

*Housing the future*



## Index

---

Introduction	Page 3
Topic Groups	Page 7
Energy savings	Page 8
Social integration	Page 11
Ageing population	Page 13
CSR	Page 18
Human Resources	Page 19
Exchange Programme	Page 19
Other activities	Page 20
Task Forces	Page 22
EU Funding	Page 23
Improvement team	Page 25
Marketing & Communication team	Page 26
Organisation	Page 27

## What is Eurhonet?

### A COMMON IDENTITY

European Housing Network, Eurhonet, is a European network of 26 public and social housing companies from England, France, Germany, Italy and Sweden.

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 practical doers, and we are facing the same challenges all over Europe – we need to find ways to save energy, we have ageing populations with all the complications that implies, and we have deprivation issues and social tensions that need to be addressed.

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

#### THE VISION

The vision of Eurhonet is Leading European Housing. To fulfill our aim to get high customer satisfaction, we learn globally and improve locally.

#### Best in our local market

- Learning by networking
- Finding best practices
- Creating new solutions
- Raising standards

#### Make our employees grow

- Connecting people
- Professional academics
- Creative meetings
- Inspiration



In my capacity as the President of EURHONET, I take pleasure in sharing with you the details of our association's activities and accomplishments in the year 2012. We have found highly successful ways in which to operate and has carried out developments in important areas of work.

We have focused on improving the network and introducing the toolbox that we developed together:

- Topic Groups working with clear project plans delivering concrete results to our companies about how to address social integration, energy saving, elderly tenants and CSR.

- Task forces improving our working methods, enhancing our internal and external communication, creating opportunities for EU-funding like BECA or AFTER and organizing cooperation with external partners

- Workshops bringing staff with common skills together to share "best practices" in different working fields

- Field visits with clear objectives

- Staff exchange for hands on exchange of knowledge and ways of working. The level of activity has been very good, and it is especially pleasing for me that so many of our members companies have actively participated in our work.

Having established a solid base for our operation, we have had the pleasure of welcoming a new member from United Kingdom, Bolton at Home. We hope to welcome more new British companies and also Dutch members soon.

Our economy is good. Our resources are now being increased by a rise both in membership fees and the number of members. We budgeted for a surplus in 2011 which is now forecast to be even greater than planned.

Accordingly, I see tremendous hope in the future of our organisation. The members are committed and can see that, through their participation, they can develop their own operations and gain real competitive advantages at a national level.

**Mr Dietmar BOCK**  
EURHONET President



## 2012 Members

### Eurhonet in figures:

26 members

5 represented countries

600.000 dwellings

### FRANCE

FSM-Melun  
Habitat 62/59 Picardie – 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

### ITALY

ALER Brescia – Brescia  
ALER Milano – Milan  
ARTE Genova – Genoa  
ATC Torino – Torino  
IPES Bolzano – Bolzano  
IACP Bari – Bari

### SWEDEN

Familjebostäder – Stockholm  
Helsingborgshem – Helsingborg  
Gavlegårdarna – Gävle  
Bostads AB Mimer – Västerås  
Hyresbostäder – Norrköping  
Stångåstaden – Linköping  
Bostads AB Vätterhem – Jönköping  
ÖrebroBostäder AB – Örebro

### UNITED KINGDOM

Bolton at Home, UK

### NEW MEMBER APPLICATION 2013

Bostadsbolaget- SWEDEN  
A.T.E.R. Treviso - ITALY  
Dynacité - FRANCE  
Uppsalahem AB - SWEDEN  
Volkswohnung GmbH - GERMANY

# 2012 General Assembly

IACP Bari was the host for the 2012 General Assembly 2012 and they succeeded in making the event memorable. IACP Bari provided interesting speeches by Mr Michele EMILIANO, the Mayor of Bari, the Governor of Apulia Region and representatives from the Apulia Region Assessor for Public Housing, Federcasa and ALER Brescia.

The General Assembly represented the achievement of an important goal for the Agency in Bari: to be a member of a network of leading Companies of Public Housing to compare and expand our expertise in the field.

In addition to the speeches, IACP organised an enjoyable city walk and a great tour of the surroundings. Eurhonet members had the opportunity to visit the PRU Duca degli Abruzzi – Mandonella District, PIRP Mungivacca District, PIRP San Marcello, Student' Houses, Santa Fara Army military houses and much more.



## CEOs DISCUSS THE RENEWAL PROGRAMME

Public housing can play a key role in the present economic crisis connected to the housing problem and high-priced rents. Today, the poverty line and the final users of public housing are no longer the typically poor people but single-income families or young married couples who have difficulty accessing the house market to buy or rent a home.

A real initiative is to build houses with sustainable rent or agreements for future sale to allow families to access the rental market by paying an agreed fee and then automatically becoming the owner of the same.

The Agency for Public Housing can be the main protagonist

in the basic process of regenerating the social fabric and suburbs, providing the integrated facilities and primary and secondary urbanisation and above all increasing the audience of new typologies of users such as young couples and immigrants. The coordination on housing policies with the Apulia Region and the concerned Municipalities for this purpose is certainly key.

A home is a constitutional right for every citizen and it is clear that it is an anchor for every human being strongly related to the notion of primordial lair and family. Regenerating the urban fabric of a city district means improving daily living. Therefore,

when the goal of providing the house as a social service to the citizen who needs it is reached, the goal of social security and the improvement of the social situation is also reached.

These topics were addressed through contributions from speakers in the CEO- Academy in Bari 2012, including politicians and sector experts working together for the social "good" HOME.

## Hello Caterina Verde!



Eurhonet has a secretariat to support the network in daily life. The secretariat's task is to support the members and the different groups within Eurhonet. It is also responsible for communications and maintaining good relations and communications with all members and housing stakeholders, such as EU Institutions and CECODHAS Housing Europe, which is one of our main partner.

The Secretariat organises workshops, EC-meetings, CEO Academy and the General Assembly. It is also responsible for the annual report and other administrative documents for the network.

If you have any questions or need some support, we will be happy to help. Please don't hesitate to contact us.

**Caterina VERDE**  
**EURHONET General Manager**  
[eurhonet@eurhonet.eu](mailto:eurhonet@eurhonet.eu)

## Hello Gwen and Bolton at Home!

**You are a new member since spring 2012.**

Eurhonet represents a terrific opportunity to see how things are done in different places in completely different ways. Whilst Eurhonet members have a great deal in common, there is also a lot that is different and that means we can compare and contrast things that we do and learn from the best. There's also the potential to open up new sources of funding, and to try out new projects and initiatives by working together.

