

Housing the future



EURHONET Looks Forward 2017



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This is Eurhonet - a common identity

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.

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!



Growing Stronger

Since Eurhonet started in 2005 we have been strengthening our Network with new member, with new members joining us every years and new activities have been started to support our members and their staff. We have become a stronger voice for housing across Europe and are always looking ahead to the challenges and opportunities we face in the future.

So far in 2016 we have:

- Reinforced our Secretariat and the support to our Topic Groups;
- Enhanced our communication within and outside Eurhonet;
- Pursuing opportunities to grow and expand, including exploration of a new partnership or potential merger with EFL, another European housing network similar to us;
- Improved the way we work to access more EU-funding.

We are constantly looking for ways to offer our members more and stronger support, with new opportunities, new activities and innovations.

Eurhocycle

As well as becoming stronger, Eurhonet wants to offer more value for money to its members. That is why we have developed the Eurhocycle, a new business plan that has been developed in 2016 and will be introduced 2017. We want to make sure our ongoing activities has a clear focus on our members needs, and give support them achieving their long time business goals. We want to make sure we use our resources effectively.

Growing

2017 will be a year of continued expansion. New companies from England, Denmark, France, Italy, Sweden and Wales are already knocking on the door of our new offices in Brussels. The marketing team will be active in Scotland and Ireland.

Euronet's philosophy has been to grow slowly but surely. Not too much, not too little - just making sure we are able to deliver quality to our members, as well as adding new activities to the range of support we offer. This strategy of steady growth will remain our approach.

Supporting

We are living in a turbulent world. Europe is facing social, financial and environmental challenges that will have a direct impact on our companies and the people they serve. Unemployment, lack of affordable housing, social break down, segregation and the threat of radicalisation are some of the key issues our members face.

Our network can help meet these and other challenges by sharing best practise, collaborate over innovations and scale up our influence over policy making and funding opportunities. We will continue to make sure that our members get new knowledge, exchange ideas and get inspiration from colleagues across Europe!

That's the way Eurhonet will continue to support our members now and in the future!

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

TOPIC GROUP

Social Integration

Explore how social housing providers can further promote and foster social integration by harnessing their asset platform, build on their trusted relationships with residents and also leverage their multi-agency partnership working in communities.

In 2017, the Social Integration Topic Group will continue to hold joint meetings with colleagues from EFL to further enhance shared learning opportunities and exchange good practice around social integrations methods.

The Group will also respond to the challenges of dealing with migration at a time when resources are reducing to help migrant communities and the impact this has in terms of perceived and actual competition for resources between migrants and host communities. As housing is a key resource, the Group will explore the issues raised by social housing providers and examine how providers are supporting vulnerable migrant groups within their host communities so they are legitimately accepted and are able to live safely.

Another area of investigation for 2017, is to examine how social housing providers are delivering a more integrated holistic service offer to their residents and wider communities through innovative multi-agency partnerships and neighbourhood based approaches.



Our plans for 2017 and forward:

- Continue collaborative discussions with EFL and the sharing of good practice approaches.
- Exchange experiences of working with both existing and 'newly arrived' migrants and develop strategies to support vulnerable migrants and mitigate community tensions where these could arise.
- Identify and examine a range of integrated service delivery models being developed and tested by social housing providers and their impact.

- Organise 2-3 meeting per year including study visits or presentations from hosting organisations.

Natalie Jones

*Social Integration
Topic Group Leader*

TOPIC GROUP

Ageing

Sharing experiences and investigating developments in solutions for the ageing population.

All housing companies across Europe face the challenge of an increasing ageing population. These challenges are not only of a physical nature (accessibility, technical solutions) but also of a social nature (increased isolation of the elderly population leading to negative effects on physical health and mental well-being).

The Ageing Topic Group is a platform to receive and to share knowledge and experiences about this challenging issue. As well as sharing this knowledge, an important part of each meeting is a field visit to a relevant project or housing area. Ideas are exchanged in a down-to-earth manner,

encouraging sharing over company and country boundaries. We are dedicated on finding business-smart solutions that will benefit our ageing tenants!

Our plans for 2017 and forward:ww

- Continue to implement the Age Awareness Day concept to educate housing company's staff about ageing issues.
- Exchange experience in different areas specifically related to an older population.
- Exchange ideas on how to connect older and younger customers in a scheme or neighborhood.

