

Housing the future



Annual Report 2013

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This is EURHONET

European Housing Network, EURHONET, is a network of 29 companies from England, France, Germany, Italy and Sweden. In our respective national contexts EURHONET's companies achieve a mission of general interest in the service of our customers and society.

By working together and meeting colleagues from other European countries, we can be more successful in developing our own companies and also be more attractive as employers. We are looking at the future with confidence! 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.

Some words from the President

As President of EURHONET, I am happy to share some activities and achievements of the last year with you. Not only we have improved our collaboration and made great progress in our Topic Groups, but also we've gained four new members from four different countries.

With regards to our daily work, we've again focused on the improvement of the network and have tried to further optimize our workflows in order to again bring forward EURHONET.

In the following areas we've particularly achieved outstanding success:

• Members:

We've welcomed four new members: ATER Treviso (Italy), Dynacite (France), Uppsalahem (Sweden) and Volkswohnung – Karlsruhe (Germany).

• Events:

Interest in our events has increased dramatically and an average of 15 participants attended the meetings and conferences.

• Marketing:

A new and improved website was launched for a better visibility of EURHONET, its activities and members.

• EURHONET Secretariat

In order to meet the growing demands, the EURHONET Secretariat has established an internship position in order to better support the network.

Moreover, the CEO's survey showed that the general satisfaction with the work and activities of the network has increased a lot. More than 80% think that their membership to the network is very useful and they are willing to continue to engage actively. Also the exchange programme has enjoyed great popularity in the last year and recorded a rising number of participants. EURHONET companies acquire the new skills necessary to work in changeable and increasingly complex situations. With this in mind, the Topic Groups must be ever more involved in those aspects of a challenging future: for example, the innovation technology used in the planning process, ecological responsibility and new tools for social communication suitable in intercultural scenes.

All in all it was a very successful year and I look forward to new and exciting projects. I would also like to thank all involved parties for their good work and commitment. For the future of the network I see great opportunities in the coming years and look forward to tackling the tasks together with you.

Mr Dietmar BOCK
EURHONET President



2013 Members

5 EU countries
29 members
650.00 dwellings
6.000 employees



France



Germany



Italy



Sweden



UK

Bolton
at **Home**

Organisational Chart

Executive Committee 2013

Mr Dietmar BOCK, President
GWG Munchen

Mr Olivier BARRY, FSM, Vice
President

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

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

Mr Jörg ZIMMERMANN, GBG
Mannheim

Mr Francis DEPLACE, DELPHIS

Mr Fredrik TÖRNQVIST, Stangastaden
AB

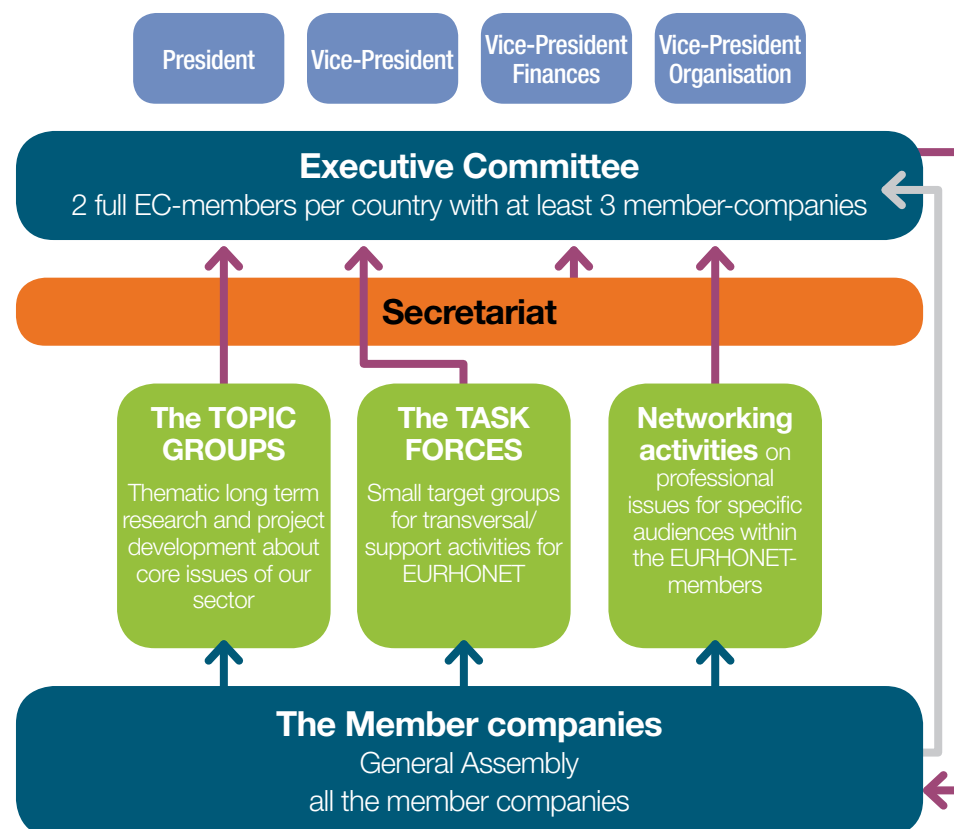
Mrs Lorella SOSSI, ALER Brescia

Mr Christophe VILLERS, La Foyer
Remois, EC substitute

Mr Jonas Hansson, Helsingborgshem,
EC substitute

Mr Hans-Jürgen BRAUN, bauverein
AG, EC substitute

The Executive committee holds
around five meetings a year. The
committee deals with strategic
planning and leads the network in
the direction of the future. The group
is responsible for the network's
organisation and finances, as well as
the EURHONET secretariat.



