





Index

This is Eurhonet	3
Members of Eurhonet 2011	4
New members 2012	4
President of Eurhonet	5
Hello Roger! and Hello Robin!	6
Staff exchange	7
Hello Familjebostäder!	7
Social Integration in Berlin	8
Flying experts in Ludwigshafen	10
Buildtog	10
Bathroom for elderly	12
Hello Marielle!	11
Eurhonet represented in a world conference in Lyon	12
Hello Erica!	13
Experiences from the workshops 2011	14
CSR and Social value	15
Hello Charlotte!	15
BECA reduce water consumption	16
How is it running in Varberga?	17
General Assembly 2011	18
CEOs discuss the financial crisis	18
Short brief of the year 2011	19
Energy savings	20
CSR	21
Ageing	22
Social Integration	23
Communication – “Keep it simple, stupid”	24
EFL – “Looking for new friends”	25
EU-funding – “New opportunities”	25
Improvement team – “Simple the best”	25
Organisational Chart	26
Executive Committee	26
Working group 2011	27
Closing of the 2010 accounts	28
Internal approvals	28
External certification – SOCOFISC	29
Cash-based Accounting and Cash	
Budget for EURHONET	29
Financial report 2011 Result 2011	30
Members 2011	31



This is Eurhonet

European Housing Network, Eurhonet, is a European network of about 30 public or social housing companies from England, France, Germany, Italy and Sweden.

In our respective national contexts, we, Eurhonet's companies, are carrying out a mission of general interest in the service of our customers and society. We share the same ambition of improving our professional performance by sharing our skills.

Sharing experiences and innovating together

Eurhonet is a professional network that aims to:

- Develop European research and development projects into innovative methods in social and public housing.

- Exchange ideas and benchmarks between the members; sharing experiences in order to conceive models of best practice.
- Organise international workshops and seminars related to these issues; reinforcing the debates on social and public authorities in Europe.

Producing tools for members

Eurhonet's members also produce common tools to improve their activities or their management. These tools can be used by any member on a voluntary basis. Some tools are even made available to other organisations who are not Eurhonet members.

Seminars

Eurhonet organises international conferences on professional matters within the social and public housing sector. These conferences are designed to increase reflections on the professional challenges discussed within Eurhonet.

Our values

At Eurhonet, we work with:

- Mutual respect
- Exchange spirit
- Positive attitude
- Democratic process
- Open-mindedness

The vision

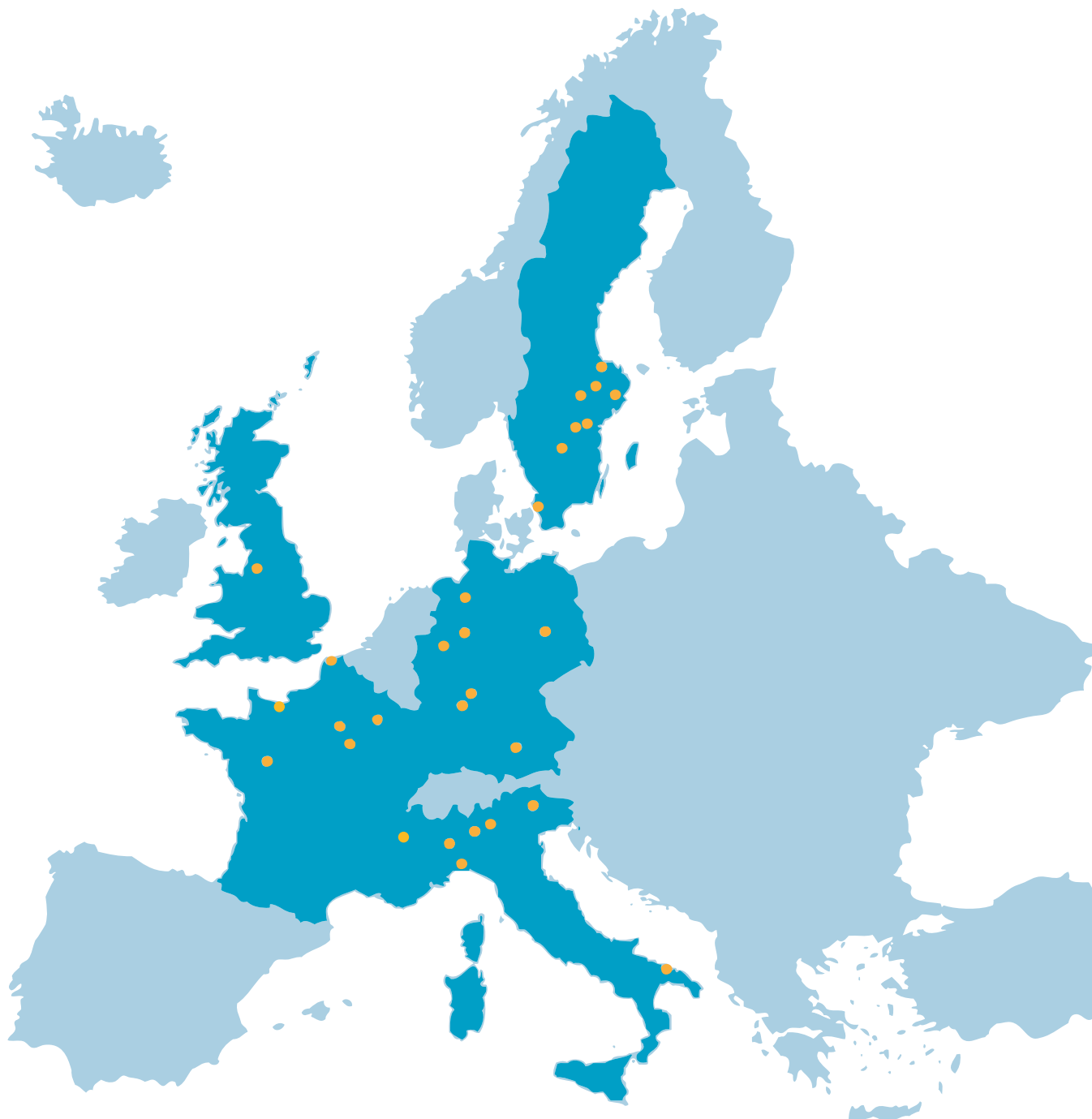
The vision of Eurhonet is *Leading European Housing*. To fulfil our aim to get high customer satisfaction, we learn globally and improve locally.