- Look more closely on how to connect older people to technology in order to reduce isolation and therefore increase their well-being.
- Investigate the possibility to start co-operation between the Ageing Topic Group and the European Federation for Living.

Nicola Westerberg
Ageing Topic Group Leader

TOPIC GROUP

Sustainable Construction

Working on both existing building and new construction, developing tools and methodologies to reduce the cost and increase the quality of the building stock.



2016 marks a handoff in our Topic Group's direction. The Foyer Remois will be stepping down after more than a few years at the helm and Johann Plagemann (GEWOBA) together with Rémy Delbaere (Habitat 62/59) will be taking up the leadership.

This change is an opportunity for the group to take stock. To mark this transition, the group is set to change name from "Energy Saving Topic Group" to "Sustainable

Construction" in order to better reflect the numerous choices in building best practices that our members face.

The group will also follow-up the implementation of the DREEAM project (www.dreeam.eu) to make sure that key findings will be taken into consideration in Eurhonet's members refurbishment programmes. Furthermore, the participation of Topic Group members to annual DREEAM Training Workshops will be promoted and embedded into the agendas of the next meetings of the group.

The struggle for developing a common passive house typology will continue. The BuildTog-programme which is reaching it's sixth year is entering a crucial phase. Since some BuildTogs have been finished and some others are reaching completion monitoring of the buildings can begin. The exchange of knowledge in construction – called: "Flying Experts" – can be founded all the more on valuable experiences.

Our plans for 2017 and forward:

- The meeting schedule will continue, with 2 to 3 meetings a year.
- Each meeting will feature a keynote speaker who will offer to members training on new practices or products (BIM, Positive Energy Buildings, Prefab).
- Over the arc of the meetings, the group will seek to develop and deep our "tools" and methodology, with a particular focus on cost implications, an issue increasingly pertinent to our members.
- Continue the knowledge-exchange via the BuildTog project and our "Flying Experts"
- Remy and Johann will be working between the meetings, sending out a survey to the housing companies to assess their interests in the coming years.

**Johann Plagemann,
Rémy Delbaere and
Hannah Fischer Baum**
Energy Topic Group Leaders

Corporate Social Responsibility

TOPIC GROUP

CSR

The role of CSR and sustainability is increasing in almost all businesses. This is also the case for the housing sector, and particularly for Eurhonet members, where knowledge and experiences are shared with the aim of increasing our performance. The Eurhonet CSR Cards are just an example of how we spread our experiences within the group.

EURHO-GR also allowed Eurhonet members to compare and learn from each other in order to improve daily practices and get better in their respective businesses. Since it has proved difficult to achieve a detailed measurement method that covers every aspect of the management of a housing company, in 2017, the group will review the indicators and simplify the way to measure CSR performances.

Furthermore, in light of the new EU Directive, which requires all companies with a specified number

of employees and a certain turnover to report its CSR work annually, the group will work on information that is missing and collect figures on issues like human rights violations, anti-corruption and bribery. In order to comply with the regulations, we will adjust our grid in the beginning of 2017.

Our plans for 2017 and forward:

- Continue the work started in 2016 and keep exchanging good and bad experiences.
- Organise 3 meetings per year, 2 of them followed by field trips.

- Adapt and simplify the EURHO-GR grid.
- Work on crime and safety, anti-social behavior and on social regeneration.
- Collect figures on human rights violations, anti-corruption and bribery.

Cecilia Svedin
CSR Topic Group Leader



TOPIC GROUP

IT in Housing

Explore business systems, digital information and digital communications in order to deliver value for money solutions that support an inclusive and cohesive digital environment for all.

The IT Topic Group, dedicated to IT and Communications professionals, has had a really successful year, identifying and exploring common ICT and Communications areas of interest. We have identified topics for our 2017 meetings but of course we welcome new ideas. We also welcome new members to the Topic Group and are keen for all of our Eurhonet partners to engage with us.

We have on average eight businesses represented at each meeting with approximately 12 people attending from Germany, Italy, Sweden and the UK.

Our plans for 2017 and forward:

- How to develop digital communications, especially around use of web sites, systems integration (Unified Communications) and availability in a very diverse cultural, socio-economic and rapidly changing environment.
- Use of social media and the integration of the data into systems to support customer service and service fulfilment, for example integration of Facebook with Customer Relationship Management or any other system.
- Common standards in ICT and Communications for all housing providers. What can be achieved by developing common standards, for example performance benchmarking, value for money assessments?
- Smart technology linked to the Internet of Things (IoT); Smart homes data integration and use in property and environmental performance monitoring.
- Customer and staff digital interaction, for example how to develop and encourage use to drive economic benefit for the individual and business.