**What expectations do you have of Eurhonet?**

I think I can summarise by saying 'You give something and you get something'. There are things we are good at which we can share with others so they can learn from us. But there are also things we're not so good at, particularly in relation to the physical design of buildings and energy efficiency, and we really want to learn from others about how they approach these subjects. Eurhonet is the perfect network to put us in contact with so many different housing organisations throughout Europe.

**What topic groups are you involved in?**

We have staff involved in all the topic groups. The CSR and social integration topics are things that we think we are good at and we want to compare what we do with others to share what we do. We all face the challenges of an ageing population, and so we are really keen to see how other European housing associations tackle this issue.

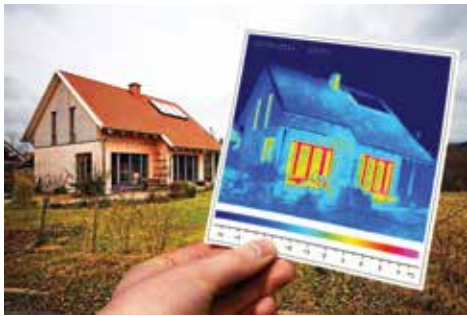
**Gwen Crawford**  
**Director of Regeneration**  
**Bolton at Home**



**Bolton**  
**at Home**

**TOPIC  
GROUPS**

## Energy Savings



The goals for 2012 activities for the Energy Saving Topic Group was to continue to support ongoing activities with the Retrofitting and Buildtog program with an eye towards adapting our knowledge base to new laws regarding energy performance which will take effect in 2020.

**Energy Savings Topic Group Leader**  
**Jean Denis MEGE**



## BuildTog



The BuildTog project entails reconstructing a "standard house to passive house standards in several of Eurhonet's member countries." The first Letters of Intent were signed in spring 2012

In the summer, BuildTog reached a new milestone, when foundations were laid in Darmstadt, Germany and in Senart, France for the first BuildTog houses based on the shared design. By the end of the year, frameworks were almost finished in Darmstadt and works in Senart are also progressing well. Further projects are scheduled to begin next year in Reims, Calais and Örebro.

The topic group held three meetings - one in Reims in March, one in Västerås in June and one in Moscow in November. Workshops were also arranged on monitoring, accessibility and LCC-calculations at these meetings.

During the year, the topic group has explored communication issues and a folder presenting the Buildtog concept has been produced.

**Ingvar Andreasson, Buildtog leader**



## Retrofitting



In the retrofitting group, the members developed two common tools: a thermal tool for retrofitting (TTR) and a financial tool. These tools provide a common basis that enables them to easily and efficiently compare the way in which their companies work.

In 2012, the group had a focus on topics such as tenant involvement, inviting tenders, working periods, and monitoring.

**Retrofitting leader**  
**Isaac Scaramella**

## Energy Savings Activities in 2012

### MOSCOW – EXPERIENCES FROM THE ENERGY GROUP

The network's Energy Saving Topic Group is currently working on two topics: energy-efficient refurbishment (with the "Retrofitting" group) and energy-efficiency construction (with the "BuildTog" project).

Its members regularly organise meetings to deal with these subjects within this framework.

This time, the meeting was extraordinary and took place in Moscow. Thanks to BASF, one of the Topic Group's partners, it was possible to organise this event and to open up one day of the meeting to Russian guests.

This meeting was a great opportunity to compare Russian practices with those of Eurhonet members, to share our experiences, to show what is done in the Energy Saving TG and to have a look at what could potentially be developed.

After several presentations from Russian speakers about the energy efficiency in construction and renovation in Russia, members and partners of the Topic Group Energy Saving situation presented their work, i.e. Retrofitting and BuildTog.

During this meeting a lecture about building technologies for low energy buildings and passive houses was also given: this was a very good way to improve our knowledge of this topic.

### Pilot Darmstadt!



The pilot site of Darmstadt (Germany) includes 45 buildings in Darmstadt and in the nearby smaller towns of Dieburg, Weiterstadt and Bensheim. The buildings have a total surface of approx. 55,000 m<sup>2</sup> with 688 dwellings accommodating approximately 1,514 tenants.

The buildings were built between 1959 and 1986; the facilities for energy, heating and water were installed between 1974 and 2003. Thus, the quality of the meters, the need to heat

and the energy efficiency differ among the buildings from medium to bad. All dwellings were equipped with smart heat cost allocators and modern thermostatic valves.

A high proportion of tenants in the pilot site dwellings receive social welfare benefits and have a migration background. They vary in age (18 to 85) and have a medium/low educational background.

The pilot site is divided into 3 categories with different levels of service:

Basic setup: 15 buildings (274 dwellings) are equipped with heat cost allocators and water sub-metering services.

Medium setup: 21 buildings (190 dwellings) have the basic setup plus a service enabling the energy manager to optimise the heating curve of the central heating system according to the real demand of the tenants. The expected savings are > 6%.

Top setup: 9 buildings (224 dwellings) have access to the medium setup plus an access to a more developed internet portal. The expected savings are > 10%

The Bauverein AG Darmstadt supported by Techem implements and pilots Resource Usage Awareness Services (RUAS) to encourage tenants to save resources (gas, heating, water) and Resource Management Services (RMS) for resource demand reduction.

**Arne Schreier**  
bauverein AG

## A NEW KIND OF FIELD VISIT!

The Energy topic group had a meeting in Reims in the end of February 2012. At the meeting, the group tested a new kind of field visit: ACTIVE FIELD VISITS.

The principle is that the participants play the role of flying experts: throughout the visits, they take pictures of what they find interesting and what they would have done differently.

A workshop is then organised to debrief about the experience.

This constructive criticism enables the host to have European feedback about his practices and to get good ideas to improve them. It also enables the guests to actively participate in the field visit and to have an enriching discussion about other companies' practices.

This type of field visits proved a success, so it was therefore decided that it shall now be the rule for all the others. The group made three field visits during this time, one of them being "Individual houses in wood".

Name: Spoerry

Housing Company: Le Foyer Rémois

Architect: Jean-Philippe Thomas

Construction date: 2011-2012

Number of dwellings: 20

### Presentation of the programme:

This programme consists of the construction of 20 individual houses (8 houses with a single ground floor and 12 houses with two floors).

Walls are made in cross-laminated timber wood. The product used is KLH (<http://www.klh.at/en.html>).



The roof is covered with a waterproofing membrane. The evaluation of the wooden houses was:



#### Wood construction

The wood construction was well appreciated.

It makes a change from traditional buildings and adds a real charm and attractiveness to the area.