Best in our local market

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

Makes our employees grow

- Connecting people
- Professional academies
- Creative meetings
- Inspiration



Members of Eurhonet 2011

Eurhonet in figures is:

- 27 members
- 4 represented countries
- 600,000 managed flats

France

FSM-Melun
Habitat 62/59 Picardie – Calais
Le Foyer Rémois – Reims
Le Toit Angevin – Angers
SDH – Grenoble
Delphis – Paris
Logipais – Caen

Germany

Bauverein AG – Darmstadt
DOGEWO 21 – Dortmund
GBG Mannheim – Mannheim
GWG München – München
LWB – Leipzig
Pro Potsdam – Potsdam

Italy

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

Sweden

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

New members 2012

BGW Bielefeld, Germany
Gewoba Bremen, Germany
Bolton at Home, UK



President of Eurhonet, Mr Angelo Ventura

In the last few years, the idea of “home” has become bigger, to the point of including “quality of life”. This is possible thanks not only to economic elements, but mainly to environmental, sustainable, social and relational ones. In many countries, the principal opinion is that the right to a suitable home must be one of man’s fundamental rights. Unfortunately, the fact that this is strongly conditional on the financial sector, as well as the logic of profit, has the consequence that this right is often ignored, especially in situations where there are no well-structured social policies in place.

The “home” problem is intertwined with matters of social cohesion and competitiveness, and has a global impact on the development and growth of every European country. The widespread economic crisis in Europe hits many of the pillars on which society is based, but this problem is perhaps worsened by the inability of public and private politics to follow the demographic and social changes that are happening very quickly in European towns and cities, regardless of their social organisations.

In the future, we can expect a progressive worsening of the general living conditions for those people who are the most vulnerable and frail in our societies; at the same time, the public bodies are more and more unfit to control this situation. Victims of this situation are unemployed young people, the many families with only one income, young couples, elderly people living alone, immigrant families, workers with no fixed address, and so on.

Project managers, public bodies, governments and banks must all take note that in order to realise effective housing developments, it is necessary to be equipped for more and more complex scenarios and to find innovative and sustainable solutions. A network like Eurhonet can most certainly help this process by identifying workable tools for the fulfilment of strategic objectives.

People are ageing at a rapid pace and there is an increasing need for assistance and services that

run parallel to, and are integrated with, housing. At some point in the future, it will not be enough to know how to simply maintain the housing stock in purely operational terms: the social housing companies must also become promoters of social development.

Perhaps the challenge that a network like Eurhonet must address, and indeed where it must attain excellent results, is just that of finding innovative management models that are able to mitigate the consequences of the reduction in available public resources, while at the same time providing improved and better-integrated priority services for people.

Whatever the consequences of the housing politics of the future, the technical and moral duties for the social housing companies will remain: to rethink or, even better, to invent housing solutions that have a lower economic impact and are sustainable in the future.

Angelo VENTURA
President of Eurhonet

Hello Roger!

You are the vice president in charge of the organisation and the task force leader of the Improvement team. It seems to be a lot.

What is Eurhonet for you?

– It's a network where people meet and have golden aha-moments... We are connecting people from different countries, cities, companies and cultures and that gives new energy, inspirations, and new ideas. Eurhonet is an opportunity to develop as persons and as companies, and then be able to give more "housing value" to our tenants.

What are you doing in the Improvement team?

The Improvement team's duty is to evaluate Eurhonet activities, and suggest ways to strengthen our network and the output we deliver to our members.

What are you most pleased with in the network?

A lot of things happening in the network and I can't really tell you just one thing. But the exchange program is a really good opportunity

for all members to benchmark and to get new knowledge. I like workshops and open meetings for experts focusing only on one topic. It's quite easy to organise, lunch to lunch, I could be very fruitful hours.

The heart of Eurhonet is the topic groups. They are working in a good way, sharing ideas, producing results and tools to bring home. Its good, but we have still a lot to improve.

How do you look upon the future?

