

*Housing the future*



# EURHONET Annual Report 2015

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# This is EURHONET

**EURHONET – the European Housing Network, is a network of 32 public and social housing companies from France, Germany, Italy, Sweden and the UK. Although the national context is different for each member, Eurhonet members share the same mission of delivering high quality services for their customers and the community.**

Eurhonet is a network for practitioners. We are facing the same challenges all over Europe; we need to find ways to save energy, we have an ageing population with specific needs and we have common challenges related to social exclusion that need to be addressed.

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

## Leading European Housing

### Best in our local market

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

### Makes employees grow

- Connecting people
- Professional academies
- Creative meetings
- Inspiration

**HIGH CUSTOMER SATISFACTION!**



# Eurhonet Members in 2015

## France

FSM – Melun  
Habitat Picardie 62/59 – Calais  
Le Foyer Remois – Reims  
Delphis – Paris  
Habitation Moderne – Strasbourg

## Germany

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

## Italy

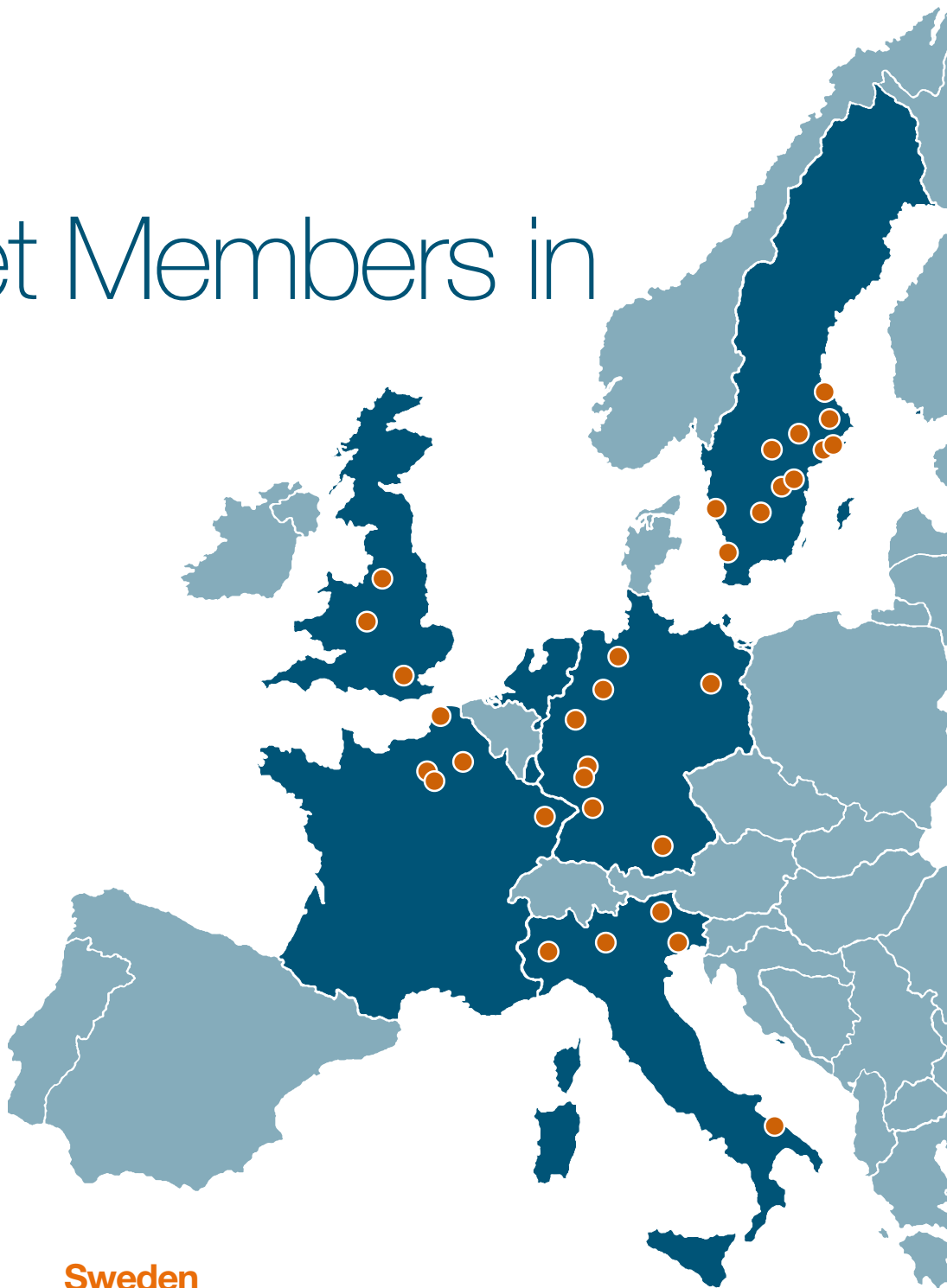
Aler BCM – Brescia  
ATER Treviso – Treviso  
ATC Piemonte Centrale – Torino  
IPES Bolzano – Bolzano  
A.R.C.A. Puglia Centrale – Bari

## United Kingdom

Bolton at Home – Bolton  
Poplar Harca – London  
Matrix – Midlands

## Sweden

Bostads AB Mimer – Västerås  
Bostads AB Vätterhem – Jönköping  
Bostadsbolaget – Göteborg  
Botkyrkabyggen – Botkyrka  
Familjebostäder – Stockholm  
Gavlegårdarna – Gävle  
Helsingborgshem – Helsingborg  
Hyresbostäder – Norrköping  
Stångåstaden – Linköping  
Uppsalahem – Uppsala  
ÖrebroBostäder AB – Örebro



# Summary of 2015

by Mr Dietmar BOCK, Eurhonet President



My Eurhonet presidency started in 2012 and I have never regretted this decision. During my time as president many projects have been implemented. For example, a new Secretariat with two employees was established in Brussels and a new Topic Group on digital communication and technology in housing was also launched. Moreover, the website was revamped and a regular Newsflash was introduced.