Stuart Hitchman

IT in Housing Topic Group Leader



Meetings and other activities

Coordinators Meeting

By facilitating the flux of information and providing administrative support and a permanent link between member organisations and the Secretariat, Coordinators play a key role within the Eurhonet network. To help them in their task, the Improvement Team, with the support of the Secretariat, will organise the annual Coordinators meeting to assess together the work done to date and present the network's forthcoming challenges.

Topic Group Leaders Meeting

To ensure a better coordination of Topic Group activities, explore synergies and avoid similar issues being dealt with by two different groups, Topic Group Leaders will meet at least once a year to exchange information and assess together the work already done - and to be done - in order to answer to the raising challenges of the sector. This exercise will be coordinated by the Improvement Team with the support of the Secretariat.



Workshops and Open Meetings

If needed, following proposals from Topic Group Leaders and Coordinators, the Secretariat will organise, with the support of Eurhonet Members, ad-hoc Workshops and Open Meetings on the suggested topics in order to promptly address the needs and issues of the moment.

Junior Executive Academy

Since its first edition back in 2014, the Junior Executive Academy has had huge success both in terms of participation and outcomes; and for this reason, also in 2017, young and motivated professionals from our member companies will have the opportunity to meet for one week and learn from each other by developing projects and ideas with the support of housing experts and CEOs.

CEO Academy

The exchange among Eurhonet CEOs will also continue in 2017. The topic of next year's edition will be identified following a consultation with members in order to make sure that key issues will be duly and timely addressed.

Exchange Programme

Eurhonet is all about exchanging and developing competences, ideas and working methods in order to improve the performance of its members and ensuring that housing companies are more attractive as employers. To this end, the Exchange Programme will continue in 2017 in order to give the opportunity to staff at all levels to meet their peers in the hosting organisations and learn from each other.

Members' Satisfaction Survey

Once again in 2017, we will ask our CEOs what value they have had from the network and how we can make it work even better via our annual Satisfaction Survey. Getting feedback from our members is key to improving our organisation by building on the one hand on what we are doing well, and on the other hand, by addressing the areas where we are not so strong. The findings of the 2017 Survey will be analysed by the Improvement Team, with the aim of providing guidance to the Secretariat in order to meet the expectations of our Members.



Task Force

EU-Funding

In June 2016, the Task Force had a meeting with Topic Group Leaders to discuss how to better support them in the future with the aim of boosting the participation of Eurhonet members in EU-funded projects. The conclusion of the meeting was that Topic Groups need more information on programmes and calls. Starting from this autumn and continuing through 2017, Topic Group Leaders will receive information concerning relevant programmes and forthcoming calls. Topic Groups will also receive support for the partners search process, in case they would like to set up a consortium to answer an open call.

During 2016, the Task Force listed and analysed the funding opportunities at EU level concluding that there are mainly six programmes that are of interest for Eurhonet and its members: Horizon 2020, AAL, Life, Interreg Europe, EaSI and Erasmus+.

The information on the identified programmes has been made available on the website as well as via the monthly newsletter. In 2017, the Task Force will continue to monitor these six programmes and related calls and to broaden its knowledge on available funding.

A template for describing project ideas will be published on the website in order to favour the partner search process within and beyond the Eurhonet network. A list of knowledgeable consultants with sound experience in writing proposals in the framework of the different programmes identified will be also compiled.

In autumn 2016, the MASH proposal will be submitted in the framework of Horizon2020. Our members ALER Brescia and Trent and Dove, together with the Eurhonet Secretariat will play an important role in the project consortium along with other key players like Housing Europe and the International Union of Tenants.

The MASH proposal will aim at removing market barriers and promoting deep renovation within the building value chain. Hopefully, the project will receive funds for its implementation starting in 2017.

Furthermore, Eurhonet, together with its member ATER Treviso (Italy), Places for People (UK) and Landskronahem (Sweden), is in the consortium of the DREEM project which started at the end of 2015 and will continue to run through 2017. DREEM is the short version of "Demonstrating an integrated Renovation approach for Energy Efficiency at the Multi-building scale".