Key:

- Send members / participants
- Elect members
- Reports
- Ensures the daily coordination / information and assists the GA and the EC



Interviews

Jonas Hansson
Helsingborgshem, Sweden



Helsingborgshem has been a member of EURHONET since 2010.

"We decided to become a member for a few

reasons. Firstly we wanted to attract talented people to Helsingborgshem in competition with other employers who offer an international work environment. Secondly we wanted to give all our employees the opportunity to develop their skills through international contacts. Thirdly, Helsingborgshem is one of the top housing companies in Sweden. However to further improve we have to look for best practice at the European level. EURHONET gives us the platform to widen our horizons.

"I am involved in the Executive Committee of EURHONET. The EC holds around five meetings per year. The committee deals with strategic planning and leads the network in the direction of the future.

"I am grateful for this assignment because I have had the opportunity to meet and to share decision making with CEOs coming from different countries. Actually, the mix of the board makes this task challenging, interesting and gives me new perspectives.

"The reasons for joining are still relevant and I look forward to continuing our excellent cooperation."

New member,
ATER Treviso



Why did you decide to become a member?

ATER Treviso decided to become member of EURHONET because it could give new opportunities to obtain European funding and to establish new relationships with other members of social housing operating in Europe, exchange of experiences and best-practice.

What are your expectations?

We hope our membership of EURHONET will develop new ideas and working methods, and also the possibility to obtain European funding to realize projects useful to our community.

Which Topic Groups have you decided to be involved in?

- Topic Group energy
- BuildTog/Horizon 2020
- CSR

"The reasons for joining are still relevant and I look forward to continuing our excellent cooperation."





General Assembly 2013 – Brussels

EURHONET held its annual general meeting in Brussels at the end of October 2013. The main part of the event was held in the magnificent conference centre “Foundation Universitaire”, where it was held both days: an Open Meeting and General Assembly.

The Open Meeting “Energy saving challenges in housing” was a great opportunity to discuss and present BuildTog on the European scene. The European Union adopted an ambitious climate-change package, of striving towards the reduction of emissions by 2020, in particular in the energy use in housing. In order to realise these challenges, EURHONET presented the challenges of social/ public housing through two points of view: buildings and tenants’ behaviour. The conference was open by the

Energy TG Chair of CECODHAS, Marco Corradi, who presented the evolution of energy performance in the affordable housing sector. Then we had the pleasure of meeting and listening to Matthieu HORNING, Political Advisor of Group of the Party of European Socialists, who presented the European agenda for social housing, the result of an initiative report in the Committee of Regions. After this introduction, two EURHONET members presented on BuildTog which is under construction in their

company. Arne SCHREIER Project Manager at Greenageone – Bauverein AG – GERMANY and Olivier BARRY, CEO at FSM – FRANCE.

The Conference continued with a presentation about the EU project maintenance. The project’s aim is to promote energy-saving strategies implemented by companies in the housing sector, emphasizing the importance of operation maintenance and management in the energy performance of buildings.

The Open Meeting finished with the presentation of the EU Commission officer, Mr Valdabero, who presented the European Research and Innovation for Smart and Sustainable Lifestyles programme.

The second day was focused on the Network’s activities. All the people involved in EURHONET, such as Topic Group(TG) and Task Force (TF) leaders contributed to the day with some parallel sessions of 30 minutes. During the session each one of them had the

opportunities to explain in depth what has been done by their TG and their planning for the 2014.

The official General Assembly was held and we welcome five new companies: ATER Treviso, Uppsahalem, Dynacité, VOLKSWOHNUNG, Bostadsbolaget.

The annual report and the official accounts for 2012 were approved, as well as the programme of activities for 2014 and the financial plan for 2014.





Topic Groups

CSR TG Annual report

In 2013, the European Parliament issued two resolutions on Corporate Social Responsibility (CSR). In the line with the 2011 European Commission's communication on CSR, the European Parliament reaffirmed the EU's ambition to support and develop CSR, in particular within small and medium sized enterprises (SMEs). The two resolutions also re-emphasized the importance of transparency and accountability on social and environmental aspects. As a follow-up, in April 2013, the European Commission released a proposal for a directive on companies' disclosure of non-financial and diversity information; after a year of heated debates, the directive was finally adopted in April 2014.

Against this general European background, CSR is also increasingly growing in the Social and Public Housing sector. The European Responsible Housing Initiative (ERHIN) was launched in May 2013, by DELPHIS, CECODHAS Housing Europe and the International Union of Tenants, to foster CSR within the sector, in association with key stakeholders. It will build on EURHONET's pioneer work on CSR.