Additionally, many other important steps for Eurhonet were taken, such as:

- **signing of the European Declaration on Responsible Housing (6th October 2014)**
- **introduction of the Junior Executive Academy (start in 2014)**
- **yearly CEO Academies in Calais, Naples and London**
- **many workshops and “Open Meetings” such as the Communication Workshop 2015 in London**

Another important part of my presidency was the attraction of eight new members from four European countries. The accession of British companies was an especially important strategic step and helped us to extend the network from four to five European countries. With the British members we again had the possibility to broaden our horizons and to get to know another European housing industry perspective.

All this could only succeed because of the contribution of my fellow Presidents, the EC Members, the Topic Groups Leaders, the Secretariat as well as all the volunteers and employees of the member companies involved. I thank you all for your dedication and enthusiasm and I wish Mr Olivier Barry, the new Eurhonet president, all the best for the upcoming three years. I am confident that he will bring Eurhonet another step forward and I’m excited to see what the future holds for Eurhonet.

**Mr Dietmar BOCK**  
*EURHONET President  
from 2013 to 2015*

# Words from Cecilia Svedin

## Eurhonet General Manager



The year 2015 became a bit different than I had thought from start. Initially my focus was at home, where I worked with business development in ÖBO. When Caterina Verde announced that she was leaving Eurhonet for a position within the European Commission, I was asked to temporarily work as Manager of Eurhonet. Gladly, I had to rethink and rearrange the planning of my year.

On the first of June, I started working 60% of my full time job with Eurhonet. It has been great fun, and sometimes a really hard work. I was especially excited about the opportunity to work in a team with our super colleague Elena Arkhipova. We are a good complement to each other, and I really loved listening to her interesting stories.

For me, the best thing about Eurhonet is the fellowship and all the friends in the network. It is a fantastic warm and friendly climate in which all give and share, learn and inspire each other. In combination with that, it is also incredibly fun!

My intention now is to step back from various assignments I have had over the years, in addition to my participation in the CSR group. At the moment I need more time and energy to devote to my new role at home.

At last, I warmly leave the responsibility to the new Director General Alessandro Cesale, and at the same time take this opportunity to thank you for your confidence!

**Cecilia Svedin**  
*General Manager of Eurhonet  
in 2015*



# Celebration of 10 years of Eurhonet

**During the Eurhonet General Assembly 2015 in Reims, the 10th anniversary of the network was celebrated. The executive committee had assigned Dr. Hans-Jürgen Braun and Dieter Emig with the task of preparing and organising the event.**

In his welcoming speech, Hans-Jürgen Braun presented the programme of celebrations and called the audience's attention to the accompanying slideshow about the history of Eurhonet. The guests enjoyed this one hour slideshow, which the organisers had assembled from more than 1000 snapshots, and which enriched the evening. Several talks with "contemporary witnesses"

such as Anja Bader, Francis Deplace, Roger Radström, Olivier Barry, Jean-Denis Mege and Jörg Zimmermann also commemorated the history of Eurhonet. Topics included the difficult starting phase with its many-layered communication problems, the lively debates about the rules and regulations of this "European organization under Belgian law" and the network's consolidation and expansion. In vivid statements, both founding President Hans Lander and current President Dietmar Bock reflected on their respective terms of office.

At its foundation, the organisation was comprised of 20 housing companies from Sweden, Italy, France, and Germany. Today this number has almost doubled to 32 housing companies, including three from the United Kingdom.



"A proud performance record with a strong tendency to grow", stated President Dietmar Bock, raising a cheer to the audience. Dieter Emig, another "pioneer" of Eurhonet, interviewed many long-time companions and colleagues and led through this commemorative event celebrating "10 years of Eurhonet".

# The Exchange Programme

**The main goals of the Eurhonet Exchange Programme are to share and develop competencies, ideas and working methods. This will result in improved performance and ensure that housing companies are more attractive as an employer.**

The idea is that the employees visit another Eurhonet company or international colleague. The visit is meant to provide new experiences and ideas and will normally last between 3-5 days.

The programme is intended to include all professional levels, but it is up to each company to decide which employees are entitled to participate. To spread the knowledge from the exchange, all the participants will write a study report to be published on the Eurhonet website.



**Malin Wettre**  
*Exchange Programme Coordinator*

## Report from Munich visiting Örebro in June 2015

From 21st to 25th September 2015, Mr Meyer was hosted by the company ÖrebroBostäder AB in Örebro, Sweden. Throughout the week, he was accompanied by two colleagues, Ms Malin Montelius and Ms Fia Erikson. They were both on a bike, wearing Öbo-Workwear including shoes: "Finally, you belong to our team this week!"

The first day began with a tour in various residences. "Particularly, I noticed that the residential complexes and entrances were well maintained. Tenants manage their homes and outdoor facilities very well!"

The next day was the first on the distribution of the ÖBO-Magazine to the tenants. Similar to the GWG-Journal, the magazine is also distributed here several times a year to all tenants. In the afternoon, the shrubs and hedges had to be cut; Mr Meyer also got to work with an engine hedge trimmer.

"On the third day we were pretty busy: several underground passages had to be freed from bulky waste - this has its own recycling centre in ÖBO". With the team management, Ms Lisa Trygg, we went in the afternoon for sightseeing vacant dwellings. "ÖBO has its own service management. Here tenants can choose their kitchen, the flooring and household appliance prior to their installation. When something has to be replaced, there is a separate maintenance plan for each apartment. That really impressed me!"