The network is growing in a right way. We are slowly introducing new companies and new possibilities for our members, and at the same time taking care of our core of activities. I think we will be more skilled in searching for EU-funding. It will be an opportunity to raising standards and to improve further. Our new secretariat in Brussels will support that development. It will be interesting to see the output of the process for a long time Eurhonet-vision we have had under 2011 and 2012. I believe it will give us a common vision of where we are heading. That's really the road to success.



Roger RÅDSTRÖM,
ÖBO, Örebro

Hello Robin and BGW!

What is Eurhonet for you and why are you (BGW) involved in Eurhonet?

We are involved in Eurhonet because of the outstanding chances and opportunities. Eurhonet affects our company more and more, as it creates a new level of potential for the companies, a chance to work on international projects, visit international seminars, make field visits, and so on.

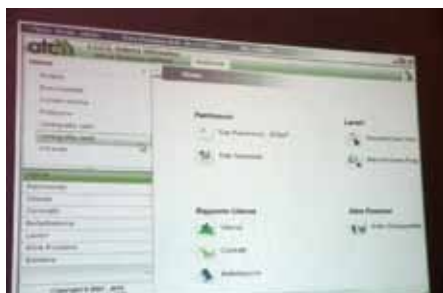
Eurhonet is a great network of European companies that opens up opportunities for an international exchange of information and a sharing of experience. It helps and supports employees and companies from all over Europe with their projects and problems. The European Housing Network offers us the chance to improve our qualifications in international business, for example in our communication with customers, tenants, and with other companies.

What expectations do you have of Eurhonet?

We expect an increase in our spectrum of knowledge and our skills. We want to communicate as much as possible to get new information and experience. We also want to cooperate in many different projects. Eurhonet generates a great base and a great opportunity. The BGW could work on various new projects and deal with all kinds of new aspects that do not occur on a daily basis.



Robin HUTTIG,
BWG, Bielefeld



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



Staff exchange

The exchange programme started in 2011. It was a bit of a slow start, but now it is up and running, and more

than 30 of our colleagues have had the possibility to take part in the programme.

Hello Familjebostäder!

You visited ATC Torino for a few days during June 2011, to learn about their IT system and the organisation supporting it.

What did you do during those days?

ATC took us to visit three different sites to show the variety of the housing they maintained. We first visited Area Nebiolo a rebuilt factory, and were shown two different flats. Secondly, we went to Via Barbaroux, an old house in the middle of Torino. Finally, we visited Via Giacomo, originally built for Fiat workers. This was ATC's largest area and was undergoing reconstruction.

During our second day the focus was mainly on the supporting IT system and the IT department. We had a demonstration of the system and visited the employees who were working with it.

We also visited the customer support centre, and heard about how an ordinary day works and how it is organised.

What are the best practices used by the company you visited that could perhaps be adopted at your company?

It was interesting and useful for us to see the system they used, and to be told about the platform and technology used to build it and to link it to

other supporting applications. For external users, they had a separate login with an adjusted view.

The technology used and what they had included in the system has started a lot of interesting discussions in our group.

Another aspect where we can improve is in social engagement. They put a lot of effort into social housing management.

Do you have any personal reflections and feedback to ATC?

Spending two days with these dedicated and generous people was an amazing experience.

We had no knowledge in advance of the housing system in Italy and were impressed by how they handle the difficulties and obstacles that this system produces. Considering the income we get from our flats, our working situation is much easier in many ways.

Everyone we met was very committed to their work and willing to share their opinions and experience.

Thomas Stadig, Susanne Kilgren, Camilla Sandholm, Anna Röstlund, Christer Lepistu, Carlos Gonzales, Morten Glörud.



Social Integration in Berlin

The Topic group Social Integration went to Berlin to increase the knowledge regarding city planning as a tool for social integration. The focus this time was on using tenant participation as a tool for social integration.

Together with the Dutch network EFL, the topic group planned the field visit to Berlin. The host company, GEWOBA, invited us all on a study trip to the capital of Germany, Berlin.

The focus questions regarding social integration were;

- How can social mix (integration instead of segregation) be achieved?
- How does physical renewal enable social integration?
- How do we involve tenants and others in working for social integration?
- What strategies are available for working towards social integration?
- Image – how can a negative image of an area or a district be changed into a positive one?

During the field visit in Berlin, the Topic Group also gave special attention to matters concerning the participation of tenants:

- At what point in the process do you involve the tenants?
- How do you reach the right people? Or do you fail?
- What *methods* do you use to create and encourage such participation? (Meetings? Large groups? Small groups? Can you provide some examples?)
- Results: Do you know the impact of your efforts? Has there been improvement in the tenants' opinions of the company/the project?

Summary advice

The Topic group Social Integration acquired the following advice and ideas during the visit in Berlin. It is not possible to implement everything everywhere, but all factors are important to reflect upon and include in the overall way of thinking when working with social integration, physical planning, and the development of our residential districts.

- *Facing challenge*

In order to draw attention to the work for change that is being carried out, it is necessary both to actually do something and also to talk about it. Every opportunity should be taken to tell people what is going on and to show the changes being made, through study visits, the media, advertising, discussion forums, and so on.