#### Master plan

The master plan of the area is very interesting.

It provides high density without giving the impression of it.

Tenants will have a great privacy in a dense area.

#### Terraces

Large terraces and balconies are positive elements for these dwellings.



#### Too much wood inside the dwellings

Some of the flying experts are afraid that there might be too much wood inside the dwellings. It is nice for holidays but maybe not for daily life.

#### Small kitchens

Kitchens seem to be too small. They open onto the living rooms but the space is probably not sufficient for cooking, having a dishwasher, ...

#### Electrical heating

It could maybe have been advisable to use another heating system, such as an electrical one, for this environmentally-friendly programme.

## Social Integration Activities in 2012

### SOCIAL INTEGRATION IN ANGERS

The Social Integration topic group organised an open meeting together with Le Toit Angevin in Angers. The meeting concerned the French way of working with economic free zones as a tool to create jobs, making it easier to start up new companies and get unemployed people into jobs.

The topics we addressed during these days were:

What is an economic Free zone?

Why did the French government implement it?

What is the result so far?

- What new companies have moved to Angers?
- What new companies have started in the Free zone?
- What new jobs have been created?

What could we learn for the future?

What lessons could be brought back home to our cities and countries?

During the meeting, we had the opportunity to hear about and take part in the French work with the Free zones at different levels.

We listened to Mrs Isabelle SERY, who works with the coordination of DLAP in Paris and represents the National Union for planning. Mrs SERY told us about the French strategy and the reasons for working with this tool. We also had discussions about how they choose and evaluate the Free zones, as well as the costs and effects.



Mr Frederic CHOUANET and Mr Jean François DUFOUR represented the management of the “Free zones” at a regional and local level.

We learned the Angers way of working with social integration and how the free zones are a part of more general work.

### HOUSING COMPANIES HELP TENANTS FIND JOBS

Helsingborgshem was the host for the open meeting about unemployment and how to get tenants into work. The meeting started with a presentation on “Attractive neighbourhoods”, and continued with field visits

to different areas in Helsingborg. Still, the focus of the meeting was to experience the companies’ way of getting tenants into jobs.

#### Personal coach

Helsingborgshem work with an employment programme called “Eget driv - My Drive”, which began in 2009 as a shared project for the employment and empowerment of tenants. About 25 participants per year get coached individually by Piia. Analysis of the individual is used to form an action plan with short and long-term goals.

One quarter of the participants are “heavy clients” of the authorities, which means

they have already participated in a number of job programmes. They are not on the level of society and labour market's needs. 75% of the participants found a new job or returned to education.

Other good examples can be seen from Bolton at Home (Journey to work), Mimer and ÖrebroBostäder (Jobbpunkt Väst), which have been presented and are available on the Eurhonet extranet.

Attractiveness is created by several factors: the key to success is to understand and meet a variety of needs and wishes for a variety of people to create an attractive neighbourhood. Short term needs and long term thinking need to be combined.

#### **Kulturpunkten** – open to all tenants

A meeting point for the exchange of different generations, cultures, music, food and religions, day care for the elderly and disabled people, a canteen for students, gym, supermarket, pizzeria and hairdresser (picture)

#### **Multiteket** – a club for children and youth

Afternoon workshops and courses in music, dance, film, theatre, sports, arts and crafts.



#### 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 the neighbourhoods. 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. The first dealt with the perspective of the experiences from

the Free Zones in France and methods for success also involving regional and local actors. The other meeting focused on the local level and the concrete work of housing companies. The job creation can both be by employment of tenants in the companies or in partnerships, or by arranging job matching programmes and support.

#### Cooperation with the EFL

The Dutch network EFL, with companies from Holland, Germany, England and France, has a similar working group for Social Integration. Since 2010 we have arranged some joint meetings and the EFL members have been invited to our Open Meetings. In the beginning of the year, the EFL asked us for a even more close corporation which resulted in a joint planning meeting in Enschede in the end of the year. It was decided to to establish a common focus on the Neighbourhood approach for the close future. Eurhonet will organise a meeting in Bolton in April and EFL will organise a meeting in Amsterdam in September.

#### Field visits and meetings during 2012

Angers: Le Toit Angevin arranged a two-day meeting presenting the Free Zones system in France. We combined lectures with discussions with politicians and field visits to companies to learn more about the French experiences. This resulted in an overview of the Free Zones with the perspectives of the French evaluations and modernisation of the system through the years.

Helsingborg: We visited Helsingborgshem, who showed us their successful "My way" project, which aims to help the tenants to find employment and an income. The group representatives from other member companies also presented similar job creation projects and we made a summary and compared the success factors.

Enschede: The EFL company De Voonplaats arranged this two day meeting. On the first day, we had lectures and field visits to learn how De Voonplaats work with the neighbourhood approach. The main reason for the meeting was to discuss and plan the joint work of the two topic groups, which we did on day two.

**Gabriella GRANDITSKY-SVENSON**  
Social Integration Topic Group Leader

# Ageing population activities in 2012

## An outdoor environment for the elderly

Most seniors prefer to live independently in their own homes as long as possible. But as they get older, everyday activities become more and more difficult. To live an independent life, they must also be able to be at home and feel safe and secure in the neighbourhood. Therefore we need to adapt the outdoor environment for the elderly. Below you will find some good examples of these adaptations.

### CLOSE TO THE ENTRANCE

Seniors need to have some places to be close to the entrance. Some seniors aren't able to go far, and a walk around the house can be enough of a day trip. Some seniors don't drive on their own and need a driver to go anywhere and they need somewhere to rest while they are waiting for the driver.

#### BENCHES CLOSE TO THE ENTRANCE

The benches should be a little bit higher than usual. It's much easier for the elderly to get up if the benches are not too low. Armrests makes standing up even easier. A roof overhead would also make it more comfortable and stop them from becoming slippery.

#### PARKING FOR THE ELDERLY

Some elderly people use rollators and (electrical) wheelchairs/perm mobiles, which need a place to be stored.

A parking place must be created for rollators and wheelchairs. Storage boxes must be provided for perm mobiles, with the possibility to recharging the battery.

Parking places should be reserved for the elderly close to the entrance – they should also be wider than the others.



Housing the future

---

### ADAPTATION OF ENTRANCE

#### GOOD EXAMPLES

Most of seniors prefer to live independently in their own homes as long as possible. But as they are getting older, everyday activities are more and more difficult.

In this case, they may be afraid of leaving their home and stay at home and feel secluded.

To avoid this, we need to adapt the entrance for the elderly on pay attention to following elements.