This overall context provides great opportunities for EURHONET and its members. It demonstrates, once again, that the network had foresight in setting up, as early as 2007, its CSR Topic Group and developing EURHO-GR®, the only European CSR reporting framework for the housing sector.

In 2013, EURHONET CSR Topic Group completed the in-depth revision of EURHO-GR®. While relying on the same five dimensions as before, the framework's structure was simplified. For each theme and sub-theme, key common issues were defined, but greater flexibility was introduced regarding the indicators, to allow for better adaptability to national contexts.

In parallel, various topics were discussed during the two CSR meetings held during the year.

Two events were also held. In Paris, DELPHIS held a EURHO-GR® conference for French social housing organizations; in Potsdam, a CSR conference was co-organized by EURHONET and GdW, the German federation, with various speakers, including the University of Darmstadt. Both conferences gathered several dozens of people and successfully contributed to spread CSR principles and good practice within the sector.

Now that the major work on EURHO-GR® has been completed, in 2014, EURHONET CSR Topic Group has defined its new strategy for the

coming years, based on two major goals:

1. Be 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.

In the next years, the Topic Group will focus more on collecting and building on members' good practices, as well as increasing its visibility. More specifically, in 2014 and 2015, the group will concentrate on Responsible Procurement, a growing issue in the CSR field and in Europe, as highlighted by the new Public Procurement Directive adopted in February 2014.

EURHONET will also take advantage of the European Responsible Housing Initiative to gain in visibility, strengthen its relations with housing players and stakeholders at European level, and further promote its members' commitment to CSR.

To that end, EURHONET will actively support the CSR Code of Conduct for Responsible Housing. Based on EURHO-GR® five dimensions, this Code of Conduct was developed by DELPHIS, CECODHAS, the International Union of Tenants and the European Responsible Housing stakeholder forum. As of October 2014, it will be open for signature to all affordable housing providers in Europe willing to show their CSR engagement. To be continued...

Ageing population activities in 2013

The main goal of the Ageing Topic Group is to improve quality of life for older people by helping them carry on living in homes adapted for their needs.

To be able to carry on living in your apartment it is important to make sure that there are not any physical barriers in the apartment and in the surroundings. The Topic Group has been working with technical solutions for a couple of years and created guidelines that show how to build or rebuild in order to make a good habitat for older people.

Man is a social being and as important as eliminating physical barriers, is to have a social life when getting older. People who socialize with other people stay healthier longer, which is an important factor to be able to carry on living in your own flat. Loneliness has been consistently identified as one of the specific 'social problems' which accompanies old age and growing older. Due to these facts the Ageing Topic Group decided to focus on softer issues in 2013 like, for example, social services and social activities. We also decided to continue follow the I stay@home project (ICT Solutions for an ageing society), which investigates how Information Communication Technology (ICT) can help older people with future challenges such as isolation, security, health and independent living.

During 2013 we have exchanged experiences with each other and learned a lot through the visits we have made. Furthermore we have collected examples from each member company of the group about how to support the daily lives of our older tenants and how to activate and encourage them to meet and socialize. The examples are documented in reports called for example Senior Offerings in Mannheim. We are happy to share them with you if you are interested and you can order them through the EURHONET secretariat or by contacting someone in the Ageing group.

Ann HERMANSSON ALM
Ageing Topic Group leader 2013



The Conference Home Sweet Home in London

In January 2013 the Ageing group visited the conference Home sweet home arranged by Habinteg housing association and the project I stay@home. The conference was about the requirement of housing organizations and their tenants under the topic of demographic changes. At the conference ICT-solutions in the category available were presented. The presentation was followed by a discussion in which the housing companies explained what solutions they will implement in 2014 in their apartments. We also had the opportunity to present EURHONET and the work of the Ageing group.

Field visit in Mannheim, Germany



The Topic Group visited Mannheim in May 2013 and the topic for the meeting was "New living facilities and concepts for older people". For this reason the group visited several premises amongst the portfolio of GBG Mannheimer Wohnungsbaugesellschaft mbH, in particular an apartment building located in Mainstrasse 34. The dwelling was built in 1974 and comprises more than 1 638 sqm, 30 flats and 8 storeys. The building was modernised in 2008/09 focusing on energy efficiency and barrier-free accessibility. Within the course of modernisation, also the layout was adapted to enable the creation of a community room, a specially equipped bathroom and a guest flat. The modernisation was carried

out in close collaboration with an incorporated society, MaJunA e.V. Its goal is to implement new ways of living together while growing older. Every new letting is carried out after clearance with the board. A membership is not required, but is advantageous. The community room is governed by the incorporated society. Every tenant is allowed to use the room as long as they accept the stated terms and conditions (fee, house rules). The house community is characterised by a strong company, joint activities and neighbourly help.