Therese Furhoff
EU-Funding Task Force Leader

Task Force

Communication

Together with the Secretariat we have recognised our digital platforms as extranet, Internet and Social Media channels such as LinkedIn and Facebook as vital for this mission. Most of the work is actually done by the Secretariat or by the members in the different Topic Groups. We, as a Task Force, are there to help and support when needed.

Together with Topic Group “IT in Housing - Digital communications

and technology” we will continue to develop our digital playgrounds and we will have our meetings alongside theirs. We will also gather workshops addressing communications issues if we find that it is requested from the network and/or a specific Topic Group.

We want the network to see our Task Force as a resource that can be taken advantage of when it comes to communication issues or matters, or as support or even as a

think-tank, just for getting inputs or a second opinion. We will be happy so support and we can always be reached via our Secretariat.

During 2017, we will not actively run any specific project. Instead, we will be acting on the network’s wishes and, of course, we will continue our commitment to the “IT in Housing” and “Coordinators” meetings.

Lars Löfgren

Communication Task Force Leader



Task Force

Marketing

In the beginning of 2012, the EC discussed the possibility of expanding the network with new members. A dedicated Task Force was appointed by the EC to work on the issue. 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 latest one in Birmingham in May 2016.

In May 2015, the EC also discussed and decided to offer companies that apply for membership a trial period at a discounted rate to evaluate their participation in the network.

Companies that apply for membership will be offered free participation until the end of 2016 and a discount rate of 50% of the membership fee for 2017. The result so far is applications from two English, one Italian and one French company.

The plan for the coming years is to continue focusing on expanding the number of members in existing member countries.

Fredrik Tornkqvist
Marketing Task Force Leader

Eurhonet Secretariat

Based in Brussels since 2012, at the heart of the European neighbourhood, Eurhonet Secretariat supports the network in its daily activities.

The mission is to help members in developing new ideas, facilitating the exchange of best practices and raising the profile of public and social housing in Europe by coordinating and ensuring the coherence of the network and the implementation of its annual Work Programme.

The Secretariat is also responsible for maintaining good relations with all housing stakeholders, including EU institutions and Housing Europe, which is one of our main partners.

Should you have any question, please do not hesitate to contact us at **eurhonet@eurhonet.eu**



How to join Eurhonet?

European public and social housing companies are eligible to apply to join the Eurhonet family.

To apply, please send an email to **eurhonet@eurhonet.eu** with your company' statute and a brief description of the reasons for your interest. The membership request will be then examined by the Executive Committee and presented during the General Assembly of the current year for its endorsement.

Any question concerning the application process should be addressed to the Eurhonet Secretariat.

