT project was identified as a valuable asset in order to push tenants' procurement habits toward energy-saving products on the market, to train them on a correct use by the end-users of the energy efficient domestic appliances and devices, and to disseminate the best practices on energy saving behaviors in everyday life.



Eurhonet organised xx EU-funding meeting for the members in 2014. The first meeting in Barcelona 12-13 May was about two different EU-calls. One was about Energy savings and the way we could educate and involve the tenant to reduce their consumption. The other project was about ICT-solutions for elderly. The call we focused on and also search funding for was the first one about reducing the energy consumption. The project was called BeHave Green.

The project idea of BeHave Green

Energy efficiency is often about improving systems that require expensive installations and solutions. Not always leads these investments to the goal that is set. One reason is that those who live in the houses do not know, or understand how to live and act climate friendly in their everyday lives. Based on the large housing stock in social and public housing and the opportunity to reach many tenants we decide to focus on tenants behavior, that is an important part in the way to reach the goal of reduce the energy consumption.

The overall aim of the BeHave green was sharing and implementing the national best practise in different pilots, as well as offering an ICT-based training programme and education for tenants that sometimes is the end-users of technical equipment. The involved companies from Eurhonet in the EU-call were Bolton at Home, ATER Treviso, Uppsala-hem AB and ÖrebroBostäder AB. Unfortunately in the end, the EU-commission decided not to finance our project.



## Improvement team

*A strong year for Eurhonet. In 2014 we were improving in almost all aspects.*

The network continued to grow with new companies entering the network. More employees were involved in our variety of activities.

We launched Eurhonet Junior Academy that was highly appreciated by the attendees. Our website, and extranet, were successfully renewed. We decided to strengthen the secretariat with a second person.

Our EU-funding activity was growing in a successful way. Coordinators in the companies were taking responsibility spreading information into the companies and bringing back demands to Eurhonet.

The CEO-survey also underlined this showed an increasing appreciation from our members. We are on the right track, delivering more and better support to the companies.

Still, there is always more to be developed and improved. There is more to be done and more improvement will also be achieved coming years.



Mr. Roger RÅDSTRÖM, Sweden  
Vice president in charge of the organisation





President  
Mr Dietmar BOCK, Germany



Vice President  
Mr Olivier BARRY, FSM, France



Vice President in charge of the finances  
Mr. Franz STIMPFL, Italy



Vice president in charge of the organisation  
Mr. Roger RÅDSTRÖM, Sweden

## EC members 2014

President of EURHONET, Mr Dietmar BOCK, GWG München, Germany

Vice President, Mr Olivier BARRY, FSM, France

Vice President in charge of the finances, Mr Franz STIMPFL, IPES Bolzano, Italy

Vice President in charge of the organisation, Mr Roger RÅDSTRÖM, ÖrebroBostäder AB, Sweden