Field visit in Örebro, Sweden



At the meeting in Örebro on the 10th of September, we had the opportunity to visit ÖBOs first senior plus residence – Sofia senior. The residence was founded in 2012 and is for people aged over 70. In the residence there are 64 flats. The

tenants pay an extra fee (~35 €) included in the rent to have access to a senior host who organises activities and supports them in issues regarding housing. In the residence there is a community room where the tenants can meet and socialise. Several times a week there are activities like bingo, yoga and coffee mornings. There are also facilities such as a restaurant and podiatry. Regularly there is also a hairdresser coming to the house. If you want to let your relatives or a friend visit you the residents have access to an overnight flat. The rent is 22€ a night. It is important to take care of your health. In the "fitness room" you can exercise if the weather is too bad to go out for a walk.

Field visit in Bolton, UK

Eldon Extra Care Unit - For residents over 60 years of age

The scheme has 32 properties all of which are bedsits. In addition to a dedicated Housing Support Officer, employed by Bolton at Home, there are also care staff based here who are employed by Bolton Council. The staff work very closely together to make sure all customers' needs are met. Customers are also supported by the Careline community alarm service and concierge service 24 hours a day 7 days a week.

Customers pay a service charge in addition to their rent for Housing Support Officer, Careline and concierge services all of which are eligible for grant funding or Housing Benefit if the customer qualifies. The customer will also pay a care charge to the Council depending on the number of hours care per week they receive.

The Housing Support Officer contacts each customer daily to check they are well and will visit them in their property weekly to deal with any issues or support needs they have. When the officer isn't on duty the customer can request help from the Careline Service who also have a team of response officers.

The scheme has a communal room in which the Housing Support Officer with the help of the organization's Activities Co-ordinator will organize activities / event and trips / visits to help them remain socially active and reduce isolation. Activities include bingo, coffee mornings, as well as lunch for those who want it. There is also a quiet lounge where customer can sit and chat or read / watch TV.

In addition there is a communal laundry with washing machines and tumble dryers for which there is a charge. Group members were able to view a property in the scheme and talk with some residents sitting

in the communal lounge. During the visit there was a bingo session taking place in the large room however group members didn't wish to interrupt this.

Interview with Eig DIETER EMIG, bauverein AG, member of Ageing TG

Dieter is a member of the Topic Group Ageing and is very engaged and efficient in the group.

What does Ageing mean to you?

"The Ageing Topic Group gathers together companies which have the same target: improving daily life for the elderly and enabling them to stay at home for as long as possible in good conditions.

The group consists of people who can exchange their views and share their best practices raise the European standards; people who can learn a lot from one another and then go back home with concrete ideas that can be implemented. In a nutshell, the Ageing Topic Group is a place of inspiration and expertise, one which is just asking to be developed.

"The brainwork and new ideas developed within the framework of the Ageing Topic Group provide good support to the work we are doing at home, tackling the challenge of demographic change. All of this helps us to ask ourselves the right questions, which in turn gives us knowledge that can be directly implemented when adapting our dwellings to the needs of senior citizens."

Topic Group Social Integration

Overall focus 2012: Employment of the tenants.

After four year of working with “Cityplanning for Social Integration”, the group decided to focus on our tenants and study the best examples of the creation of a higher level of employment and occupation in neighborhoods. We have concluded that the level of unemployment has a notable impact on the possibilities for housing companies to create attractive and stable areas. Many member companies are involved in job-creation projects and we wanted to learn more about each other's work.

We had two meetings with this focus: in 2013, the TG Social Integration went to visit the Dutch company, Eigen Haard, in Amsterdam. It was two days of focusing on “Neighbourhood Economy and Community Involvement”.

On the first morning of the visit to Amsterdam we were taken to a centre run by the local community and supported by Eigen Haard. Here we were able to enjoy the community café and were given a broad introduction to Eigen Haard as an organization. Eigen Haard is a social housing company founded in 1909; its core aim is to provide quality housing to people in need. They manage approximately 60,000 units, 60% of which are in Amsterdam.

Neighbourhood Work

Eigen Haard plans and manages its projects in neighbourhoods. It works across 87 distinct neighbourhoods, 27 of which are outside Amsterdam. It uses a range of data from within the organisation and from other organisations such as the municipality which look at the levels of social and economic challenge within each area. It then uses that information to prioritise and plan where it works. Encouragingly this seems to be such strong analysis that they do not get challenges from residents about the priority for different areas.

The issue of how different organisations prioritise and manage their community work is something we will look at in future meetings of EURHONET Social Integration Group.

Community Involvement and the Makkie!



A key theme across both days of the visit and something that was very good to see was the involvement of the local community in projects. One of the key questions for housing organisations is how we support and reward the involvement of local people in community projects.

In Amsterdam, Eigen Haard has answered this question by investing in a local community currency called the Makkie. We listened to an enthusiastic presentation by a local person involved and in charge of the Makkie.

Makkie is an idea to better reward the involvement of the residents in the social needs of the neighbourhood.

The advantages the resident receives in being paid by Makkie is that they can use it to buy tickets for artistic events such as films at the cinema, free concerts at the orchestra at Amsterdam and also in certain retail shops against the purchase of goods.

The Makkie is supported by collaboration between three housing companies, the Government, local municipalities and the organizations, which take part.