- *Empowerment – feeling responsibility*

Work with providing the right conditions for the individual. A modification of the definition of “social integration” makes it clear that it is all about “having access to resources” and that the individual needs to be strengthened in order to be able to utilise them. Through empowerment, the individual becomes more involved and committed, and feels responsible for himself, his living environment and ultimately even the development of society at large.

- *Analyse the multicultural events*

There is a risk that the “multi-culti events” will reinforce the ethnic focus and obstruct rather than help the efforts being made for improved integration. It's all about turning the question, ignoring ethnicity, and going deeper. Meeting places and activities are positive and it is important that the meetings and activities are based upon common



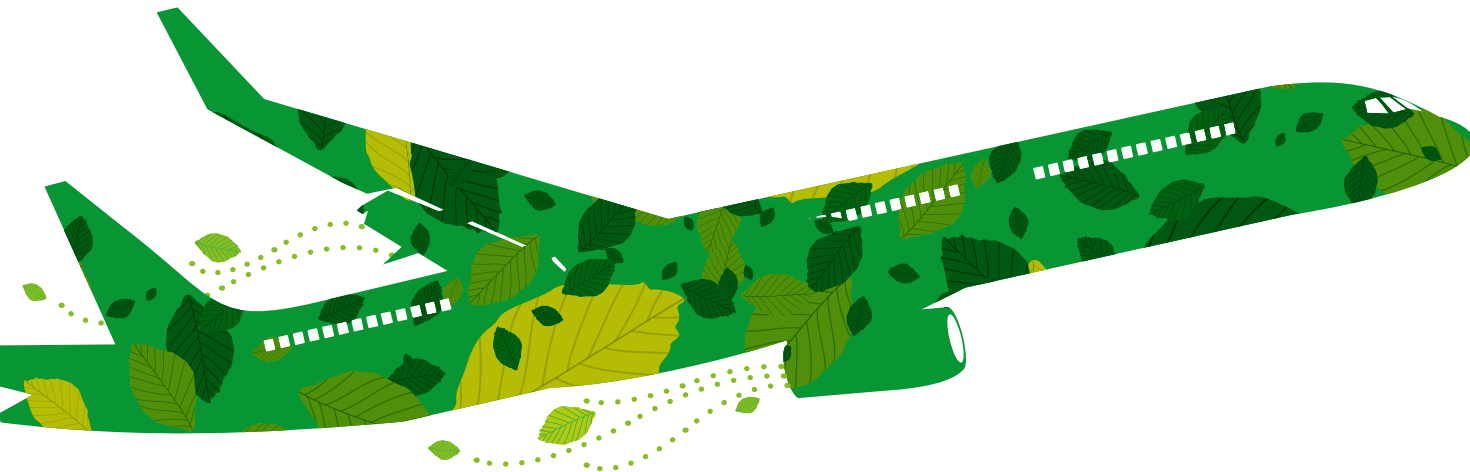
interests rather than, for example, ethnicity, or the fact that people simply happen to live close to each other.

- *Tenant influence is a key factor*
Tenant influence is a crucial factor in the sustainability of the result of a renewal process. The participation and commitment of residents will ensure that the right things are addressed and that the residents themselves, throughout the process, will be deeply committed and will take greater responsibility for their housing and their living environment.
- *Focus on children and youngsters*
Focusing on the opportunities that children and young people have for good schooling and meaningful leisure time is often crucial for the future of these children. Children need to be acknowledged and strengthened, and they need meaningful activities. Within the area of clubs and associations, there are often committed adults who are very important to many children and young people who are having a hard time at home. Meaningful leisure activities often affect children's schooling in a

positive way, something that leads on to a lower risk of them becoming involved in crime.

- *Urban design*
Urban design is about how to design the physical environment, how to build, where to place everything from buildings to benches, how to design stairwells, and so on. The design of the physical space is important when it comes to providing both security and natural meeting places in an area. The concepts of both public space and private space should be borne in mind.
- *Create meeting places*
Create natural meeting places where people will get together according to their own wishes, needs or interests. This can refer to meeting places for those living in an area or meeting places designed to attract visitors into an area.
- *Functional mix*
One goal is often the creation, or maintenance, of the social mix in a geographical area. In Corbusier's time, prefabricated housing complexes were built for stereotypical families with two adults and two children. Today it is all about working with variation in housing, where even local services should be attractive to different lifestyles, different family structures, and their individual needs. This functional mix is something that we need to raise even further.





Flying experts in Ludwigshafen

Topic group Energy Saving visited Ludwigshafen, Germany in October 2011. The topic group was invited there by Luwoge, the official housing company of BASF, and during three days they had field visits, workshops and meetings together, in order to learn and share experiences.

A building modernised in a 3-Litre House

Together with the City of Ludwigshafen and the state of Rheinland-Pfalz, Luwoge developed a comprehensive plan to modernise the area Brunnkviertel. The renovation began in 1998 and was completed in 2006. Luwoge has invested a total of EUR 50 million in the project.

The renovation was carried out over a large part of the district, with new building standards for existing buildings and the Passive House standard for new construction. Furthermore, with the 3-litre house, Luwoge has set new trends in energy saving. The 3-litre house was tested as a prototype in the modern refurbishment of old buildings.

Key elements are:

- external insulation Neopor®.
- advanced window systems with triple glazing and inert gas filling.
- controlled ventilation with heat recovery.
- interior plaster as latent heat storage.
- fuel cells as an alternative energy source.