To conclude the visit, on the last day, Mr Meyer visited the ÖBO machinery garage.

One evening we had a large barbeque with staff, in which all employees came together - fortunately the weather was great!

"The housing company ÖBO is a very socially committed company with a high level of services for tenants but also for the staff. I particularly enjoyed how much the colleagues do together and how they deal with each other. The company and the employees were very open, welcoming and a great host! "







## Report from Botkyrkabyggen visiting Bolton at Home in November 2015



We arrived before lunch to Bolton the 25th of November.

We went on a site visit during the afternoon to an area called Slaterfield. We got to see how their facades and roofs were restored. During the afternoon we met with their press officer Andrew Pilkington. We discussed the difference between Botkyrkabyggen and Bolton at Home.

The next day we met the responsible for the companies sustainability work, Tim Barwood. Bolton at Home has a vision to save 20 % energy from 2012-2016. A special project that many colleagues were talking about is called "Junior Green Inspectors".

Every year staff from Bolton at Home in the project are visiting schools to teach children about environment and waste disposal. The children also follow staff around in the neighborhoods to have a competition in collecting waste etc. The project is very appreciated by children, teachers and parents. Many schools want to take on the activity on yearly basis.

On our visit at Bolton at Home we were very well welcomed and can absolutely recommend colleagues to try to get an exchange by the Eurhonet exchange program. With the exchange you will get inspired and learn things you won't forget!





# CEO Academy

**The 2015 edition of our annual CEO Academy was hosted by Poplar Harca in London. It was an interactive discussion session, chaired by Jon Lord, CEO of Bolton at Home.**

The event's aim was to allow us to understand the context we are working within in the different countries, how we are structured and financed as housing companies and the future challenges we face. To know better the opportunities and limitations of each organisation is the principal scope of Eurhonet.

The first day was dedicated to reports from each country: Sweden, France, Italy, Germany and UK. The aim was to compare housing systems in Europe, look at its history and define common challenges that our members are facing.

The second day was fully dedicated to the "Community Engagement and Regeneration projects" field visits carried out by Poplar Harca. It commenced at Spotlight – a creative centre shaped by young people for young people.

Then the group visited several properties in Poplar, including Balfron Tower – a 26-storey residential building designed by Ern Goldfinger – that was being fully refurbished by Poplar Harca. During the visit the group got to know the history of the area, the changes it went through and further developments.





# Junior Executive Academy

## The first year was a success! The second was even better!

The 2nd Eurhonet Junior Executive Academy took place in the beginning of July at the European Business Centre (EBZ) in Bochum, Germany. Housing companies from Sweden, England and Germany followed the invitation of Dr. Hans-Jürgen Braun, CEO of the Bauverein AG, and his organising committee to send their “rising stars” to the Academy.

The content of the Academy was centred on portfolio management in the broadest sense, based upon the Sureuro Gaming Exercise.

The SUREURO game simulates the business of housing companies and each team had to make difficult decisions, ranging from the strategical framework of a company and a portfolio analysis to the development of a whole district and decisions about the concrete measures to be taken in a large refurbishment project. All of these decisions had to be made as a team and under the pressures of both budget and time. At the end of the week, there was a grand finale with presentations of each team in front of a professional jury consisting of CEOs Dr. Hans-Jürgen Braun of Bauverein AG, Klaus Graniki of DOGEWO and Dieter Emig, community consultant.


“The week was an overwhelming success and an exhilarating experience none of the participants is ever likely to forget!” - was one of the opinions after the week.



“The week was an overwhelming success and an exhilarating experience none of the participants is ever likely to forget!”







# Who's behind the computer?

## An interview with Elena Arkhipova, Eurhonet Secretariat



**Q Who are you? Where are you from? What are your interests? Do you have a secret talent?**

**A** I work in the Eurhonet Secretariat based in Brussels. I was born and raised on Sakhalin Island situated in Far East of Russia and moved to Belgium in 2012. In my spare time I enjoy drawing, reading and traveling.

As for secret talents - I love drawing; it has been my passion throughout my entire life.

**Q What does Eurhonet mean to you?**

**A** Eurhonet is my first employer after having moved to Europe. I enjoy being a part of the network, the atmosphere is very friendly. All people involved in the network are helpful and nice; it's a pleasure to work with them.

**Q What are your duties? What is the best part of your job?**

**A** I am responsible mostly for administrative tasks such as updating the website and Intranet, handling incoming and outgoing invoices, communication with our members and helping the General Manager – Alessandro Cesale. I would say that the best part of my job is to be able to provide help when it's needed and also getting to visit new places where I have never been before.

**Q What is the best feature of Eurhonet as a network?**

**A** It's a great opportunity to share experience, learn from each other, develop our knowledge in terms of social housing and energy and to meet people who share the same views.

**Q Can you describe Eurhonet with three words?**

**A** Friendly, efficient, reliable.

# What are your expectations of Eurhonet?

Interview with Chris Handy, Matrix



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

**A** It's a great collaborative approach and a mechanism to really promote the vital importance of housing across the member countries. Matrix colleagues have attended lots of different sessions; the Co-ordinators meeting, CEO Academy, we have the lead on the IT Topic Group and hosted a visit to look at retrofit and green ideas. Feedback has been shared in our meetings and we have been able

to learn new things from being part of the partnership.

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

**A** I think continued expansion and growth of the network is important to get other countries involved so we can all benefit from wider sharing. Collaboration on EU funding opportunities is also a real key driver – the strength and breadth of knowledge and experience of the Eurhonet partners can really support these types of bids.

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

**A** Ultimately being part of Eurhonet allows us all to gain more information about housing policy and practice across the EU. Learning from each other is really important as is being able to promote the message of affordable homes for all.