The Makkie system was a great inspiration for all the meeting's attendances: a great example of a community currency.

Neighbourhood Facilities

Additionally we learned more about the building in which we were being hosted, “Meervart”.



The building is a community managed building and the person in charge of the general management explained to us that this building was empty and the people of the neighbourhood decided to start to use it for community activities such as Dutch language lessons and space for their kids.

Three years later ‘Meervart’ is a venue that you can hire; there are dance, sports and cooking lessons as well as a community café. It is also used as a theatre space.

We then went out into the local area to meet some of the community caretakers or wardens who work with housing organisations such as Eigen Haard looking after the local area. They have their own offices in the neighbourhood and they work with the local community to look after the many communal areas around the apartments and assist with customer general enquiries.

They took us to a community garden in the centre of one of the apartment blocks. Eigen Haard decided to promote development of the garden area with partners such as the police in order to increase the security of the area. It is now used much more than it previously was and has become much more of a community space.

Neighbourhood facilities are a key part of any community investment strategy and this includes communal facilities such as garden areas and also community-managed centres for local people to meet and undertake activities.

The Netherlands Philharmonic



After this we had the great opportunity to go and eat lunch at a community building that is now also the home of the Netherlands Philharmonic Orchestra of Amsterdam. They provide some free concerts on the streets and in the theatre; in addition you can pay the tickets by Makkie!

We met members of staff responsible for the community aspects of the orchestra and the overall Director. Both were incredibly positive about the benefits of moving the orchestra into the heart of the community. After some lunch we were able to listen to a rehearsal of the orchestra.

Eigen Haard neighbourhoods



The neighbourhoods managed by Eigen Haard present a greater challenge in terms of issues such as crime and anti-social behaviour. We also visited some of the properties they manage and one innovative property close to where the orchestra was based showed how Eigen Haard have been developing ways for renovating smaller properties.

Community Room

On the second day we were able to visit a local community common room, provided by Eigen Haard on one of its estates and managed by a local resident. We were given a presentation by the resident who described how the room had been developed as a meeting place to support the community with local issues.

Following on from that we were given a presentation by one of the community workers who works at



one of the other community rooms managed by Eigen Haard. This was a more formally managed centre with programmes relating to employment and personal development. It was hoped that this latter programme would soon move to other community rooms and buildings.

Finally, we met a voluntary organisation which again operates from an Eigen Haard building which offers very pro-active support, advice and advocacy projects in the local community. Here the support is much more direct and one to one and for example can include managing an individual's money for them to support them paying their debts and their rents.



Eigen Haard have a network of resident-run and more formally managed community rooms some of which run specific programmes to support people around issues such as money and employment. These are seen as vital to ensuring that neighbourhoods are successful in the broadest sense. The work with the voluntary organisation

Mark Turnbull
TG Leader

TG Energy

2013 was a very active year for construction activities in the Energy Savings Topic Group. The BuildTog in Darmstadt was topped off, with a ceremony in the presence of the entire group, and the BuildTog in Senart broke ground.

In 2013 the Energy Savings Topic Group met three times.

A meeting was held at beginning of 2013 in Darmstadt, Germany. The retrofitting group discussed monitoring for retrofitting and the status of the various partner projects. The new construction team reviewed the ongoing BuildTog projects and particular concerns and roadblocks. A special workshop took place regarding window details, a critical element in low energy buildings with different implications across climates. A specialist also made a presentation on wood pellet heating systems.

The second meeting took place in Paris from June 3-5th. The first day was devoted to retrofitting and the partners presented their projects and held a workshop to discuss how to improve the performance and aesthetic of the various retrofitting projects. The monitoring programme was presented and discussed. The second day was dedicated to exploring the relationship between energy performance and architectural quality. The group had a site visit to

see various eco buildings in the Paris region, including the work site for the Sénart BuildTog where a workshop was held concerning window details. Lastly, there were presentations and a round table on the energy regulation and thermal performance. The last day was devoted to BuildTog activities, including a discussion of the common design guidelines, a review of projects, and a strategy session on how to include new partners.

The core group met in Brussels on October 18th after the General Assembly to organize events for 2014 and to further questions of communication. We discussed the new website, upcoming conferences, and European Commission bids.

Members of the team were also present at various conferences throughout the year, including MIPIM conference in Cannes and Batimat in Paris, to help to spread information about the group's work. The Sénart project was featured in Le Moniteur, one of the premier magazines for the design-build professions in France.



Task Force Communication

The best way to achieve one's goal is to keep the work as simple and easy as possible. This is never truer than when it comes to marketing and communication. And communicating about our work and our efforts is so important that it really makes the work worthwhile.