The energy consumption, the heating costs and the CO₂ emissions, when compared with a non-insulated old building, have been reduced by over 80%. After a 3-year test period, consumption was even lower than the 3-litre mark, coming in at around just 2.6 litres instead.

Ventilation

As one part of the energy plan for the 3-litre house, a supply and exhaust system with highly efficient heat recovery was provided. These systems are proven with regard to modern living and good air quality, because all rooms are supplied with their required quantities of air. Pure exhaust ventilation systems with outside air diffusers in the external walls can't achieve the same results.

A heat recovery efficiency of greater than 85% was indicated by the manufacturer of the central air unit. Without this recovery, heating demand would approximately double.

Luwoge's ambition was to install one central sys-



tem in the attic. In general, the dwellings do not have to be entered in order to carry out maintenance of the ventilation system. The ventilation ducts branch out over the top floor of each flat. The flow controller for each dwelling is also located in the attic. The system can achieve an air change of 0.6 1/h in relatively densely occupied dwellings.

The supply air is guided into the living rooms and bedrooms. Air then flows through gaps below the doors, and along corridors into the bathrooms and kitchens, where the exhaust air valves are arranged. The air volume can be controlled individually in each flat by three modes. In addition to basic and normal ventilation, residents can also request an increased exchange of air temporarily.

The central ventilation system provides a way for primary ventilation of the non-upgraded attic, which is located within the thermally insulated and airtight envelope. In the unheated basement and in the laundry drying rooms, a simple system to control humid air conditioning was installed.

If you would like to read about the other good examples from Ludwigshafen, please have a look at Extranet or contact Eurhonet Secretariat for more information.

A first summary in retrofitting

A first summary of results of the thermal calculation with the common Thermal Tool for Retrofitting (TTR) was presented in October 2011. The detailed presentation will be completed when all the companies have completed and sent the TTR to the Topic group. Seven companies have completed the calculation step, covering a wide range of climates, from Västerås to Brescia.

Buildtog

The BuildTog project entails reconstructing a “standard house” to passive house standards in several of Eurhonet’s member countries.

The purpose of the project, after completion, is to make a scientific evaluation of the houses to produce guidelines for passive house construction.

In cooperation with each of the different companies, the common architectural drawings have been produced by the ANMA architects in Paris, and the basic energy consumption estimates for the standard passive house under various climatic conditions have

been made by Luwoge Consult in Ludwigshafen, Germany.

The BuildTog project made great advances in 2011.

The common design has already been adapted to national and regional laws and to climatic conditions in seven companies: bauverein AG, FSM, Le Foyer Rémois, La Renaissance Immobilière Châlonnaise, Habitat 6259, Familjebostäder and ÖrebroBostäder.

Two of them will start building work on the project in June 2012. Construction of the first BuildTog will be finished in October 2013 in Darmstadt, Germany.



Isaac Scaramella, technical coordinator of the Retrofitting group. Pilot site in Reims, France.

Retrofitting

During 2011, the Retrofitting Group developed its work on the setting up of a strategy to compare their ways of working on energy savings in existing buildings. Six companies signed a letter of commitment in which they committed themselves to choose a pilot site and follow the whole retrofitting process.

In this group, the members developed two com-

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

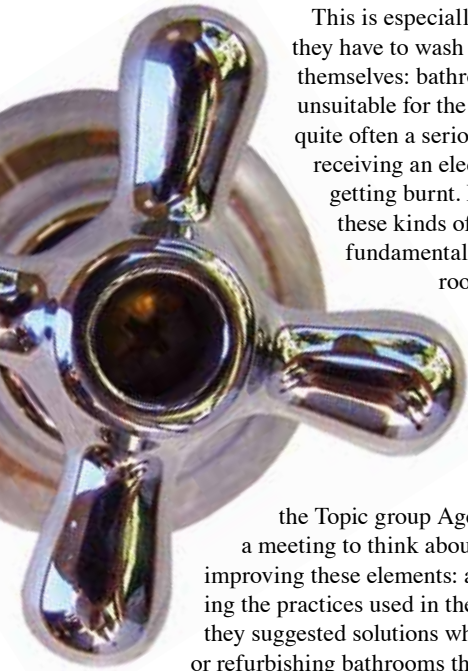
In 2012, the group will focus on topics such as tenant involvement, inviting tenders, working periods, and monitoring.

Bathroom for elderly

Most senior citizens want to stay in their own homes for as long as possible. However, as they get older, everyday activities become more and more difficult.

This is especially true when they have to wash and take care of themselves: bathrooms are often unsuitable for the elderly. There is quite often a serious risk of falling, receiving an electric shock, or getting burnt. In order to avoid these kinds of hazards, it is fundamental to adapt bathrooms for the elderly and, to be more precise, to pay special attention to the following elements:

Members of the Topic group Ageing organised a meeting to think about the ways of improving these elements: after comparing the practices used in their companies, they suggested solutions when designing or refurbishing bathrooms that will make them suitable for senior citizens. A comprehensive summary document gives an overview of the ideas they proposed, many of which are very easy to implement. The purpose is to ensure safety, comfort and autonomy for older people still living in their own homes. You can find the document at Eurhonet extranet.