In particular, coming and going can become an issue for the elderly if entrance halls not are suitable.

---

### OUTSIDE SURROUNDINGS

The outside access can be the first obstacle for a senior. It may be sliding, not large enough, not well-indicated and, as a result, it can prevent the elderly from coming and going over easily.

- Make sure that taxis and other transports for elderly easily can drive close to the entrance.
- Roof above the entrance – to make it dry and without any slippery.

Some elderly use rollators and (electrical) wheelchairs/perm mobiles which need a place to stay.

- Create parking place for rollators and wheelchairs.
- Create storageboxes for perm mobiles, with the possibility to charge the battery.
- Reserv parking places for elderly close to the entrance – wider than others.



---

### ACCESSIBILITY TO THE BUILDING

Once the elderly are close to the building entrance, some difficulties remain. Indeed, there may be some stairs or thresholds preventing them from entering in the hall.

#### ACCESS RAMPS

Make sure the entrance is accessible without any steps, and if there are some level differences, use ramp with handrail to get access.

#### NO THRESHOLD

The best is to remove threshold and steps at the entrance area. Easy in new buildings but might be more difficult in old house.




#### INCLINE ADJUSTMENT

The best solution when it's possible, preferably in another color.

#### ELEVATOR/STAIR LIFT


Add from outside if there are some steps in the entrance.

### CLARIFYING ORIENTATION

**INFORMATION SIGNS** - clear in the area and in the stairwells.

**CLEAR SIGNS** on every floor - for easier orientation. Big numbers and different colors on every floor.

**CLEAR SIGNS** outside the building - with lighting at night.





---

### ENTRANCE DOORS

The main entrance door is often heavy, and open the door with a key is also a difficulty for seniors.

**CHIP SYSTEM**  
Add chip system instead of keys and have automatic door for opening.

**OPENING WITH A REMOTE CONTROL**  
Open doors with a remote control (instead of chip)

---


### SECURITY

**DOOR BELL WITH CAMERA**  
To enable the elderly to easily identify who is visiting, and improve the feeling of safety.

**GOLDEN EYE** - on a display  
Put in two levels, for seniors that are standing, and for seniors in wheelchairs.

**LIGHTING CONTROLLERS AND MOVEMENT DETECTORS**  
To help the elderly to move more easily and to improve the feeling of security.

---



Europhonet - European Housing Network, c/o CECODHAS - DE square de Meirde - B - 1050 Brussels - BELGIUM.  
ASBL n° 0089 222 063, Europhonet@europhonet.eu  
www.europhonet.eu

## FEELING SAFE

Sometimes, a nice place can also be welcoming for other people. Some elderly people feel unsafe when youngsters come too close. Classical music can be played near the entrance to deter youths.

## IN THE GARDEN

### MAKE A PATH

A circular path within the garden is good for elderly people who might have difficulties with orientation. The circle should be in a clear colour, and if possible it should be the same colour as the other signs in the stairwell or the sign outside the house. Make sure the path is accessible without any steps, and if there are some level differences, use a ramp or build the path with low slope with handrail to get access. Have benches along the path of every 30 meters.

### PLACES TO RELAX

Places to sit, talk and relax are important for elderly people. Make sure that the site is protected from the wind and there is the possibility to sit in both sun and shade. By building a small fountain and putting some flowers around it, it can become calm and pleasant.

### ALLOTMENT

Having allotments in the garden is usually a positive thing. They act as a meeting place and encourage the elderly to be active. Allotments should be adapted to make it easier for the elderly taking care of them. For elderly people that might have difficulties sitting down on their knees, we adapt the height of the allotment by using pallets.

### OUTDOOR GYM

The best way to stay young is to move your body. Having an outdoor gym adapted for the elderly can be a good investment for their physique and health. The outdoor gym also serves as meeting place, and there are possibilities for organised activities.

The Ageing topic group has worked through technical solutions in the bathroom, kitchen and entrance. To take part in this work, please contact the Ageing topic group or see the Eurhonet extranet.

## MICASA - FIELD VISIT



At the Ageing topic group meeting in Stockholm, the group had the opportunity to visit Micasa, which is a company specialised in flats for tenants with special needs. Micasa and Hjälpmedelsinstitutet have created a national inspirational environment with housing for people with disabilities. Visitors can gain inspiration and knowledge.

The inspiration environment shows how houses can be designed to offer residents security throughout their lives. The apartments are also created to work well if staff are needed in the home.

The Ageing group visited an apartment adapted for tenant with dementia. There were some interesting cases to take home about the;

- Outdoor environment
- Floors which were resting on a resilient underlay that prevents strain injuries
- Smart lighting
- Bathroom doors which can be open inwards and outwards

## PARIS HABITAT – FIELD VISIT



The Ageing topic group visited Paris Habitat OPH in May 2012, which is a local public body under the supervision of the Government of France and controlled by the City of Paris. Paris Habitat OPH manages more than 120,000 public housing units- that is 50% of Paris' total public housing stock. Ninety per cent of these apartments are located in Paris itself, the others are located in the outskirts nearby.

A big issue for Paris Habitat OPH is the aging of society. 21% of their customers are 60+ years old. Within the approx. 46,000 customers, 60 % are women. Regarding to the needs of elderly/handicapped people Paris Habitat OPH has improved the accessibility to more than 20,000 units since 2005 and made adaptations in more than 1,000 units. Paris Habitat OPH provides a budget of € 2.7 Million each year or these adaptations. Their actual stock consists of 16% barrier-free, 46% restricted accessible and 38% inaccessible buildings, according to the needs of elderly/handicapped people. By 2020, Paris Habitat OPH plans to raise the amount of barrier-free entrances to 40%.

Emmanuel Herail, the head of the district office, accompanied us to the Edouard Michelet-Curial urban settlement. This residential area is located in the north of the 19th district between Porte de la Villette and Porte d'Aubervilliers. 1789 units have been allocated in 16 high-rise buildings (18 floors) and one lower building (9 floors).

Since 2009 Paris Habitat OPH has been working on the restructuring and modernisation of the whole settlement. In terms of restructuring, nursery, primary and secondary schools, recreation facilities,

public gardens and sports grounds have been installed or at least refurbished. In terms of modernisation, the buildings have been insulated. The entrance areas of residential, commercial and public buildings and outdoor environments have been improved for elderly/handicapped people. The units have been adapted to the needs of elderly/handicapped people as well. The electric and sanitary installations inside the units have been modernised, and the bathrooms in particular have been updated. Paris Habitat OPH plans to complete the modernisation of the Edouard Michelet-Curial settlement in 2014.



