





European Housing Network, EURHONET, is a network of 31 public and social housing companies from England, France, Germany, Italy, Sweden and a Secretariat based in Brussels.

Although the national context is different for each member, EURHONET members share the same mission of delivering high quality services for the costumers and the community. EURHONET is a network for practical doers.

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

Follow our activities and visit the website [www.eurhonet.eu](http://www.eurhonet.eu)



# A Strong Vision!



**Roger Rådström**  
Vice President in charge of EURHONET

Since its inception in 2006, EURHONET has slowly but surely gone from strength to strength, providing valuable support to our members' everyday activities, delivering new **solutions** to the **challenges** that face us and opening our eyes to new opportunities. Leading European housing is our vision of the network as an organization.

- The network's leading objective is to help companies achieve their vision of becoming
- The best in our local market and Helping our employees grow.
- The things we do at Eurhonet and within our companies have one clear objective – our tenants
- We want our vision to promote High Customer satisfaction.

We do have high ambitions – but just give us a few years and we will make miracles or, at the very least, we will increase the output of our members in a notable way.

By doing that, EURHONET will continue to be the network Housing the future!

## 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 practice
- Creating new solutions
- Raising standars

### Makes our employees grow

- Connecting people
- Professional academics
- Creative meetings
- Inspiration

# News and focus 2014

## **SURVEY – MORE VALUE FOR EURHONET**

Following the Executive Committee's proposal, EURHONET created a survey, which was sent to the EURHONET CEO members.

According to the first EURHONET Survey, the results show that 87% of our members consider the Network

- The best place for understanding
- An essential source for finding best practices

## **EU FUNDING AND EU PROJECT TRAININGS**

Also this year, EURHONET included the importance of participating in EU projects in the annual agenda. EURHONET companies are currently involved in several projects. There is a lot of interest from the members regarding funding sources. That is why the task force group will take a new step forward to increase the number of its participants.

In addition, succeeding the success of the last EU Project training, the Secretariat is planning the next meetings for the 2014 agenda. Please see the calendar of activities and confirm your attendance by emailing [eurhone@eurhonet.eu](mailto:eurhone@eurhonet.eu)

## **COORDINATORS EURHONET'S PERMANENTLY ACTIVE FLYERS**

Coordinators serve as a bridge for EURHONET providing and distributing information and deliverables to each company member. In addition, they keep in close contact within the Secretariat: we give them all the results and information.

- They remind people about EURHONET at home
- They "sell" the network back home
- They are an indispensable administrative support

## **INTERNSHIP OPPORTUNITY**

Choosing where to start a career is an extremely important decision, which is why EURHONET is looking for university trainees for 3-month internships from the end of 2013.

In line with our vision, EURHONET is aware that the European housing sector needs new energy and ideas like never before. The interns will be a new source for the Network and at same time we will give them the chance to be mentored by highly experienced social/public housing advisors, directors and CEOs while working in an exciting dynamic European context.

## **NEW WEBSITE**

The secretariat will publish a monthly news-flash. In addition, EURHONET has a new website. One of our main goals was to build a user-friendly and simple-to-navigate site for facilitating the exchange of information between members. The new design allows users to quickly find the contents thanks to its straightforward structure. EURHONET will continually expand the online content to bring you updated and relevant information. [www.eurhonet.eu](http://www.eurhonet.eu)





# Workshop and Open meeting 2014



Much interest was shown in the workshops in 2013. Each meeting was attended by around 20 people with a lot of feedback and spreading of information. The results of the survey showed that we are on the right path, but we still want to do more. The fee is same as last year, namely 100 Euro/participant.

## WORKSHOP

- Communication: “Using facades as a part of company advertising and corporate design” Bielefeld, GERMANY
- Ageing: “Developing day nurseries and sheltered accommodation”

## OPEN MEETING

- Energy, “How to improve new measures for challenging the EU energy goals”, Bari ITALY
- Social Integration, “Health- how do we support health and wellbeing across our communities?”, Brussels BELGIUM

## CONFERENCE

CSR Good practices Awards, Paris FRANCE

In 2014, the EURHONET Topic Group CSR will organise a conference in Paris, France. Its purpose will be to define a Europe-wide roadmap to expand and reinforce CSR initiatives, and the project will launch the “CSR Good practices Awards”.

## CEO ACADEMY

EURHONET will organise a CEO Academy in the beautiful city of Naples, Italy. The focus will be on “Social/Public housing as a factor of the attractiveness and economic competitiveness of the region”.