Hello Marielle!

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

What does Ageing mean to you?

The Topic group Ageing gathers together companies which have the same target: improving daily life for the elderly and enabling them to stay at home for as long as possible in good conditions. The group consists of people who can exchange their views and share their best practices to meet this target; people who can learn a lot from one another and then go back home with concrete ideas that can be implemented. In a nutshell, the Topic group Ageing is a place of inspiration and expertise, one which is just asking to be developed.

How do you bring home and then implement knowledge from the group?

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



Marielle FRECHARD,
La Foyer Remois, Reims

Eurhonet represented in a world conference in Lyon

Thru Mr Francis DEPLACE at Delphis, Eurhonet invites to be presented in a world conference in Lyon in September 2011. The name of the conference was; "Conference of Five Continents, psychosocial effects of globalisation on mental health". The purpose of the conference was that both researchers and practitioners

around the world could meet and exchange experiences regarding these issues. The conference was aimed at sociologists, psychologists, psychiatrists, doctors, social workers, health organisations and politicians, among others.



Hello Erica!

You recently attended a major world conference in Lyon (France), where you represented ÖBO and Eurhonet. There was one point in the programme where you talked about ÖBO: what did you talk about and how did it go?

I was invited by Francis Deplace at Delphis to participate in a seminar that dealt with housing as well as people suffering from mental illness. I talked about how ÖBO, as a large municipal housing company in Sweden, works with such housing and social issues. I showed some good and bad real-life examples of these issues, and talked about public housing versus social housing.

What experiences did you take away with you from the conference?

The model of "housing first" is a concept/model that has been worked on for a long time in, among other places, the USA and several European countries. In order to deal with the problem of homelessness, researchers believe that home ownership is a prerequisite if other problems such as substance abuse are to be successfully addressed. International evaluations have shown that the model leads to an increase in the chances of successful rehabilitation. It was interesting to learn about this.



Erica JOHANSSON,
ÖBO, Örebro

Experiences from the workshops 2011

During the spring of 2011, Eurhonet organised three workshops. The aim of the workshops was to learn, exchange ideas, and carry out benchmarking between the members of different topic groups. In the spring of 2011, the workshops were about reducing electricity consumption, riots, and customer surveys. Interest in the workshops was good, as were the discussions.



“Urban violence and social housing districts” – Grenoble, France

On 12 and 13 April 2011, Eurhonet members from France, Italy, Sweden and Germany attended a workshop on urban violence and social housing districts. The workshop was hosted by Société Dauphinoise pour l’Habitat (SDH), Grenoble, France.

In July 2010, news and pictures from the riots in Grenoble shocked not only France but also the rest of the world. SDH, the owner of around 16,000 dwellings in Grenoble and Echirolles, set up this workshop to describe their activities aimed at deal-

ing with growing social problems in their areas.

The Eurhonet Grenoble workshop gave an impressive survey on both the problems and the range of activities to deal with these problems. SDH took every effort to give all the necessary information and input on the subject of urban violence and social housing. And they were fabulous hosts as well.

Thank you!

Regine Stoerring, DOGEWO21

“Electricity savings in the existing stock” – Torino, Italy

The aim of the workshop was to share experience and help each other to reduce the consumption of electricity in the existing housing stock. During the days of the workshop, we focused on the number of installations and the technical solutions that already exist in our buildings, such as fans, pumps, lighting, cooling systems, heating, and so on.

The objectives of the workshop were to:

- Exchange experience and information about best practices and success factors concerning

effective and relevant electrical installations.

- Share know-how and experiences about technical strategies.
- Identify good practices in terms of staff motivation.
- Get to know and understand state-of-the-art technology regarding motors in general use, such as those in lifts, fans, and pumps.

“Customer surveys” – Jönköping, Sweden

The goal with customer surveys is to make use of the views of the customers and thereby create conditions for improvement. Customer surveys also provide an opportunity to compare results with others and to find companies to learn from and share experiences with. Almost all of the Swedish companies in Eurhonet use the same tool for the survey, but it is Jönköping that gets the best results. Accordingly, it was they who invited everyone to a workshop to share their experience and set up discussions with other Eurhonet companies about the tool and their methods.

A summary of the recommendation feedback from the workshop was:

- 1 Plan the survey from the beginning: target how to handle the results and follow up.
- 2 All management and employees have to be involved and engaged in the whole process.
- 3 It’s extremely important what we do with the information and how we follow up on it, both internally as well as externally. What are the results? What are we going to do, and what have we done, based on the survey?
- 4 Continue to provide information about activities all the time.

*Eva Favaro and Ulf Lindblom,
Bostads AB Mimer*



Table 1: An indicator of the economic contribution of social housing companies to their territories

Indicator	2010	2011	2012	2013	2014	2015
Total value added	1,200,000,000	1,300,000,000	1,400,000,000	1,500,000,000	1,600,000,000	1,700,000,000
Value added by social housing companies	1,000,000,000	1,100,000,000	1,200,000,000	1,300,000,000	1,400,000,000	1,500,000,000
Value added by other companies	200,000,000	200,000,000	200,000,000	200,000,000	200,000,000	200,000,000
Value added by the state	0	0	0	0	0	0
Value added by the private sector	0	0	0	0	0	0
Value added by the public sector	0	0	0	0	0	0
Value added by the non-profit sector	0	0	0	0	0	0
Value added by the other sector	0	0	0	0	0	0

CSR and Social value

Eurhonet topic group for CSR, Corporate Social Responsibility, is producing a common model that will be shared with companies all over Europe in order to be in the vanguard of social responsibility. By benchmarking the performances and the practices the group is able to transfer the best professional practices into the network. CSR is also a possibility to improve the corporate strategic management and to build up the first elements of a new business.