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

In 2000, elderly people made up 10–15% of the total population and this is expected to increase to 20–25 % by 2020. This demographic change in the population creates a challenge for society as a whole.

By benchmarking, sharing experience and looking for new solutions, the group is able to transfer the best professional practices to the network. By implementing these best practices, we create new solutions for the elderly and thereby help to provide a higher quality

of life for people at home in the long run.

During 2012, the Ageing topic group has worked with technical solutions in homes for elderly. We are sharing the results in a folder that you can order from the Eurhonet secretariat or by contacting someone in the Ageing group. All results will also be published on the website.

The group is now following the EU-project Istay@home, and attends meetings and take part in the results. The project will focus on the questions of safety, health, comfort, and energy use in particular. In practice, the project partners will exchange knowledge and develop a European “Wiki” describing all relevant products that might be useful for senior citizens if they are to lead independent lives at home. Ultimately, this project will list the best services on a common transnational platform.

The next step is to change focus a little bit and work on more social aspects. The biggest challenge of the future, at least from my point of view, is that we need to focus more on preventing social isolation for the elderly. Depression and suicide among elderly is increasing in society. Communicating through a computer is one thing; being able to socialise, feel happy, and meet other people are not the same.

Projects in the Ageing Topic Group:

- Best practice in technical solutions
- ICT-solutions
- Social service
- Social activities for the elderly
- Networking

I would like to say thank you to my colleagues for my time as a leader of the topic group. I am leaving the group to focus more on my job back home. At the same time I would introduce Ann HERMANSSON from ÖrebroBostäder as the new topic leader and I wish her and the group good luck!

**Cecilia SVEDIN**  
**Ageing topic group leader 2012**

## Hello ARTE Genova!



During the "Ageing TG" partner's visit, on 5th December 2012 in Genova, A.R.T.E. proposed to visit two buildings which represent two different ways to guarantee a real self-sufficiency and independent living condition for the Elderly.

### "N.11 Sertoli".

This project was carried out by A.R.T.E. in a suburb of the town after a deep urban renewal of the areas around it. All the properties object of renewal were Company's buildings.

Sertoli 11 is a new construction of six storeys, built in the seventies. The first four floors are assigned to housing for the Elderly and disadvantaged people. The units are characterized by a simple layout and cellars on the same level of the flats. On the fourth floor there is a "Social Services" office, where professional people employed by the local Council, assure help to all the area's residents and to the Elderly, attending to their needs regarding health and the bureaucratic aspects linked to the "National health system". Inside the building, there is a large area where the Elderly can meet and spend time in recreational activities (playing cards, planning events...). The spaces and the activities are organized by the same residents. Outside they can grow vegetables in small allotments. The outdoor environment is characterized by a new equipped square with and a special space for children near it, making all the area more friendly.

### "Vico Biscotti".

The second stop over on our visit was to see a completely different case of building for Ageing people. In fact we went to the historical pedestrian centre- that dates back to the 11 century- where A.R.T.E. Genova has restructured a building, creating a "new one" exclusively for the Elderly.

While the first described was a new construction, here our Company carried out a renovation of a whole building where people can live in small flats, having as "building keeper" one of the residents. On the ground floor there are two common rooms where the Elderly can spend time together. So they are free to live independently, having their own contacts and friends outside the building, knowing that inside they can have someone to contact if needed and also other residents with whom socialize.

Through this visit, A.R.T.E. Genova singled out two ways of dealing with the housing for the Elderly in both urban realities, which characterize the City.

## CSR



Corporate Social Responsibility (CSR) is undoubtedly “getting big” in all business sectors and countries, and the trend is strongly supported by the European Union. Indeed, in October 2011 the European Commission issued a new CSR strategy, underlining CSR as a major factor in competitiveness once again. It stressed the need for renewed business models integrating environmental and social concerns so as to ensure their long-term sustainability. The scandals in recent years and the current economic crisis (with a major social impact) have moreover further deepened the “confidence gap” between business actors and citizens; increased transparency and more ethical behaviours are urgently needed to restore (build) trust. These values have been promoted by EURHONET since its creation, through its work on CSR and its CSR reporting framework, EURHO-GR®.

CSR is growing in the Social housing sector, which confirms EURHONET’s early intuition. EURHONET now needs to maintain its position as a leader on CSR in the sector. Drawing on its expertise and EURHO-GR®, the only European CSR reporting framework designed by and for social housing providers, the EURHONET CSR Topic group aims to keep promoting CSR and accountability across the sector.

In 2012, the CSR Topic Group was pleased to welcome two new members – Bolton at Home (UK) and ProPotsdam (Germany) – which actively contributed to its discussions.

2012 was also the year of the revision of the EURHO-GR® framework. Designed in 2007, it had been progressively enriched as new issues emerged, leading to an “indicators’ inflation”. It thus needed to be “refreshed” and simplified, to focus on the issues considered the most significant in the four countries where it is currently used. This in-depth evolution was initiated in 2012, and a common European basis of 32 indicators was approved in October 2012. The calculation methodologies used for the indicators are now under review to ensure their harmonisation across countries.

In parallel, the CSR Topic Group meetings allowed members to share practices on various CSR-related issues, including:

- Integrating environmental concerns in the company’s day-to-day operations
- Promoting environmentally-friendly practices among the company’s stakeholders
- Promoting the well-being of staff at work and measuring their satisfaction
- Staff mobilisation on CSR. More than ever, EURHONET will closely monitor CSR trends and evolutions at European level. In particular, EURHONET will pay strong attention to the anticipated regulatory framework on reporting on social and environmental issues, as well as all measures aimed at promoting CSR among Small- and Medium Enterprises. EURHONET intends to remain an active CSR player in the social housing sector. To do so, strengthening relations with national housing federations will become a key priority.

**Mrs Charlotte LIMOUSIN**  
CSR Topic Group leader and Project Manager, DELPHIS

## Human Resource team

Since we started to work with the Exchange Programme in 2011 around 25 people have participated in it, with a very good result. However, we would like to involve more colleagues and companies in the programme.

Therefore, in 2012 the HR group focused on spreading information about the programme. We have published a brochure about the Exchange Program called "Exchange News", which contains a presentation about the programme. The brochure answers questions like "How does it work?", "Why should you join the programme?", "How to apply?", etc. You can also read about the opinions and experiences acquired by some of the participants have during their visits to other companies.