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

**A** It's a friendly group of people with like-minded ideas, willing to share those ideas across borders!

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

**A** Friendly, influential, innovative

**Q Would you suggest other companies to become member of Eurhonet?**

**A** Most definitely yes! The more the merrier!

# TOPIC GROUP

## Ageing

**The main aim of the Ageing Topic Group is to improve quality of life for elderly people by helping them to continue living independently in homes adapted for their needs.**

As expected for 2015, the proportion of elderly people continues to rise. Our recent evaluation among the Topic Group members showed that 21% of our staff and 38% of our customers are aged 55+.

In response to this development our Age-Awareness-Day concept, released in Spring 2015, offers useful support. The workshop is designed to improve the knowledge of ageing by facts, increase awareness by first-hand experience and offer the opportunity to discuss one's own contribution in dealing with these issues. The most important goal is to ensure a positive attitude towards ageing.

As we get older, things that we were able to do easily can sometimes be more difficult. Being active and involved is proven to maintain wellbeing and extend independent



living. This not only benefits the individual, but also the wider community as social care costs are minimised.

We have therefore developed a framework to be used when recruiting new employees whose role is to interact with older customers. Entitled Framework Residents-Wellbeing-Facilitator it has been available since winter 2015. The Residents-Wellbeing Facilitator (RWF) role is to enable and empower older residents, as individuals and as active members of specially designed or designated housing schemes. At their best, a RWF will understand the needs and aspirations of residents and use their knowledge of initiatives and services

to realise these.

The Ageing Topic Group is a perfect platform to receive and to share knowledge and experience about the challenges concerning the older population. An important part of each meeting are the field visits, where you can see different examples and solutions of the member companies of Eurhonet.

**Thomas Mayer**  
*Ageing Topic Group Leader*



## Here are the highlights of 2015:

### Field Visit in Norrköping, Sweden

In March the Topic Group was hosted by Hyresbostäder in Norrköping where we visited two of Hyresbostäder's properties.

Lyrän, an Old-people's home, was built in 2012 by Hyresbostäder. The property consists of 66 apartments for residents that are no longer able to live independently in their own apartments as they require a high level of medical care. It is only let to tenants that are 55+. Hyresbostäder, as the owner, is responsible for the management of the property. The entire property is rented by the municipality of Norrköping. The property is 6000 sq.m and is heated by a modern geo-thermal heating system. The total annual running costs of the building are 280.000 EUR and the total annual rental income is 1.000.000 EUR. Social activities take place on the ground floor, and also in the garden, which is specially designed to stimulate the different senses.

Utsikten is a property built in 1965, which was completely renovated 2008. The renovation included new roof, windows, ventilation and all internal parts of the apartments. The renovation was carried out with the 55+ sector in mind. The building includes a communal social room and an overnight apartment. All apartments have a glazed balcony and laundry facilities provided in the bathroom.



### Field Visit in Gothenburg, Sweden

Bostadsbolaget, hosted our stay in May.

The first stop on our field visit was Majviken. The dwelling was built in 1964 and mainly let to seamen and harbour-workers. Most of the 315 flats have one or two rooms, only 9 flats are bigger. The dwelling was modernized in 2011 whilst still occupied. Since you cannot sign a contract as a tenant with children, most of the tenants are 35-55 or 50+ years old. Majviken is a so called Next-Step-Living-House. The concept tries to combine modern living with access to common spaces and common activities. By joining the Club Majviken for 300 SEK per month the tenants can use a gym, studio, TV-room, sauna, library and other facilities. This enriches the lives of the tenants, is an extension to their living space and unites the tenants by lifestyle rather than by age.

Then we stopped at Vision Bo Äldre a showroom in Lillhagsparken, administrated by the City of Gothenburg. Gothenburg expects 6.000 more inhabitants aged 85+ by the year 2035. Therefore it is necessary to raise the opportunity to live in sustainable accommodations within the ordinary housing stock. Different companies show their solutions in a real environment like the bathroom, kitchen or living room. The range of products varies from mobile stove guards, automatic vacuum cleaners and smart flooring, through to complete bathroom adaptations.

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

# TOPIC GROUP

# CSR

**Corporate Social Responsibility, CSR, consists of three aspects that must be integrated into the company's daily operations: social responsibility, environmental responsibility and economic sustainability. This should pervade all decisions, future investments and daily activities, always in collaboration with any other interested parties – its customers, its owner and its collaborative partners.**



In 2011 the EU Commission modified its definition of CSR:

**“The responsibility of enterprises for their impacts on society...” and “should have in place a process to integrate social, environmental, ethical and human rights concerns into their business operations and core strategy in close collaboration with their stakeholders”.**

The big difference is that CSR and sustainability are increasingly seen as issues that can sometimes also

contribute to increased profitability. Working this way reduces unnecessary consumption of human, physical and financial resources, while at the same time optimising the use of resources at the company's disposal. This could be a hard combination, especially for social housing companies I would say, which makes it even more important measuring the value for the society.

CSR becomes more known in different branches and more companies and agencies are reporting their social responsibility and integrate the perspective in their Business Plans. CSR, CS or sustainability, there are several expressions, is an actual topic across the world. To get this into a real context, we need to find a way of measuring the value of CSR. Once we know how to calculate the value, we will know if we are successful in our business or not.

The CSR group has two goals to reach:

- **Being recognised as the reference in CSR for Housing in Europe;**

- **Providing companies with inspiration and tools to be the reference for CSR in their local market.**

To reach these goals we are working with:

Communication and branding of CSR, promotion and continuous improvement of EURHO-GR – which is our tool for measuring CSR in housing and sharing experience of social value.

In May 2015, the CSR Topic Group visited one of our members in UK - Bolton at Home.