Eurhonet Members in 2016

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

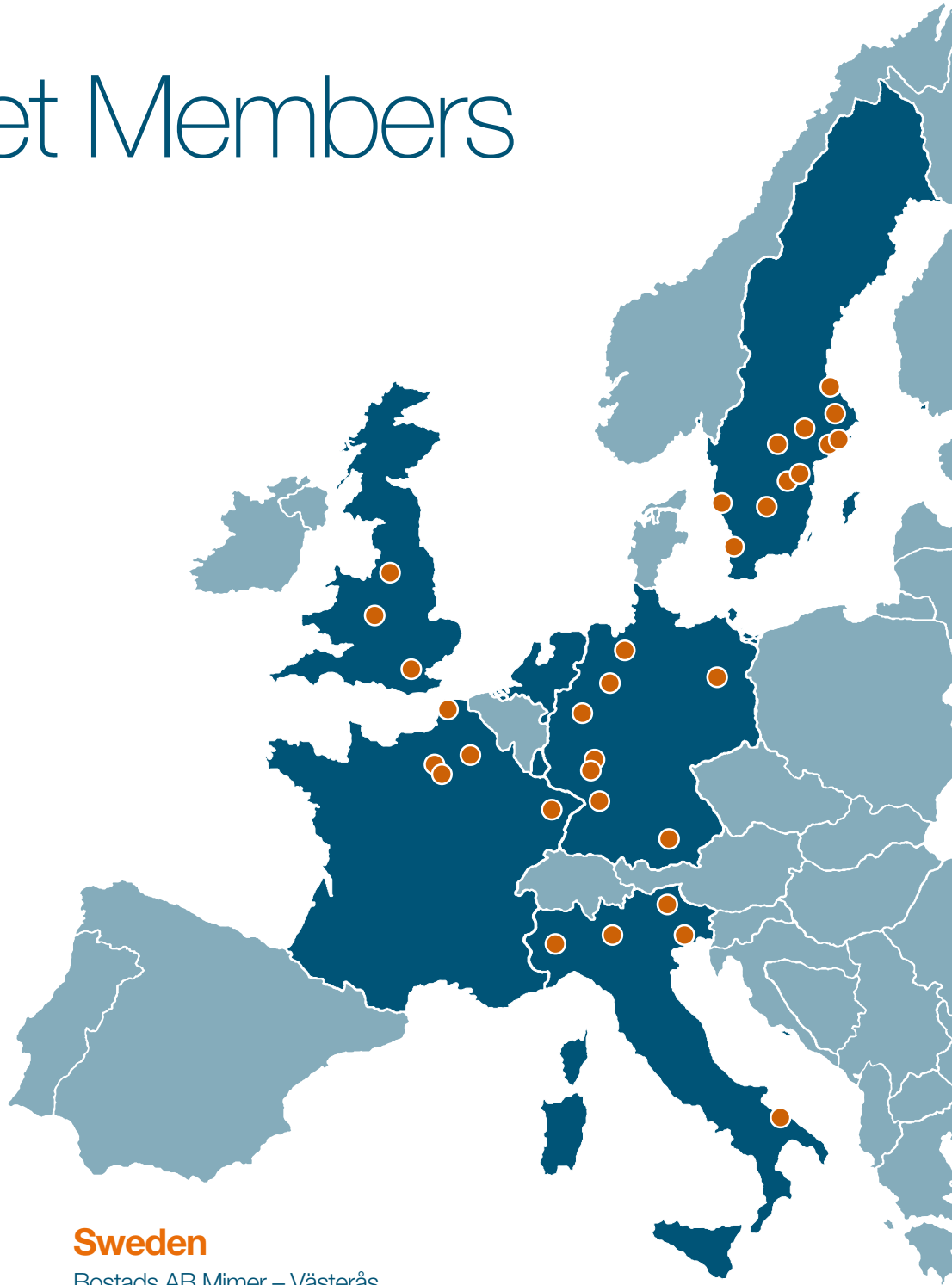
Aler BCM – Brescia
ATER Treviso – Treviso
ATC Piemonte Centrale – Torino
IPES Bolzano – Bolzano
A.R.C.A. Puglia Centrale – Bari

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



Calendar of Activities 2017

FEBRUARY

- * Ageing Topic Group meeting
 - * IT Topic Group meeting
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MARCH

- * CRS Topic Group meeting
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APRIL

- * Social Integration Topic Group meeting
 - 4-5** Improvement Task Force – Paris, France
 - 5-6** Coordinators meeting – Paris, France
 - 6-7** EC meeting – Paris, France
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MAY

- * Sustainable Construction Topic Group meeting
- * Ageing Topic Group meeting
- 30** Improvement Task Force Gothenburg, Sweden
- 30-31** EC meeting – Gothenburg, Sweden
- 31** CEO Academy – Gothenburg, Sweden

JUNE

- 1** CEO Academy – Gothenburg, Sweden
 - * CRS Topic Group meeting
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JULY

- * Social Integration Topic Group meeting
 - * IT Topic Group meeting
 - 17-21** Junior Executive Academy – Bochum, Germany
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AUGUST

- 22-23** Improvement Task Force – Manchester, UK
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SEPTEMBER

- * Sustainable Construction Topic Group meeting
- * Ageing Topic Group meeting
- * IT Topic Group meeting
- 11-12** Improvement Task Force – Paris, France
- 12-13** EC meeting – Paris, France

OCTOBER

- * CRS Topic Group meeting
 - 24** Topic Groups Leaders meeting – Turin, Italy
 - 24** EC meeting – Turin, Italy
 - 25-26** Open meeting and General Assembly – Turin, Italy
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NOVEMBER

- * Social Integration Topic Group meeting
-

JANUARY 2018

- 30-31** EC meeting – Paris, France

* Exact dates and venues of Topic Groups meetings, Workshops and Open meetings are subjected to confirmation by TG Leaders – please refer to our website for updated information!

Member Organisations

France



Germany



Italy



Sweden



UK





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