The group has also been working on the information on the website. Now you can find information about the Exchange Programme directly on the external website under the heading Project. The idea is that our employees can find general information about the programme more easily without having to log on to the extranet. There you can also find applications from members who are searching for a company to visit. The study reports and further information about the programme can be found on the extranet.

The HR Topic group has also organised a workshop to involve more colleges in the HR Topic group's activities. The focus will be on HR best practices in the Eurhonet countries. The first workshop will be in Stockholm, Sweden in April 2013. The focus will be on experiences from HR best practice in Sweden. In the same way, the companies of each country represented in Eurhonet will organise specific workshops about best practice within the HR field.

**Malin Wettre and Viwecka Ljungh,**  
HR ambassadors

## 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.

**Exchange programme leader**  
**Malin Wettre**



**Maria visited the Darmstadt** for a few days in January 2012 to share know-how between Social Housing companies. The goal was to examine work methodologies and technologies in order to delve into energy saving knowledge.

### **Marias conclusion of the exchange**

One week was enough to comprehend in the main the organisation, the aims and targets of Bauverein. Support on site was impeccable, from both a technical and logistical point of view. The helpfulness of the technical staff involved in the project was outstanding. Aspects that needed further technical explanation generally concerned construction details. An in-depth examination would require at least another week at the Bauverein, interacting with the site engineers and designers in charge. As regards the goal - to examine work methodologies and technologies in order to delve into

energy saving knowledge - it was without a doubt useful to comprehend the methodologies, but as I mentioned before, any exploration of the technologies would require more time on-site.

This experience inspired mainly considerations about the concept of ventilating the buildings: it is important for us to keep ventilation in mind now that energy saving technologies tend to seal buildings.

Other considerations would involve other discussions that regard managerial affairs rather than technical matters.

**Maria Luisa Zampieri**  
**Bolzano**



**OTHER  
ACTIVITIES**

## Pilot sites overview

### Building on existing services

**Örebro site** - is already providing ICT-based services, and new functionalities will be added, enabling tenants to have access to consumption by invoices and via a web service, and further consultation via SMS.

**Darmstadt site** - will employ 3 different ICT configurations to influence tenants' behaviour and technical staff to better manage energy systems.

### Changing conventional services to ICT solutions

**Havirov site** - will install smart metering devices to optimise resource consumption information provision and management to tenants.

**Manresa site** - will incorporate ICT services and energy efficiency measures at reasonable costs to achieve a balance between system automation and the involvement of tenants.

**Turin site** - will involve a constraint population with the use of ITC services, testing different communication channels to provide individual resource consumption.

**Ruse site** - will install ICT applications to control daily optimal use of resources coupled with a web portal for tenants to check their real time consumption.

**Belgrade site** - Deployment of heat meters for each building and heat allocators for each dwelling. Implementation of an information system to consult resource consumption and practical information for resource saving.

## Workshop experience



Eurhonet organised one workshop in 2012. The aim of the workshop was to learn, exchange ideas and carry out benchmarking between the members of the different topic groups.

“Communication” – Helsingborg, Sweden

The workshop in Helsingborg focussed on sharing experience and best practices on how to communicate with the tenants. We all are working with different tools and have experiences to share. The workshop was a great opportunity to listen to colleagues and discuss different ways of communication.

The discussions during the workshop were very good and inspiring. Day two also included a field trip. Overall, this was a good opportunity to meet up with colleagues and share experiences and to realise that we all work with different tools, on different markets but still have common needs.

**TASK  
FORCES**

## EU Funding - “New opportunities”

### THE BECA PROJECT

The BECA project started in January 2011 and aims to help Europe meet emission 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).

The BECA pilot sites providing the Resource Use Awareness Services (RUAS) and the Resource Management Services (RMS) are located at 7 sites in 7 countries:

- Manresa in Spain
- Darmstadt in Germany
- Turin in Italy
- Havirov in the Czech Republic
- Ruse in Bulgaria
- Belgrade in Serbia
- Örebro in Sweden

Three housing companies from Eurhonet are involved in the BECA project: ATC Torino, ÖrebroBostäder AB and bauverein AG. They all are supported by Delphis. 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.

#### Start of the BECA pilot operation

The Beca project is entering the next phase, namely implementing and testing.

Early November 2012 was the beginning of the heating period, and a crucial moment



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 2012, EURHONET was involved in three different EU-funding projects: BECA, AFTER and E2BA.

**Task Force Leader**  
**Francis DE PLACE , Delphis**

for the partners. The energy efficiency services conceived and implemented during the first project phase were used by tenants for the first time.

Temperature and energy consumptions of the pilot sites were collected without the service in use in order to constitute a baseline of consumption. The baseline energy consumption figures will be compared to those occurring after the start of the BECA services and will allow partners to monitor the savings made by implementing BECA services.



## 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 AFTER.

As the implementation phase of the project is still in progress, the presentation will consist of:

- A presentation of the objectives and key figures of the project.
- A report on the energy saving measures implemented on pilot sites within the context of the AFTER project, focusing on the tenants' awareness process (with the participation of Laure Bourgoin from "Consommation Cadre de Vie Logement" - French Tenants' Representatives)
- An introduction to the French version of the AFTER project: "AFTER France" that will distribute AFTER outputs in the French national context.



## Improvement team



The Improvement team has the task of evaluating Eurhonet's activities and suggesting ways to strengthen our network and the output we deliver to our members. In 2012, we did a lot of things to develop the network.

We strengthened the communication between Eurhonet and the member companies through the coordinators. In April 2012 the coordinators had the first meeting and during that time we agreed on their tasks.

The Coordinators will:

- Open doors to the companies.
- Be in close contact with the Secretariat: we give them all results and information.
- Distribute information to the companies.
- Remind people about Eurhonet at home.
- "Sell" the network back home.
- Keep the contacts in each company updated.

We created a new task force, known as the Marketing team. The group's task is to motivate less active members, recruit new members and advertise the network in a positive way. During 2012, the Marketing team was successful and recruited new members in both Germany and the UK. Other organisations from the UK also seem to be interested so hopefully there will be more members in 2013.

We conducted a survey about Eurhonet on all members. The survey is intended to gauge the temperature of the network and also act "like an alarm system" so that we know if we are on the right track. The improvement team will carry out the survey every year from now.

We worked on a vision together with the Executive committee. The aim was to dis-

cuss Eurhonet's vision and to collaborate on long-term strategies and goals. The next step for this work will be to make a concrete business plan together with all the members of the different topic groups and task forces.

**Roger RÅDSTRÖM,**  
Task Force 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 has been on recruiting 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. Another trip was conducted in August 2012 to meet additional stakeholders in the Manchester and Birmingham region. During 2013, the continued focus will be on expanding the number of members from the UK and in existing member countries.”