## GENERAL ASSEMBLY

The 2014 General Assembly will be held in Sweden in October.

## Topic Group

# Social integration

The new social challenges have created a number of different outcomes thus far: we have seen some well thought-through strategic work across Europe.

During the past year, the Topic Groups have been focusing on “**City Planning for Social Integration**”. The group has made several field visits and reports, as well as a booklet/handbook for collecting and distributing the perspectives to be considered before starting a project or work on large-scale city planning for integration.

The key pathways:

- **Role of Housing Organisations in Social Integration** - what the role of housing organisations is in social integration and communities and what are the views of different organisations about their role. Also how they deliver in terms of partnerships, commissioning
- **Community Involvement and Development** - We will experiment new ways to engage with communities and build their capacity to deal with issues of social integration. Our target groups are: members of new communities, women, young people.
- **Health** - how do we support health and wellbeing across communities.



**Topic Group Leader**  
**Mark Turnbull**



## Topic Group

# Ageing

According to the European Commission's latest ageing report, the age profile of the EU will change dramatically over the coming decades. The population will increase slightly and at the same time we are getting much older. The fact that we are living longer creates new needs regarding housing – needs that we have to start focusing on now in order to be prepared for the **future**.

These increasing needs mean that we have to adapt our existing stock to this growing customer group – elderly tenants. The main goal of the Ageing topic group is to improve **quality of life** for elderly people by helping them carry on living in homes adapted to their needs.

The Ageing topic group has produced four booklets/guidelines over the past year containing good examples of how to adapt different areas in and around living accommodation.

The Ageing topic group plans to focus on the following subjects in 2014:

- Increase **ICT solutions** (Information and Communication Technology) in order to improve daily life for older people and help them to stay at home as long as possible
- Create an **"Age Awareness Day"** to be used by housing companies to educate their staff about ageing issues
- Increase **participation** in the Ageing group from other companies and countries

**Topic Group Leader**  
**Ann Hermansson Alm**





## Topic Group

# CSR - Corporate Social Responsibility

CSR is increasingly becoming considered as a key paradigm in all business sectors, as well as in the public arena. It is definitely growing within the social housing sector across Europe, providing a great opportunity to promote the work and expertise of EURHONET and EURHONET's members in this field.

In 2013, the group focused on the revision of the **EURHO-GR®** reporting framework and EURHO-GR® guidelines.

In 2014, the CSR TG will finalize and complement this work through the development of further tools. The promotion of EURHO-GR® will also rely on the new EURHONET website, the European Responsible Housing Initiative (ERHIN) project.

In order to promote the new grid and guidelines and also increase its visibility within the sector, in 2014, the EURHONET Topic Group CSR will organise a conference in Paris, France. Its purpose will be to define a Europe-wide roadmap to expand and reinforce CSR initiatives, and the project will launch the "CSR Good practices Awards".

Within the group, the exchange of good practices will continue through the meetings. A particular focus on the following topics has been suggested: CSR reports; **information and communication** with key stakeholders; partnerships; setting CSR targets and integration of CSR in the business strategy.

Finally, EURHONET members will be updated on significant CSR practices and/or regulation at European and national levels through regular monitoring and presentations during the TG meetings.

**Topic Group Leader**  
**Charlotte Limousin**



## Topic Group

# Energy Savings



The goal for the Energy Saving Topic Group in 2014 is to continue to support on-going activities with the Retrofitting and Buildtog programme, with an eye towards adapting our knowledge base to new laws regarding energy performance that will take effect in 2020. In particular, a second set of retrofitting activities is being developed for implementation over the next year.

### RETROFITTING TOGETHER PROJECT

During last year we had the final phases of the first part of the Retrofitting Together group. A year long monitoring of five pilot sites has now started and in the end of next year we will have the results of this first phase of works.

As retrofitting is a key topic for all EU, and even more for social housing, the group has decided to start with a second phase of the retrofitting process, an inquiry for planning the next steps. New activities has been purposed such as:

- A second generation of pilot sites, defining a common target of energy consumption (i.e. 5 litre house or less)
- “One to one” exchange projects: two companies exchanges the pilot sites, taking care of each other design and details.

In the end of the 2014 will also take place a final meeting for the first phase of the retrofitting project, presenting all the results of the debate and monitoring.