The second meeting in 2015 took place in Reims, France. At this time, the group chose a new leader, or to be honest I raised my hand myself. The meeting focused on labour issues and we got interesting presentations from Hyresbostäder in Norrköping about “Portalen” and from ProPotsdam concerning social engagement in the “Sociale Stadt” project.

**Cecilia Svedin**  
*CSR Topic Group Leader*

## Here is the outcome from the field visit:

Opening hearts by opening simple doors: gardening activities, computer research, a place for men to connect in a casual way, "the Not Shop", a house where to gather. Respect is the key to these doors: a tidy UCAN centre, fruits on a table, outside garden to chitchat, private rooms, lovely house with nice furniture, washed clothes. This is what human relationships are all about: respect, help, listening. Getting to know people in the neighbourhood without being intrusive!

**Mallorie Miart**  
*FSM*



The field visit made me realize how lucky I can be to live in Germany. The problems we struggle with are getting less important although there is a need to solve them. I really admire Bolton at Home's staff for their passionate work and the results they have already achieved and it is motivating to see how much you can reach or change with just a few simple actions.

**Nadine Ryšlavý**  
*ProPotsdam*



"The Not Shop" was a revelation. A simple idea, executed with care and sensitivity. "We found this unit, it had a counter" the UCAN (Urban Care and Neighbourhood) Centre employee said, "so we opened a shop that takes in contributions of clothes that we would wear, that our kids would wear. We wash them. Locals then can come in and take them - school uniforms and workwear are the most popular."

"If These Walls" - an art installation curated by local women - will stay with me. It spoke to experiences of women everywhere. And the positivity tree, a recent addition, was simply wonderful.

I've come away with ideas, and a renewed energy that the best ideas come from, and are made real by, people with passion who don't know that it isn't possible!

**Andrea Baker**  
*Poplar HARCA*



Revolutionary meeting in Bolton. Met wonderful a highly motivated people at Bolton at Home who really cared for tenants and neighbourhoods. Had to cry sometimes and I was very moved. My wish: Each CSR TG Meeting includes field visits and experiences. It is all about the people – not factsheets and reports!

**Beatrice Kindler**  
*VOLKSWOHNUNG GmbH*

Without exception all colleagues we met from Bolton at Home were committed and passionate, taking huge pride in what they do and looking to develop creative solutions which work rather than theoretical models which are a long time in the making.

It was great to hear about "the Men in Sheds" project, another text book example of engaging with people who may sometimes be harder to reach, in a way and at a pace which suits them.

I felt very privileged to witness all this in the company of such interesting colleagues.

**Barbara Houghton**  
*Riverside*



## TOPIC GROUP

# IT in Housing

**The number of non-Internet users continues its gradual downward trend and big improvements have been made in some of the countries with large rates of non-users. However 20% of the EU population has still never used the internet.**



The biggest barriers to Internet access at home in the EU are lack of need, insufficient skills and cost barriers. For families with children and low income households costs are particularly important. 47% of the EU population has insufficient digital skills, 23% has none at all. 64% of disadvantaged people (aged 55-74, low educated, or unemployed, retired or inactive) have an insufficient level of digital skills, 38% have no digital skills.

For these reasons, since its kick-off meeting in February 2015 in Brussels, the Topic Group focused on two questions, which both are about how to get closer to tenants and make the communication with them easier through social media and ICT tools:

- How to get customers / tenants engaged in using Internet services?
- What technology can we use to support effective communication and how to use the information to improve service and living standards?

The second meeting took place in September 2015 in Munich. Twelve participants from eight Eurhonet companies attended and members came from the UK, Sweden, Germany and Italy.

The meeting was the occasion for GWG Munich to present their mobile working projects, now entering the pilot phase for responsive repairs and asset management. This provided insight to their problems and successes and allowed a sharing of ideas and experience. It also generated conversation on best practice and capabilities missed!

Furthermore, several common topics and themes were identified and will be subject of future meetings. For example:

- The Topic Group has significant cross-over with the Communication Task Force, especially around use of web sites, systems integration and availability and social media.
- Use of social media and the integration of the data into Customer Relationship Management is a particularly common theme and aspiration.
- Common standards in ICT and Communications for all Housing providers.
- Smart technology linked to the Internet of Things for smart homes monitoring and management.

**Stuart Hitchman**  
*IT in Housing Topic Group Leader*



## TOPIC GROUP

# Social Integration



### The Social Integration Topic Group has continued to prosper.

You may be aware that as a group we have joint meetings with colleagues from EFL and in the Summer of 2015 we met with them at the organisation ICF in Paris. As well as being introduced to the organisation of the company and the work it undertook, we also had a great opportunity to visit some of the housing stock around Paris. We were able to see how the organisation was working with tenants to create spaces for social integration

and to work collaboratively with customers. One of these spaces was in one of Paris' high rise blocks and, as you can imagine, the views of the city were stunning. The specific subject of the meeting was measuring the impact of social integration, and various methodologies were discussed including:

- Social Accounting;
- Social Return on Investment.

A specific presentation was given on the work being done in the UK by organisations using the HACT wellbeing valuation model. Bolton at Home has done some initial work on using this model.

In the winter of 2015 we were hosted by the organisation IPES in Bolzano, Italy. A full report of the visit produced by colleagues from IPES is available. IPES shared with us some of the excellent work they do with partnership organisations, particularly in relation to:

- Work with women's groups;
- Work with organisations supporting young people.

As IPES are relatively new to the group, we spent a significant amount of the meeting discussing other organisations experiences of involving customers in service delivery and the local community.