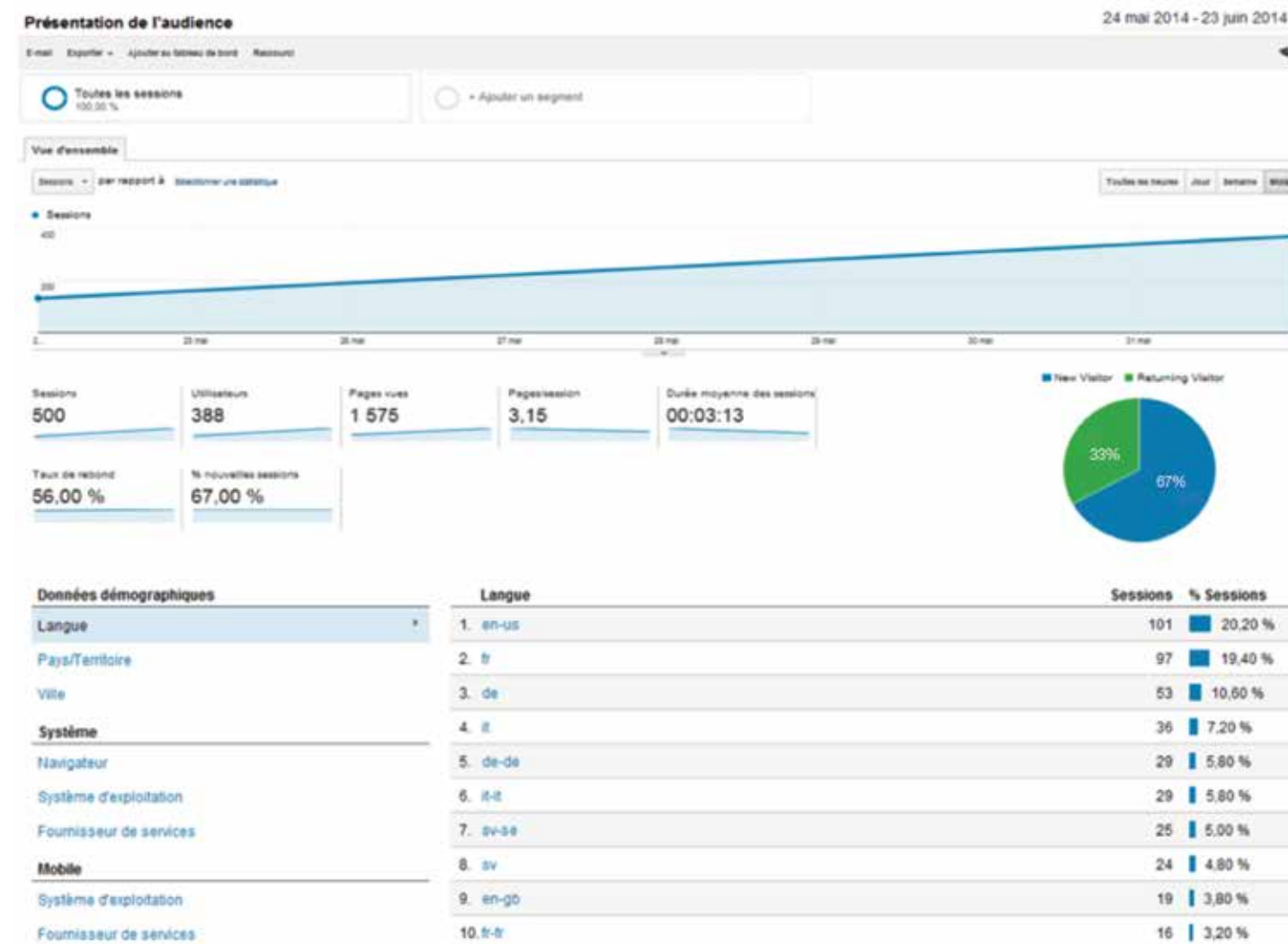
The Communication task force group would help the Topic Groups to spread the work and their knowledge to the whole EURHONET community, to the members and all the people working in our companies.

Our objective is to make EURHONET more accessible.

This means it must be easy to find, easy to use, and we need straightforward ways to find exactly what we need. The second objective is to make EURHONET easy to use and easy to find. This means finding

good, functional, and hopefully value-for-money channels for our interaction. And it means getting tools that make our reports, our invitations, and all of our communications unified and easy to understand. It is also about brand building EURHONET.

One really good example of making EURHONET more accessible is an easy user website. That is why during the 2013 we focused on developing a new website – it's been newly redesigned, with a bold new look and enhanced navigation experience.



To start, we've streamlined our menus to give you quick access to the items you're looking for. We have consolidated information on our organization, our work and commitment to the Asia community under the different Topic Groups activities.

We will be rolling out new pages and functionality over the coming months, and hope that you enjoy visiting our new website. We have tried to make all previous links active and point to the equivalent or relevant information.

However, due to the significant changes in the website architecture, we know there may be digital hiccups and you may experience virtual road blocks along the way. This is where we need your help.

Lars Löfgren
Task Force leader

Interview with Alessia Pareschi from GWG Munchen, member of TF Communication

"I work for the communications department at GWG München, one of the founding members of EURHONET, and joined the task force communication in the beginning of 2014. What I like a lot about this group is the broad experience and knowledge of my international colleagues. Every time we meet, I gain new insights in different communication strategies which is very interesting and helps me to rethink our own strategy in order to constantly improve my work back home."