### THE BUILDTOG PROJECT

The BuildTog project entails reconstructing a standard house to passive house standards in several European countries. The first BuildTog is finished in Darmstadt (Germany) and in Senart (France).

Further projects are scheduled to begin next year in Reims (France), Calais (France) and Örebro (Sweden).

Follow us on our website [www.buildtog.eu](http://www.buildtog.eu) for the next developments.

**Topic Group Leader**  
**Jean Denis MEGE**



## Task force

# EU-funding

Though EURHONET has progressed much over the past few years, we still have high ambitions.

EURHONET members share the same mission of delivering high quality services for their customers and the community while **facing today's challenges**, such as energy saving, an ageing population, social integration and CSR.

The EU-funding task force is supporting the topic groups seeking money for projects. The task force has contacts in Brussels and keeps up-to-date on various **EU financing possibilities**. EURHONET is currently involved in several EU-funding projects.

In 2014 we are going to host three workshops in Brussels to present and discuss available EU funding opportunities and to prepare and submit proposals to the European Commission.

### **EACH WORKSHOP WILL DELIVER:**

One concept note including the main elements to prepare an application as lead applicant

Guidelines for partnership building in order to provide EURHONET members with the input needed to carry out an effective search for partner.

**Task Force Leader**  
**Francis DEPLACE**





## 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 to work on the issue by the EC. 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. Two more visits were conducted in August 2012 and April 2013 to meet additional stakeholders in the Manchester, Birmingham and Angus regions of the UK. In 2013 and 2014, the continued focus will be on expanding the number of members from the UK and existing member countries. At the beginning of 2013

EURHONET received four new applications by companies from member countries-

Germany, Sweden, Italy and France.

**Task Force Leader**  
**Fredrik Törnqvist**

## Task force **Communication**



The duty of the Communication Task Force is to help everyone involved in EURHONET with the difficult art of communication using simple tools and templates. Our motto is keep it simple, stupid in order to overcome differences in culture, language and media.

In the coming years we above all need to be a part of the different topic groups in a more practical way by attending the workshops, meetings and other activities in person. We now believe that we can be of more help and use when participating in the Topic groups than working in our own communication group. On the other hand, we still need to get together to develop and improve necessary communication materials, such as webpages, tools, templates and materials.

Future development of digital channels is of particular interest as a rapid, safe and cost-efficient means of communication within a network, especially when there is geographical distance between the members. We aim to improve these channels further together with the secretariat to keep it simple, stupid and on-time.

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

## Task force

# Improvement



The Improvement team has the ambition to be one step ahead. The team carries out evaluation of the past, the present and needs of the **future**, in order to be strategic and make activity plans for the networks member companies. The Secretariat is an important part of the team.

Two meetings are hold yearly. In the spring for evaluation of the ongoing year, and a meeting with Topic group leaders and Coordinators with focus on spreading knowledge and information, and collection new demands from our companies. The second meeting focuses on analyses and strategic activities for the network the next years.

*The team is also responsible for carrying out surveys, suggesting a general plan for next year and for strengthen the network in general toward our vision; Leading European Housing!*

2014 the focus will be on implementing a clear structure and tools for yearly planning, evaluation and communication of the output in our working groups , and also our ambition to launch an "Eurhonet summer school for young leaders" .

**Task force leader**  
**Roger RÅDSTRÖM**

# Exchange Programme



EURHONET promotes an exchange programme among its members. The aim is to exchange and develop competences, ideas and working methods in order to improve the performance in their own companies. Our common goal is to learn from our different experiences: **connecting people!**

8 steps to join the exchange program

- All information, documents and Contact persons are easily reached through the EURHONET's website
- It is up to each company to decide what members of the staff are entitled to participate
- The Secretariat and the national contact person gets in touch with the company of interest to set the frames for the exchange
- A contract is signed between the companies involved
- Set the aims, goals, subjects and duration for the exchange program with the project leader of the exchange program
- The exchange takes place
- The participant writes a study report and sends it to the participating companies and to the project leader of the exchange program. The study report will be published on EURHONET web-page
- The participant spreads the knowledge gained in his/her own company.

**Exchange Programme Leader**  
**Malin Wettre**

# 2014 Calendar of activities

Though EURHONET has progressed much over the past few years, we still have high ambitions. There are still a lot of important **challenges over the future**. That is why EURHONET activities are full of events. Please mark your calendar.