The group continues to share good news and experiences via Facebook

**Marc Turnbull**  
*Social Integration*  
*Topic Group Leader*

# TOPIC GROUP

## Energy

**In 2015, the Energy Topic Group began to reimagine the retrofitting and BuildTog projects and will be applying for funding from the European Union.**



The goal is to deepen the projects by associating with the scientific community and focusing on innovation, both in building techniques and processes. The work accomplished by this small group will serve to forward the retrofitting and new construction projects. In particular, the group sought to redefine the BuildTog project, moving beyond a common design and towards a methodology that can be more adaptable towards local constraints, whether site specific or related to regulation. This new generation of BuildTog is called BuildTog++. The first project was launched in Marne la Vallée this fall.

The Retrofitting Together Group analysed a group of pilot projects currently under renovation, defining during a number of workshops the weaknesses and strengths of them all. Meanwhile, a proposal for a horizon 2020 call on buildings' deep renovation is being prepared, aiming

to improve the level of deliverables and the detail of group's analysis.

At the same time, the retrofitting and BuildTog projects continued with several ground-breaking initiatives and the inauguration of the Sénart BuildTog, which the group visited in May of 2015.

The group met three times in 2015.

The first time was in January in Orebro Sweden, where the group experienced first-hand the climate challenges faced by the Nordic partners. In addition to a snow ball fight, the group learned about how prefabrication is used in Sweden as a way to reduce costs. The group also advanced on the subject of cost comparison. Johann Plagermann shared his analysis of the different construction costs of BuildTog and for the first time, we were able to really understand and compare the price differentials.



The group met a second time in May in Marne la Vallée, France hosted by the Foyer Rémois, where the focus was on district-wide planning, with a presentation from the Passiv Haus Institute of Darmstadt on the subject. The group met with regional planners and developers, including Disney, to learn more about the performance objectives and environmental goals for the massive development in this area.

In November, the group met in Birmingham, England hosted by Trent and Dove. Drawing on the strong British experience with BIM, we had several presentations on this new technology notably looking towards how BIM can support passive buildings. We also learned about heat pump technology developed by our host and visited a factory that produces individual prefabricated wooden homes.

Closing out 2015, the Topic Group looks forward to a new direction in 2016, bringing the retrofitting and new construction projects closer together and continuing to pursue the triple goals of low cost, high performing, and attractive architecture.

**Hannah Fischer Baum**  
*Energy Topic Group Leader*



# What is Eurhonet for you?



**Cathrine Holgersson - AB Gavlegårdarna, Sweden**



**Beatrice Kindler – Volkswohnung, Germany**



**Regine Stoerring – Dogewo 21, Germany**



**Q What is Eurhonet for you?**

**A** A network of people who are passionate about housing and its role in community building. Together we are an invaluable source, utilising each other's experience and knowledge of various issues related to human living.

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

**A** My expectations are that we strengthen each other's expertise to better meet the challenges we are meeting today and in the future, based on both social and environmental sustainability.

**Q What are the outcomes of Eurhonet?**

**A** A merger of exciting development projects and a platform for knowledge and experience feedback.

**Q What is your feeling of the network?**

**A** I love to meet colleagues who are passionate about the same issues as me and that we together can find better and more challenging solutions than if we were working alone.

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

**A** Knowledge, commitment, development.

**Q What is Eurhonet for you?**

**A** An excellent platform that gives users an opportunity to discuss an extremely wide variety of topics that form the focus of our day-to-day work as a municipal housing company. It is really exciting to find out how other members solve problems, which innovations and improvements they use and what kind of projects they are developing.

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

**A** Inspiration for my day-to-day work!

**Q What are the outcomes of Eurhonet?**

**A** A direct comparison of the member companies in this large European family is, of course, not possible. We work with different systems and the laws and regulations with which we must comply vary. Simply put, the entire situation is different in each of our individual countries. Nevertheless we all have the same aim: to work together in the best interests of our tenants. This is the most important focus for me as a Eurhonet member.

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

**A** I like the way in which we openly communicate and I love meeting fellow members in Europe. We are able to learn a great deal from and with each other.

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

**A** Inspiring, interesting and time-consuming.

**Q What is Eurhonet for you?**

**A** In the Eurhonet network we can learn more about the problems we all share and can work on common solutions, or sometimes more individual solutions, for each member country.

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

**A** All over Europe we all face the need for more affordable and social housing. Having a strong network can support member companies in their daily work and with future tasks.

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

**A** I have been a member of the Ageing Topic Group for many years. I especially appreciate the exchange of best practice in our group. In our field visits we get insights into the daily work of our hosting companies and get new inspiration and ideas that we can bring home.

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

**A** I like being a Topic Group member and a Coordinator. Apart from working together on important topics "Eurhonet people" get to know new cities and places and make new friends.