Hello Charlotte!

Charlotte Limousin, Delphis, has been working in the Eurhonet CSR topic group for about a year. She is a CSR expert, employed as a project leader at Delphis and leading an EU-funded project concerning social value.

What is CSR?

CSR – Corporate Social Responsibility – is about how a company takes responsibility for its impacts. For any organization, being “socially responsible” thus implies:

- being accountable and transparent about its impacts on its environment;
- behaving in an ethical, respectful and sustainable way, and taking actions to reduce its negative impacts and maximize its positive contribution to society.

CSR is therefore based on the company voluntary integration of social, economic and environmental considerations into its decisions, future actions and daily activities, in collaboration with its partners.

To fulfill the accountability objective inherent to CSR and respond to stakeholders' transparency expectations, companies need to rely on clear and reliable indicators, relevant to their size and activity. To that aim, the CSR Topic Group has developed EURHO-GR®, a set of common, sector-based CSR indicators. EURHO-GR® indicators are published by Eurhonet companies together with their CSR reports, to inform stakeholders about their policies, practices and results.

French companies are currently working on external certification of CSR data, by an independent body, in a way similar to the certification of financial accounts. The objective is to increase the reliability of reporting and improve practices.

What is the aim of the project you are leading and how is it going?

Inspired by a research project carried out in Germany, the project “*measuring and reporting the*

value created, for a territory, by a social housing organism”, was launched in 2011 in France. Complementing the work on CSR and EURHO-GR®, it focuses on the economic dimension, and the socio-economic impact of a social housing company on its territory.

It has led to a first valuation, both on quantitative and qualitative levels, of economic contributions brought by social housing companies to the territories on which they operate (local economic development, direct impacts of production and maintenance activities...). It also enables a first, partial, identification of positive externalities generated by social housing organizations to the benefit of local authorities, in particular through social missions carried out in strong synergy with public policies (Urban renovation, support to “ageing at home” policies, and insertion through economy).

This research project aims to systematize the measurement and valuation of these economic contributions to a territory, a community, with the following goals:

- Highlighting what funds are used for, the overall return they generate for the territory;
- Measuring and valuing the positive impacts of social housing organisms on the socio-economic development and stability of a territory;
- Emphasizing the benefits of socially responsible strategies.

Whereas social housing is most often seen as a « cost » for society, it appears essential to apprehend it instead as a real « investment » and thereby a source of value-creation for a territory, as evidenced by the first results of the study.

The project was presented several times in 2011 to various French and European audiences – social housing companies, public authorities and institutions –, which all expressed a high interest on the matter. Work will therefore be continued in 2012 and 2013, to further expand, improve and deepen the methodology.



Charlotte LIMOUSIN,
Delphis, Paris

BECA reduce water consumption

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

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

- Manresa in Spain,
- Darmstadt in Germany,
- Torino in Italy,
- Havírov in the Czech Republic,
- Ruse in Bulgaria, and
- Belgrade in Serbia.
- Örebro in Sweden

Three housing companies from Eurhonet are involved in the BECA project: ATC Torino, ÖrebroBostäder

AB and bauverein AG. They all are supported by Delphis. The BECA project is partially funded under the ICT Policy Support Programme (ICT PSP) as part of the European Union's Competitiveness and Innovation Framework Programme.

During the year 2011, the BECA partners completed the first part of the project, namely they successfully created a prototype of what the final service will consist of. They have created a first version of the Internet platform for BECA, either as a prototype or as a mock-up. Based on the needs of the tenants and of the staff, user-facing solutions and back offices have been designed for each pilot site. This will allow tenants to monitor their energy consumption and staff to manage their energy system.

The seven pilot sites have also established their service process model sets, and service specifications to have a clear view of the project's architecture in their buildings. These prototypes have been tested, and the first feedback has been gathered, concerning the way tenants and staff could use the service. The next steps will be to continue implementing and testing the solutions the partners have designed.



How is it running in Varberga?

Jonas Tannerstad, engineering manager at Örebro-Bostäder AB, is responsible for managing the Varberga site in Örebro, Sweden, for the implementation of the BECA project.

How will the services be provided?

The expectation is to achieve a 15% energy saving by using temperature sensors to control the building's central heating and 20% water saving by the installation of smart metering devices. The water consumption will be measured individually and presented on a web portal with tabular visualisation of changes and costs per month. OpenNet, a service distributor and communications operator, is in charge of developing this portal service. The optimisation of energy management will be reached by setting a maximum inside temperature in all dwellings at 21°C, which will also mean tenants do not overheat their flats. The frequency of temperature measurement and storage will be every 15 minutes.

What are the characteristics of your target users?