Mr Hans-Jürgen BRAUN, bauverein AG, Germany

Mr Francis DEPLACE, Delphis, France

Mrs Lorella SOSSI, ALER Brescia, Italy

Mr Fredrik TÖRNQVIST, Stångåstaden, Sweden

## EC substitutes 2014

Mr Vladimiro AUGUSTI, ARTE Genova, Italy

Mr Jonas HANSSON, Helsingborgshem, Sweden

Mr Christophe VILLERS, Le Foyer Rémois, France

Mr Jörg ZIMMERMANN, GWG Mannheim, Germany

## Auditors 2014

Mr Gunnar BOQUIST, Hyresbostäder i Norrköping, Sweden

Mr Klaus GRANIKI, DOGEWO 21, Germany

## Topic group leaders 2014

Ageing – Mrs Ann HERMANSSON, ÖrebroBostäder AB, Sweden

CSR – Mrs Charlotte LIMOUSIN, Delphis, France

Energy – Mr Jean Denis MEGE, Le Foyer Remois, France

Social Inetgration – Mark TURNBALL, Bolton at Home, UK

## Task force leaders 2014

Communication – Lars LÖFGREN, Hyresbostäder i Norrköping, Sweden

EU-funding – Mr Francis DEPLACE, Delphis, France

Exchange program – Mrs Malin WETTRE, Stångåstaden, Linköping

Improvement team – Mr Roger RÅDSTRÖM, ÖrebroBostäder AB, Sweden

Marketing team – Mr Fredrik TÖRNQVIST, Bostads AB Mimer, Sweden

*Ekonomi och sammanställning ska in här!*

*Org. schema???*

## Financial report 2014 Result 2014

	Real 31.12.2012	Real 31.12.2013	Real 31.12.2014
<b>EXPENCES 2014</b>			
<i>Other Consumptions</i>			
Rent office	3 000	3 000	2 420
Documentation	0	0	0
Conferences + Seminares	0	0	0
Executive Committee	5 565	5 484	15 641
General assembly	22 073	30 084	24 089
Expensis of the president	0	1 574	2 002
<b>Total</b>	<b>30 638</b>	<b>40 142</b>	<b>44 152</b>
<i>Topic Groups</i>			
EFL Activities		3 803	600
EU-Projects		17 172	1 225
Improvement Team (SWOT)	2 968	3 866	14 810
Communications		0	12 276
Ageing Population	7 377	1 650	14 191
CSR	13 998	18 512	4 092
Energy Savings	14 232	35 572	29 080
Human Resources (HR)		878	724
Social Integration	10 572	10 770	3 291
<b>Summary Costs Topic Groups</b>	<b>49 147</b>	<b>92 223</b>	<b>80 289</b>
<i>Subcontracting</i>		0	
Subcontracted secretariat	37 000	60 900	44 297
<i>Overhead costs</i>		0	0
Consulting	0	0	0
Leaflets, Brochures, Website	17 838	1 410	10 995
International Travels	0	0	0
Post, Telecom	4	0	0
Bank Services	0	0	45
Others	0	0	0
Costs previous years	0	0	0
<b>Total</b>	<b>54 842</b>	<b>62 310</b>	<b>55 337</b>
<i>Running Costs</i>			
Handling Association, Annual Report	0	0	0
Proof of annual Report, Publication	4 931	2 956	865
Salaries	0	0	0
Social Costs	0	0	0
Bank Interests	0	24	0
Amortization	0	0	0
Others	0	0	0
<b>Total</b>	<b>4 931</b>	<b>2 980</b>	<b>865</b>
<b>Total Expenses</b>	<b>139 558</b>	<b>197 655</b>	<b>180 643</b>
	<i>Real 31.12.2009</i>	<i>Real 31.12.2010</i>	<i>Real 31.12.2011</i>
<b>INCOMES 2011</b>			
Transfer pervious years	54 378	110 708	138 313
Members Fee	195 000	210 000	195 625
Other sources of funding	0	15 000	19 550
Reimbursements	0	0	0
European subsidies	0	0	0
Financial products	884	260	773
<b>Total incomes</b>	<b>250 262</b>	<b>335 968</b>	<b>354 261</b>
Membership Fees:			
Number of members	26	28	
Cost unit/annual fees	7 500	7 500	
<b>Total</b>	<b>195 000</b>	<b>210 000</b>	<b>354 261</b>
<i>European fundings</i>			
subsidies of projects	0		0
subsidies for coordination	0		0
<b>Annual total</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>RESULT +/-</b>	<b>110 704</b>	<b>138 313</b>	<b>173 617</b>



## Members 2014

### France



### Germany

*logo fel*



### Italy



AZIENDA TERRITORIALE PER L'EDILIZIA RESIDENZIALE DELLA PROVINCIA DI TREVISO



INSTITUT FÜR DEN SOZIALEN WOHNBAU DES LANDES SÜDTIROL  
ISTITUTO PER L'EDILIZIA SOCIALE DELLA PROVINCIA AUTONOMA DI BOLZANO



Agenzia Regionale per la Casa e l'Abitare

### Sweden



BOTKYRKABYGGEN



FAMILJEBOSTÄDER



Gavlegårdarna



HYRESBOSTÄDER



Hem för dig

### United Kingdom



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