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

**A** Knowledge, inspiration, networking.

# Calendar of activities 2015

## JANUARY

**20-22** Energy Topic Group – Örebro, Sweden

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## FEBRUARY

**19-20** IT in Housing Topic Group meeting – Brussels, Belgium

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## MARCH

**4-5** Ageing Topic Group meeting – Norrköping, Sweden

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## APRIL

**9-10** Communication Workshop – London, UK

**14-15** Improvement Team meeting – Paris, France

**15-16** Coordinators meeting – Paris, France

**16-17** EC meeting – Paris, France

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## MAY

**6-7** CSR Topic Group meeting – Bolton, UK

**20-22** Energy Topic Group meeting – Marne la Vallée, France

**27-28** Ageing Topic Group meeting – Göteborg, Sweden

## JUNE

**10** EC meeting – London, UK

**10-11** CEO Academy – London, UK

**22-24** Improvement Team meeting – Munich, Germany

**25-26** Social Integration Topic Group meeting – Paris, France

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## JULY

**6-10** Junior Executive Academy – Bochum, Germany

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## SEPTEMBER

**2-3** IT in Housing Topic Group meeting – Munich, Germany

**14-15** Improvement Team meeting – Paris, France

**15-16** EC meeting – Paris, France

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## OCTOBER

**19-20** CSR Topic Group meeting – Reims, France

**20** Ageing Topic Group meeting – Reims, France

**20** Sub-group Coordinators – Reims, France

**20** EC meeting – Reims, France

**21** Open meeting – Reims, France

**21** Celebration of 10 years of Eurhonet – Reims, France

**21-22** General Assembly – Reims, France

## NOVEMBER

**17-19** Energy Topic Group meeting – Birmingham, UK

**25-26** Social Integration Topic Group meeting – Bolzano, Italy

**30** Improvement Team meeting – Paris, France

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## DECEMBER

**1** Improvement Team meeting – Paris, France

**1** Kick-off meeting of the EU-project DREEM – London, UK

**1-2** EC meeting, Paris

# TASK FORCE EU Funding

The EU-Funding Task Force was reformed at the end of 2015 with the mission to increase the access to funding and the participation of Eurhonet members in EU programmes. One person from each country was assigned to represent the Eurhonet national members in the group.



The main focus of the Task Force was defined in two parts: to spread information about relevant EU programmes and open

Calls for Proposals and to monitor ongoing projects in which Eurhonet members are involved, including the DREEAM Project kicked-off in December 2015.

Eurhonet members and Eurhonet as an organization have mainly been focusing on energy-related projects when it comes to European subsidies. For instance, beside DREEAM, in 2015 some Eurhonet members from Italy, Germany and the UK started working on the “MASH” proposal to be submitted in September 2016 in the framework of the Horizon2020 programme. The main goal of this project would be to overcome market barriers and promote deep renovation of the public and social housing stock.

The possibilities in other fields where Eurhonet is engaged, for example ageing, Social Integration, CSR and IT have not been explored in a larger

## DREEAM – Scaling Energy Renovation

The DREEAM project provides strategies for cost-effective large-scale energy efficient renovations of residential buildings.

The core of DREEAM is to identify optimal combinations of technologies, which can deliver highest energy reduction for a set of buildings, while taking into consideration building owners’ financial capacity and the preferences of tenants. The project considers interconnected energy systems including a range of energy demand reduction, renewable energy generation, energy storage and dynamic control.

The DREEAM approach is implemented on pilot sites in the UK (Places for People), Sweden (Landskronahem AB) and Italy (ATER Treviso). These demonstration sites are to validate the DREEAM method in different climate, cultural and institutional configurations. In parallel, DREEAM develops replicable concepts throughout Europe, focusing on large scale financing and multi-year tendering.

[www.dream.eu](http://www.dream.eu)



scale. The Task Force will therefore actively work to broaden the scope within which project ideas can be successful in receiving subsidies from the EU.

To expand the knowledge about EU Funding programmes, the Task Force invited Eurhonet members to an ad-hoc open meeting to be held at the beginning of December. The meeting would contain general information about EU funding and relevant Calls. Unfortunately, the meeting was postponed to January 2016 due to

the security situation in Brussels at that time.

The new reformed Task Force will work close together with the Secretariat to achieve the defined mission and continue to develop the work of the group focusing on future activities to increase the funding possibilities for our members.

**Therese Furhoff**  
*EU-Funding Task Force Leader*



## TASK FORCE

# Marketing

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 this. The greatest focus so far 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 properties, joining the network as a new member. Several visits have been conducted to meet additional stakeholders in the UK.

The plan for the coming years is to continue to focus on expanding the number of members in existing member countries as well as in Austria.

**Fredrik Tornkvist**  
*Marketing Task Force Leader*

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## TASK FORCE

# Communication

The Communication Task Force is a small group of communication professionals working in some of our member companies. We support Topic Groups and the Secretariat with any communication-related issues, questions and challenges.



We have been operational since the beginning of 2010, and during the years the people involved in the Task Force have changed, although some of us have been part of it since its beginning.

During 2015 we continued the path of making Eurhonet more accessible and easy to connect with via digital channels, both “internally”, meaning via a new and hopefully easier and user-friendly Intranet, and “externally”, via our website and presence on social media.

At the beginning of September 2015, the work with our Intranet was finalised and presented by the Task

Force to members during the General Assembly in Munich. In Autumn and early Winter, we also worked on the website and we started the first steps to enter into social media.

Furthermore, during the year, the Communication Task Force worked alongside with the newly established IT in Housing Topic Group in order to get the best result, include more people and to “keep it simple”!

**Lars Löfgren**  
*Communication Task Force Leader*

## TASK FORCE

# Improvement

Moving forward, getting stronger as we should!



Eurhonet continues to develop, getting stronger as an attractive network for social and public housing in Europe. We are growing in terms of member companies, activities and the number of employees involved in our Topic Groups or just taking part in open meetings, workshops and other activities that our network organises.

We want to continue to do just that – grow in a way that enhances our ability to give strong support to our members' wishes to strengthen their performance and develop their employees.

In 2015 Eurhonet served up what could be called a typical "Swedish smorgasbord". It means a big variety of attractive dishes. They are served at especially important events like Easter, Midsummer and Christmas. And in between whenever you want...it's the same with Eurhonet.

All the "dishes" we put on the table in the form of opportunities and support for local development could be consumed now and then at special moments, or all year long. All depending on needs and sense of taste.

We want to continuously try to make it easier for our companies and their staff to find, learn, share, develop and introduce a broad variety of new knowledge, methods and opportunities in a European context. That could contribute to give our

companies a stronger position in their local market and make our employees grow.

Stronger Secretariat. Efficient communication. EU-Funding. New Topic Groups. New members. That was our aim for 2015. The positive response our companies' CEOs gave in our Annual Survey shows that we are on the right track!

So let's go, let's move forward!