## JANUARY

15-16 lunch to lunch  
EU Funding workshop  
Brussels, Belgium  
eurhonet@eurhonet.eu

## FEBRUARY

5-6  
Communication workshop  
Bielefeld, GERMANY  
eurhonet@eurhonet.eu

25-26 lunch to lunch  
Topic Group Ageing  
Darmstadt, Germany  
Ann.Hermansson@obo.se

## MARCH

18-19 lunch to lunch  
CSR topic group meeting  
Paris, France  
limousin@delphis-asso.org

20-22  
Topic Group energy  
Paris, France  
JD.MEGE@foyer-remois.fr

25 – 26 lunch to lunch  
Coordinators meeting  
Paris, France  
eurhonet@eurhonet.eu

26 – 27 lunch to lunch  
Executive Committee  
Paris, France  
eurhonet@eurhonet.eu

27 afternoon  
Improvement Team  
Paris, France  
eurhonet@eurhonet.eu

## APRIL

9-10 lunch to lunch  
EU Funding workshop  
Brussels, Belgium  
eurhonet@eurhonet.eu

## MAY

20-21 lunch to lunch  
Topic Group Ageing  
Helsingborg, Sweden  
Ann.Hermansson@obo.se

22 – 23 lunch to lunch  
CEO Academy  
Naples, Italy  
eurhonet@eurhonet.eu

22 morning  
Executive Committee  
Naples, Italy  
eurhonet@eurhonet.eu

## JUNE

4-6  
Topic Group energy  
Darmstadt, Germany  
schreier@bauvereinag.de

25-27  
Improvement Team  
eurhonet@eurhonet.eu

## SEPTEMBER

9-10 lunch to lunch  
Topic Group Ageing  
Helsingborg, Sweden  
Ann.Hermansson@obo.se

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

## OCTOBER

21-22  
Topic Group CSR  
Sweden  
limousin@delphis-asso.org

22-23  
General Assembly  
Sweden  
eurhonet@eurhonet.eu

29-31  
Topic Group Energy  
Copenhagen, Denmark  
JD.MEGE@foyer-remois.fr

## NOVEMBER

25-26 Lunch to lunch  
Executive Committee  
Paris, France  
eurhonet@eurhonet.eu

## DECEMBER

4-5 lunch to lunch  
EU Funding workshop  
Brussels, Belgium  
eurhonet@eurhonet.eu

2-3 lunch to lunch  
Topic Group Ageing  
Helsingborg, Sweden  
Ann.Hermansson@obo.se



# 2013 Members

## France



## Germany



## Italy



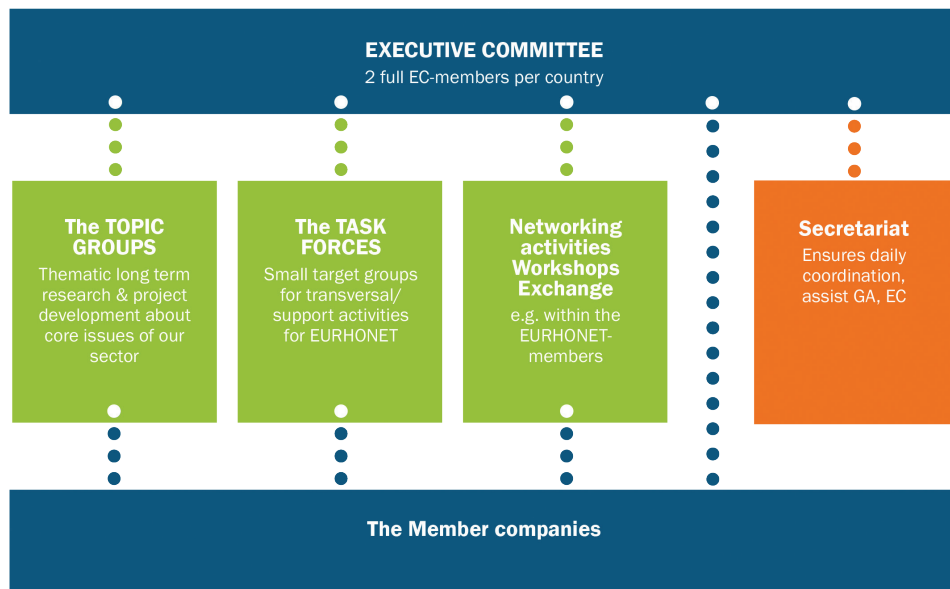
## Sweden



## United Kingdom

**Bolton  
at Home**

# 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)

## 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>

## 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>