Task Force EU Funding

Task force EU Funding supports the Topic Groups when they are applying money for their projects. The task force has contacts in Brussels and works on being kept updated on different possibilities for EU-financing. During 2013, EURHONET was involved in three different EU-funding projects: BECA, AFTER and E2BA.

The Beca Project

The BECA project started in January 2011 and aims to help Europe meet emissions targets by achieving a significant reduction of energy consumption in European social housing. Building on existing services that provide feedback on energy consumption to social housing tenants, BECA will develop, provide and pilot advanced ICT-based Resource Use Awareness Services (RUAS) and Resource Management Services (RMS).

Three housing companies from EURHONET are involved in the BECA project: ATC Torino, ÖrebroBostäder AB and bauverein AG.

The BECA project is partially funded under the ICT Policy Support Programme (ICT PSP) as part of the European Union's Competitiveness and Innovation Framework Programme.

The After Project

The AFTER project aims to improve the contribution of the maintenance and management of the social housing organisations to energy savings policies. Partners will first perform a retrospective analysis of the actual efficiency of energy saving measures implemented during the last 5 years then test new measures regarding operation and maintenance.

AFTER's expected results:

- Assessment of the real performance of Energy saving measures recently experienced by social housing organisations
- Dissemination of optimised and packaged low cost energy saving measures
- Measures adapted to different kinds of investments and situations
- Increase of the contribution of operation, maintenance and management aspects to the energy saving policies

- 3% to 7.5% of our building's energy consumption saved through low cost measures Bauverein AG, ATC Torino and Delphis are involved in the project.

Horizon 2020

Additionally during 2013 EURHONET hosted two workshops about the new EU Commission funding Programme, Horizon 2020. The aim was to provide some pillars of the new Programme Horizon 2020. This programme, announced by the EU Commission during 2013, changed most of the procedures and concepts of the EU funding rules existing until 2012. Both workshops were supported by the activity of an EU funding consultancy based in Brussels. The feedback was very positive from the attendees.



Improvement Team

Our task is to find ways to make EURHONET better in all aspects. The way we are meeting, working and delivering efficient tools, producing new knowledge and bringing inspiration home to our companies.

We want to be leading European housing by new ways of working, being an attractive employer, introducing new technical solutions, reducing energy consumption, developing methods for communicating our performance with our stakeholders and customers, and so on.

We want our activities to support our member companies so they can deliver good housing based on the needs, demands and possibilities of our tenants. "More value for money" for our member companies, and their tenants, is what we want to achieve.

The valuation EURHONETs companies CEOs did in our 2013 survey show that we are on the right track. Our broad variety of activities and working groups was appreciated. Our Topic Groups were working in an efficient way and many new people were involved in our activities.

Our Coordinators became a valuable resource to communicate activities and bring companies' demands. The

exchange programme was growing, connecting more employees from different countries with the same professional profile.

The CEO-academy and General assembly was appreciated by the attendees as a good opportunity to meet colleagues and get new ideas. Open meetings and workshops gave companies a possibility to send experts not involved in working groups to meet colleagues from EURHONET countries.

Our task forces (TFs) were active and committed to their tasks. Marketing group recruited new companies, TF Communication started to rebuild our extranet and website. TF EU-Funding spread knowledge and gave support for companies to answer calls launched for EU funding. The IP-team introduced new ways of working to make sure we are bringing home concrete results that could support our companies' wish to improve.

Our network is expanding, becoming stronger and more efficient. More companies are applying for membership, more employees are getting involved, and our member companies are in general pleased with what we achieve. This is a solid platform for continued improvement looking for new ways to make EURHONET stronger.

Roger Rådström

Marketing Task Force

In the beginning of 2013, the EC discussed the possibility of expanding the network with new member companies. The greatest focus has been on recruiting housing companies from the United Kingdom and The Netherlands. During 2013 EURHONET was presented to several interested companies in the UK. Other recruitment meetings were held during the year. During 2014, the continued focus will be on expanding the number of members from the existing member countries.

Fredrik TÖRNQVIST,
Task Force Leader

Exchange Programme

The exchange programme is a unique opportunity to help people grow and bring home knowledge and new ideas. All members are welcome to take part in it, so if you would like to know more about the exchange programme, please contact the EURHONET Secretariat.

AB Stångåstaden hosted by Gewoba

Ann-Christine Thurn's goal was to pick up some ideas and get a broader perspective on housing administration.

"They have developed a group concentrating on senior people. This group helps the elderly to find their way through bureaucracy so they get the service and help that they have the right to. Gewoba also gives out a newsletter and arranges activities and excursions for this target group.

It was interesting and nice to meet Gewoba. They were very friendly and took good care of me. It was interesting to discuss the German and Bremen housing market and how they deal with it. We have a lot of similarities. The goals can be the same but we have found different solutions."

Örebrobostäder AB and Bolton at Home shared knowledge about property maintenance.

Fredrik Nordin and Samuel Jiton from Örebrobostäder AB have visited Bolton at Home with the goal of learning something that they could take back to ÖBO. They are interested in seeing how social housing in another country works.