**Roger Rådström**  
*Vice President in charge of the  
Organization and Improvement  
Task Force Leader*

# Organisational Structure



## EC members 2015

### President

Mr Dietmar BOCK, GWG München, Germany

### Vice President

Mr Olivier BARRY, FSM, France

### Vice President in charge of the organisation

Mr Roger RÅDSTRÖM, ÖrebroBostäder AB, Sweden

### Vice President in charge of the finances

Mr Franz STIMPFL, IPES Bolzano, Italy

Mr Hans-Jürgen BRAUN, Bauverein AG, Germany

Mr Francis DEPLACE, Delphis, France

Mr Fredrik Törnqvist, Stångåstaden, Sweden

## EC substitutes 2015

Mr Jonas HANSSON, Helsingborgshem, Sweden

Mr Christophe VILLERS, Le Foyer Rémois, France

Mr Jörg ZIMMERMANN, GWG Mannheim, Germany

## Topic Groups Leaders 2015

**Ageing Topic Group** – Mr Thomas MAYER, GBG Mannheim, Germany

**CSR Topic Group** – Mrs Charlotte LIMOUSIN, Delphis, France / Mrs Cecilia SVEDIN, ÖrebroBostäder AB, Sweden

**IT in Housing Topic Group** – Mr Stuart HITCHMAN, Matrix, UK

**Energy Topic Group** – Mr Jean Denis MEGE, Le Foyer Remois, France

## Social Integration Topic Group –

Mr Mark TURNBULL, Bolton at Home, UK

## Task Forces Leaders 2015

### Improvement Task Force –

Mr Roger RÅDSTRÖM, ÖrebroBostäder AB, Sweden

**Communication** - Mr. Lars LÖFGREN, Hyresbostäder i Norrköping, Sweden

**Marketing Task Force** – Mr Fredrik TÖRNQVIST, Stångåstaden, Sweden

### EU-Funding Task Force –

Mr Francis DEPLACE, Delphis, France / Mrs Therese FURHOFF, Stångåstaden, Sweden

**Exchange Programme** – Mrs Malin WETTRE, Stångåstaden, Sweden



# Financial Result 2015

ASSETS	2015
<b>Financial assets</b>	<b>252.00</b>
Guaranty in cash	252.00
<b>Amounts receivable within one year</b>	<b>1,207.00</b>
Commercial credits	0.00
Invoice to be received	0.00
Credit nota to be received	0.00
Other amounts receivable	1,207.00
Various advances to suppliers	1,207.00
<b>Cash (Current account KCB Bank)</b>	<b>303,275.06</b>
KBC - Company account	300,999.25
Petty Cash	369.55
Internal Transfers	1,906.26
<b>TOTAL ASSETS</b>	<b>304,734.06</b>

LIABILITIES	
<b>Associative funds</b>	<b>183,315.20</b>
Permanent means - Share Capital	183,315.20
<b>Balance 6 and 7</b>	<b>-44,132.97</b>
Result of the year	-44,132.97
<b>Amounts payable within one year</b>	<b>32,057.40</b>
Financial debts	1,906.26
Mastercard	1,906.26
<b>Trade debts</b>	<b>30,151.14</b>
Suppliers	0.00
Invoices to be received	30,151.14
<b>Taxes, remunerations and social security</b>	<b>57,350.47</b>
VAT to be paid	54,489.00
Withholding taxes	0.00
ONSS	0.00
Remuneration	0.00
Holiday pay	2,861.47
<b>Accrued charges and differed income</b>	<b>76,143.96</b>
Differed income (EU Project DREEAM)	76,143.96
<b>TOTAL INCOMES</b>	<b>304,734.06</b>

INCOMES	2015
Membership fees	229,490.25 €
Reimbursements and participation from meetings	70,243.92 €
EC Project (Dreem)	76,600.00 €
To be differed	-76,143.96 €
Other projects	
Various incomes	0.66 €
<b>TOTAL INCOMES</b>	<b>300,190.87 €</b>

EXPENSES	
Rental charges	7,552.46 €
Post, telecom, expenditure cost	2,838.65 €
Other expenses	
Secretariat	97,553.97 €
Accountancy	4,500.00 €
Website	5,092.50 €
Travelling expenses	12,571.74 €
Travelling expenses (president)	1,503.16 €
Communication	69.01 €
Coordination	2,676.41 €
EU-Projects	9,025.00 €
DREEAM project	456.04 €
CEO Academy	2,772.78 €
Executive Committee	3,606.87 €
Junior academy	18,488.84 €
Meeting - TG Ageing population	5,875.18 €
Meeting - TG Social integration	2,742.85 €
Meeting - TG Energy Savings	63,490.46 €
Meeting - TG CSR	1,137.49 €
Meeting - TG Marketing	
Meeting - TG Improvement Team	1,830.63 €
Meeting - TG IT in housing	5,012.32 €
General Assembly	26,862.09 €
Annual report	11,701.44 €
Bank charges	9.92 €
Exceptional charges (on previous years)	2,465.03 €
Exceptional charges (VAT 2013-2015)	54,489.00 €
<b>TOTAL INCOMES</b>	<b>344,323.84 €</b>
<b>RESULT OF THE YEAR*</b>	<b>- 44,132.97 €</b>

\*Negative result of the financial year is due to Special VAT Declaration for the period 2013-2015. This amount is reflected in "Expenses" under "Exceptional charges (VAT 2013-2015)"

## Contact info

Eurhonet - The European Housing Network  
18, Square de Meeûs, B-1050, Brussels  
Tel: +32 2 541 0567

Email: [eurhonet@eurhonet.eu](mailto:eurhonet@eurhonet.eu)  
Website: [www.eurhonet.eu](http://www.eurhonet.eu)



## Members

### France



### Germany



### Italy



### Sweden



### UK