**Fredrik TÖRNQVIST,**  
Task Force Leader



## Communication team



The best way to achieve one's goal is to keep the work as simple and easy as possible. The best way to make a goal difficult to achieve is to make the work complicated and use a lot of resources.

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.

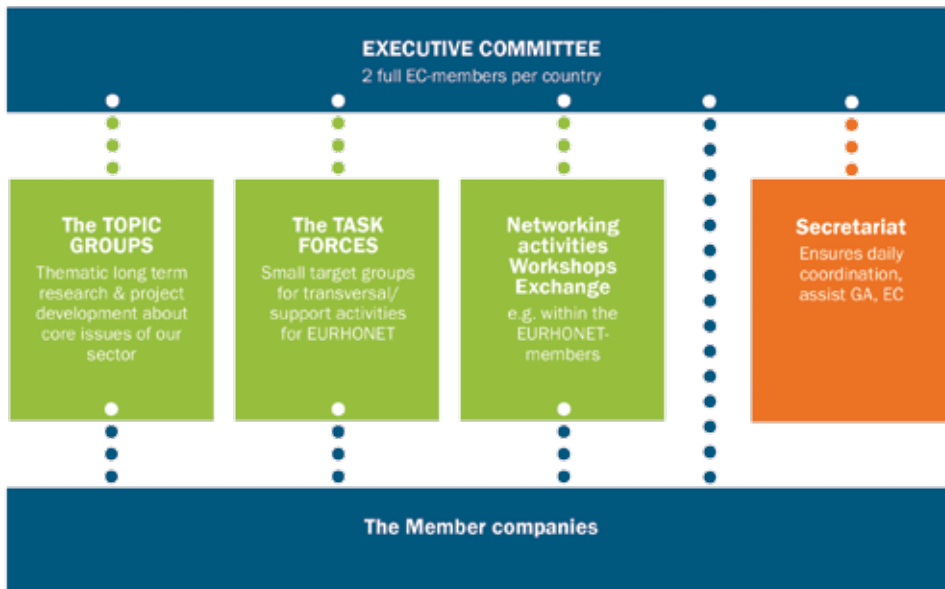
The Communication task force group will help the topic groups to spread the work and their knowledge to the whole Eurhonet community, to the members and all the people working in our companies.

Ny Eurhonet broschyr, introduction kit. Nu CSR, Ageing, Social Integration.

**Lars LÖFGREN,**  
Task Force Leader

**EURHONET  
ORGANISATION**

## Organizational chart



## Secretariat

Eurhonet has a Secretariat to support the network in daily life. The secretariat's task is to support the members and the different groups within Eurhonet. It is also responsible for communications and maintaining good relations and communications with all members and housing stakeholders, such as EU Institutions and CECODHAS Housing Europe, which is one of our main partners.

The Secretariat organises workshops, EC-meetings, CEO Academy and the General Assembly. It is also responsible for the annual report and other administrative documents for the network.

If you have any questions or need some support, we will be happy to help. Please don't hesitate to contact us.

### Caterina VERDE

EURHONET Secretary General  
[caterina.verde@eurhonet.eu](mailto:caterina.verde@eurhonet.eu)

## Executive Committee

Angelo VENTURA, ATC Torino, President

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

Mr Olivier BARRY, FSM, Vice President in charge of the finances

Mr Dietmar BOCK, GWG München, Vice President

Mr Francis DEPLACE, Delphis

Mr Fredrik TÖRNQVIST, Bostad AB Mimer

Mr Jörg ZIMMERMANN, GBG Mannheim

Mrs Lorella SOSSI, ALER Brescia

Mr Vladimiro AUGUSTO, ARTE Genoa, EC substitute

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.

## CONTACT INFO

Address: Square de Meeûs 18 B-1050

Phone: +32 (0)2 5410567

Email: [eurhonet@eurhonet.eu](mailto:eurhonet@eurhonet.eu)