"We had some new ideas about ÖBO's grounds and maintenance team that we brought with us from Bolton at Home. One of many differences between theirs and ours grounds and maintenance team were that Bolton at Home works in teams. They have different lawnmowers, different cars and different structure of their working site. We have found both similarities and differences between our companies."



Calendar of activities 2013

JANUARY

23 INFO DAY IEE, Brussels - Belgium
<http://ec.europa.eu/energy/intelligent/caterina.verde@eurhonet.eu>

31-1 February Conference
 I-stay@home London - UK Ageing
 Topic Group Meeting
cecilia.svedin@obo.se

FEBRUARY

18-19 Communication Task Force
 Turin, Italy
lars.lofgren@hyresbostader.se

27-28 and 1 March Topic Group
 Energy Darmstadt, Germany
jd.mege@foyer-remois.fr

MARCH

7 Workshop EU Funding Introduction
 Brussels, Belgium
caterina.verde@eurhonet.eu

11-12 CSR topic group meeting
 Paris, France
limousin@delphis-asso.org

APRIL

9-10 from lunch to lunch Executive
 Committee Paris, France
caterina.verde@eurhonet.eu

10-11 from lunch to lunch
 Coordinators meeting Paris, France
eurhonet@eurhonet.eu

25-26 from lunch to lunch HR -
 Workshop Stockholm, Sweden
caterina.verde@eurhonet.eu

25-26 Social Integration Topic Group
 Bolton at Home, UK
shauna.morton@boltonathome.org.uk

MAY

21-22 Ageing Topic Group
 Mannheim, Germany
ann.hermansson@obo.se

TF Communication
 Mannheim, Germany
lars.lofgren@hyresbostader.se

31 Workshop - Mentally Disabled
 People Paris, France
lesperrier@delphis-asso.org

JUNE

3-5 June Topic Group Energy
 Energy TG, France
jd.mege@foyer-remois.fr

25 CEO Academy
 Calais, France
caterina.verde@eurhonet.eu

26 Morning TFs and TGs Leaders
 meeting with EC

26 Afternoon Executive Committee
 meeting Calais, France
eurhonet@eurhonet.eu

August

21-22 Improvement team - 2014 -
 Brussels, Belgium
eurhonet@eurhonet.eu

SEPTEMBER

3-4 Ageing Topic Group meeting
 Örebro, Sweden
ann.hermansson@obo.se

16-17 from lunch to lunch Executive
 Committee Paris, France
eurhonet@eurhonet.eu

17-18 TBC
 CSR Conference
 Berlin, Germany
limousin@delphis-asso.org

OCTOBER

14-15 CSR Topic group meeting
 Brussels, Belgium
eurhonet@eurhonet.eu

16 Morning Executive Committee
 Brussels, Belgium
eurhonet@eurhonet.eu

16 full day European Parliament (EU)
 Open meeting Brussels, Belgium
eurhonet@eurhonet.eu

17 General Assembly
 Brussels, Belgium
eurhonet@eurhonet.eu

NOVEMBER

21-22 Social Integration Topic Group
 Amsterdam, Netherlands
gabriella.granditsky@familjebostader.com

DECEMBER

17-18 from lunch to lunch Executive
 Committee Munich, Germany
eurhonet@eurhonet.eu

EURHONET Secretariat

EURHONET has a Secretariat to support the network in daily life. The mission is to support the members in developing new ideas, facilitating the exchange of best practices and promoting the social and public housing in Europe.

The Secretariat is closely and continually involved in organizing, coordinating and ensuring the coherence of the Network's work and implementation of its annual programme of the different working groups. The Secretariat support in planning and facilitating the EURHONET meetings across Europe on different topics and targeted to different professional profiles.

Additionally it is also responsible for the annual publications and other administrative documents for the network.

In this context the social tools are very important, thus it is also responsible for communication and maintaining good relations with all members and housing stakeholders, such as EU Institutions and CECODHAS Housing Europe, which is one of our main partners.

If you have any questions, please don't hesitate to contact us.
EURHONET@EURHONET.eu

Caterina VERDE
EURHONET General Manager

CLOSING OF THE 2013 ACCOUNTS

So after all EURHONET has a good and stable financial situation.

The final report of 2013 together with copies of all invoices and bank documents were sent to our internal auditors. The financial report for 2013 was also sent to our tax consultant SOCOFISC in Brussels to be validated as well and presented to the Belgian financial authorities.

Balance 31/12/2013			
ASSETS			
AMOUNTS RECEIVABLE WITHIN ONE YEAR			
Commercial credits:			
Members & others	15.000,00		
Other credits		252,00	
Caution (group S)			
CASH AT HAND & IN BANK	176.327,11		
KBC Daily account	100,00		
Kassa		176.427,11	
			191.679,11
LIABILITIES			
BENEFIT	153.578,16		
Previous year		21.993,3	
Of the year		0	
			175.571,46
AMOUNT PAYABLE WITHIN ONE YEAR			
Commercial debts:			
Suppliers	1.104,01		
Invoice to be received	17.211,6		
		4	
			16.107,63
			191.679,11



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