Website: <http://www.eurhonet.eu>

## Group members 2012

### TASK FORCE – EU-FUNDING

Francis DEPLACE, Delphis

### TASK FORCE – COMMUNICATION

Lars LÖFGREN, Hyresbostäder Norrköping

Kristina ISACSSON, Gavlegårdarna

Sabine PERNOD, FSM

Carola QUAGLIA, ATC Torino

Christian FRANKE, GBG Mannheim

Eva FAVARO, Mimer

### TASK FORCE – IMPROVEMENT TEAM

Roger RÅDSTRÖM, ÖrebroBostäder AB

Anja BADER, GWG München

Cecilia SVEDIN, ÖrebroBostäder AB

Peter MYRGÅRD, Consultant

### TOPIC GROUP – AGEING

Cecilia SVEDIN, ÖrebroBostäder AB

Dieter EMIG, bauverein AG

Regine STOERRING, Dogewo 21

Thomas MAYER, GBG Mannheim

Christina JOHANSSON, Helsingborgshem

Marielle FRECHARD, La Foyer Remois

Sergio TORRE, ARTE Genova

Ann HERMANSSON, ÖrebroBostäder AB

Ann-Kristin ELSEHAMN, Stångåstaden

### TOPIC GROUP - ENERGY SAVINGS

Jean Denis MEGE, La Foyer Remois

Ingvar ANDREASSON, Familjebostäder Stockholm

Marielle FRECHARD, La Foyer Remois

Danilo SCARAMELLA, Aler Brescia

Isaac SCARAMELLA, Aler Brescia

Arne SCHREIER, bauverein AG

Mikael SÖDERBERG, Mimer Västerås

Anders HOLMSTEN, Gavlegårdarna

Anna-Lena FREDIN, ÖrebroBostäder AB

Christina KRÖNERT-LINDH, ÖrebroBostäder AB

Magnus UHLIN, ÖrebroBostäder AB

Maddalena CILIBERTI, IACP Bari

Gianfranco MINOTTI, IPES Bolzano

Ferdinand TAVERNINI, IPES Bolzano

Sebastiano CIAVARELLA, ATC Torino

Marco BURONZO, ATC Torino

Aurélie DENIMAL, FSM

Laurent QUEVAREC, FSM

Christophe ESPRABENS, FSM

Rémy DELBAERE, Habitat 6259

Bruno LOYLAUX, Le Foyer Remois

Guillaume DURANT, Le Foyer Remois

Christophe CHARBOGNE, Le Foyer Remois

### TOPIC GROUP – CSR

Charlotte LIMOUSIN, Delphis

Francis DEPLACE, Delphis

Christina HAERLE-PETIT, bauverein AG

Francesca MENICATTI, FSM

Emmanuel FRANCOIS, La Foyer Remois

Ulf EGERFÄLT, Gavlegårdarna

Kristina ISACSSON, Gavlegårdarna

Nicole MAUSER, GBG Mannheim

Reinhard GÜTHLEIN, GWG München

Annalisa CAMPOBASSO, IACP Bari

Claudia TERRAGNOLA, ALER Brescia

Giacomina BOZZONI, ALER Brescia

Cecilia SVEDIN, ÖrebroBostäder AB

Terese FURHOFF, Stångåstaden

Horst MULLER-ZINSIUS, Pro Potsdam

Juliane PETRICK, Pro Potsdam

Gwen CRAWFORD, Bolton at Home

Vicki RAMSDEN, Bolton at Home

### TOPIC GROUP - HR

Malin WETTRE, Stångåstaden

Viwecka LJUNGH, Mimer

Karin RAULE-ROHR, GBG Mannheim

### TOPIC GROUP - SOCIAL INTEGRATION

Gabriella GRANDITSKY-SVENSON, Familjebostäder, Stockholm

Pascal BOUCHER, Le toit Angevin

Christian HOLM, Bostad AB Mimer

Nicola GAETA, IACP Bari

Kerstin ZUR HORST, DOGEWO 21

Armin HAGEN, GWG München

Georg MEYER, GWG München

Eva WESTMAN, Helsingborgshem

Mikaela ANDERSSON, Helsingborgshem

Roger RÅDSTRÖM, ÖrebroBostäder AB

Cecilia SVEDIN, ÖrebroBostäder AB

Shauna MORTON, Bolton at Home

Joost NIEUWENHUIJZEN, EFL

Barbara LAETITA, Le Foyer Remois

### TASK FORCE EFL

Dietmar BOCK, GWG München

Floriano GUBERT, ITEA TRENTO

Anja BADER, GWG München

## Financials 2012

### CLOSING OF THE 2012 ACCOUNTS

During the year 2012 we had a total of 26 official member companies. Our receipts for 2012 were 343.000,00 €.

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

The final report of 2012 together with copies of all invoices and bank documents were sent to be proved by our auditor Franz Stimpfl, IPES Bolzano, Italy. The financial report for 2012 was also sent to our tax consultant SOCOFISC in Brussels to be validated as well and presented to the Belgian financial authorities.

**Olivier Barry**  
Treasurer of EURHONET



<u>ASSETS</u>		
<u>AMOUNTS RECEIVABLE WITHIN ONE YEAR</u>		
Commercial credits:		
Members & others		48.925,00
<u>CASH AT HAND &amp; IN BANK</u>		
KBC - Daily account	185.668,00	185.668,00
		<b>234.593,00</b>
<u>LIABILITIES</u>		
<u>BENEFIT</u>		
Previous years	(31.132,00)	(31.132,00)
Of the year	(70.697,00)	(101.829,00)
<u>AMOUNT PAYABLE WITHIN ONE YEAR</u>		
Commercial debts:		
Suppliers	31.619,00	31.619,00
Invoices to be received	9.395,00	9.395,00
		<b>41.014,00</b>
		<b>234.593,00</b>

<u>INCOME STATEMENT</u>		
Turnover:		343.000,00
Memberships	18.300,00	18.300,00
Others		215.800,00
<u>Service &amp; goods:</u>		
Rental		2.420,00
Website & brochure		(5.738,00)
Telephone post		22,00
Accountancy		2.492,00
Traveling expenses		1.542,00
Secretariat		82.860,00
Consulting		1.823,00
Expenses		1.495,00
Executive committee		9.720,00
Meeting - TG Improvement Team		5.944,00
Meeting - TG Human Resources		81,00
Meeting - TG Ageing population		2.810,00
Meeting - TG Social integration		4.150,00
Meeting - TG Energy Savings		43.084,00
Meeting - TG CSR		10.679,00
Meeting - TG Marketing		2.670,00
General Assembly		48.650,00
		<b>231.612,00</b>
		<b>(17.812,00)</b>
<u>Operating result</u>		
		390,00
Financial products		172,00
Financial cost		

## Financial report 2012

	2010	2011	2012
Other Consumptions	3 000	2 420	2 420
Rent office			
Documentation			9 720
Conferences + Seminars	5 484	15 841	45 870
Executive Committee	30 084	24 080	1 543
General assembly	1 574	2 000	
Expenses of the president	40 142	44 152	59 352
<b>Total</b>			
Topic Groups	3 863	600	
EFL Activities	17 172	1 229	5 544
EU-Projects	3 866	14 810	
Improvement Team (SWOT)		12 276	1 141
Communications	1 650	14 191	10 679
Ageing Population	18 512	4 092	43 054
CSR	25 572	29 080	513
Energy Savings	878	724	4 150
Human Resources (HR)	10 770	3 298	2 070
Social Integration			
Marketing	92 223	80 289	68 151
<b>Total</b>			
Subcontracting	60 900	44 297	82 860
Subcontracted secretariat			1 495
Overhead costs			1 823
Consulting	1 410	10 995	15 738
Leaflets, Brochures, Website			32
International Travels		45	171
Post, Telecom			
Bank Services			
Others			
Costs previous years	62 310	55 337	102 119
<b>Total</b>			
Running Costs			
Handing Association, Annual Report	2 956	865	
Proof of annual Report, Publication			
Salaries			
Social Costs	24		
Bank Interests			
Amortization			
Others	2 980	865	
<b>Total</b>	197 655	180 643	229 622
<b>Total Expenses</b>			
Incomes			
Transfer pervious years	110 708	138 313	173 617
Membership fees	210 000	195 625	197 500
Cost unit/annual fees Nb members			
Other sources of funding (Workshops, participation BASF)	15 000	19 550	18 300
Reimbursements			390
European subsidies	260	773	
Financial products	335 968	354 261	389 807
<b>Total</b>			
European Fundings subsidies of projects subsidies for coordination			
<b>Total</b>			
<b>Total Incomes</b>	335 968	354 261	389 807
<b>Result +/-</b>	138 313	173 617	160 185

## 2012 Members

France



Germany



Italy



Sweden



United Kingdom









### **CONTACT INFO**

Address: Square de Meeûs 18 B-1050

Phone: +32 (0)2 5410567

Email: [eurhonet@eurhonet.eu](mailto:eurhonet@eurhonet.eu)

Website: <http://www.eurhonet.eu>



**EURHONET**  
European  
Housing  
Network