The target users are Varberga tenants and ÖBO's technical staff. Tenants already have a high home-based internet access rate which will facilitate the usability of the tenant portal. Due to a low representation of migrants, the tenant portal will be conceived for locals, something that is not the case with the project's other pilot sites. The ÖrebroBostäder AB in-house service department is already familiar with Varberga site. They will manage the BECA system and reap the benefits from following the resource measurements to improve their operation.

How are you planning to reach target users with BECA services?

Actually, the Varberga site is undergoing refurbishment works. The first feedback on the energy consumption reduction is a shift from 148kw/h to

95kw/h. Therefore, controlling central heating temperature will permit technical staff to better manage the heating system and decrease energy consumption costs. Also, some dwellings are already equipped with individual water smart meters. ÖrebroBostäder AB has already seen an unexpected positive impact on the behaviour of the tenants; they have reduced their consumption by 25-30% simply because they became aware of the service. Once their awareness is reinforced via the webportal, even more positive results can be obtained and maintained over time.

How is the project contributing in your region?

The project contributes by encouraging the local development of energy efficiency in social housing and by showing all interested parties in Sweden the advantages of these services. Also, the BECA approach demonstrates the importance of maintaining good relations with tenants in order to encourage their involvement in decision-making when making improvements to housing services.

Tenants' openness and willingness to use BECA services

Varberga tenants do not actually pay for their energy consumption, as it is included in the monthly rent. However, with the implementation of smart metering for water, they will pay on a real basis for their monthly water consumption. The general impression from Varberga tenants, collated in focus group meetings, is that they see it as a great opportunity to save money, only paying for what they consume, not for what their neighbour consumes. With the web service, they will be able to view their consumption data and therefore start to be more active in trying to reduce it. Finally, they can see even more benefits if the same system allows services to be connected to a mobile phone.

Varberga site in Örebro, Sweden (summary of facts)

Parties involved:

- ÖBO
- OpenNet

Services to be provided

- Resource Use
- Awareness

General Resource Management

Services

- Water and temperature metering per dwelling with tabular visualisation on a tenant portal

430 dwellings expected to be involved in BECA

946 tenants expected to use BECA services

15-20% savings expected





General Assembly 2011

GWG München offered some well-organised days when Eurhonet held its annual general meeting in München at the end of October. The main part of the event was held in the magnificent chamber of the city hall and we were welcomed by the Mayor of München, Mr Christian Ude, who was delighted that GWG München had found such dedicated colleagues in Eurhonet who were taking a strong responsibility as partners for their communities. The invited speaker was Mr Axel Gedaschko, the President of the German association GdW, who referred among other things in his speech to the study “GdW Business Trends 2020”. He also mentioned the common challenges in

the coming years, such as demographic development, energy consumption, modernisation, vacancy rates and finances.

The different topic groups and task forces in Eurhonet presented their results and plans for the year within the various topics. The official General Assembly was held and we welcome Pro Potsdam as a new member into the network and the new members and substitutes on the executive committee. The annual report and the official accounts for 2010 were approved, as well as the programme of activities for 2012 and the financial plan for 2012.

CEOs discuss the financial crisis

2011 was the year when we really understood that the financial crisis in Europe was a reality. During the CEO Academy in München, we focused on this issue of how the financial crisis impacts on local housing associations in Europe and held many discussions concerning borrowing, business practices and commercially sound policies.

The CEOs listened to GWG’s CEO, Mr Dietmar Bock, who focused his speech on responsibility and sound business sense. This abides by the principle that debts should never be higher than one’s assets. And one’s income should be sufficient to cover the interest and the repayment of a loan, i.e. one should be able to fully service the debt. Mr Bock meant secure income, because by definition servicing a debt must be certain. Assets must be worth their face value, because you can be sure that debts are.

Finally, Mr Bock said that the housing market, especially the local housing market, and also the banks and savings banks that work together with them, are not willing to practice the kind of behaviour we have seen in Greece, for example, in their business practices that are self-perpetuating and far removed from

the principles of a conscientious businessman.

The CEOs also had the possibility to listen to Mr Xaver Kroner, Director of VdW Bayern, about the concept of public funding in the Federal Republic of Germany. Mr Heinrich Rindele, member of the executive board of Bayern Labo, talked about the implementation of housing development in the Free State of Bavaria, and Mrs Christina Pongratz, from Stadtparkasse München, gave us the perspective of a regional bank regarding the financing of residential property.



Short brief of the year 2011

January

BuildTog meeting in Darmstadt, Germany.

22-23 February

Topic group meeting in CSR. The host for the meeting was GBG Mannheim in Germany.

24-25 February

Social Integration in Dortmund. Dogewo 21 inspired the group in many ways and introduced us to the concept of the elderly.

2-3 March

Retrofitting together. Project meeting in Brescia.

2-3 March

Communication meeting in Paris.

28-29 March

Human resources – Topic group meeting in Paris.

29 March

Restart in Ageing. Topic group meeting in Paris led by the temporary leader, Peter Myrgård.

29-30 March

Executive Committee meeting in Paris.

30 March

President meeting in Paris and introduction of the President, Angelo Ventura to all topic/task force leaders.

31 March

Improvement meeting in Paris.

6-7 April

Workshop “Electricity savings in the existing stock” in Torino.

12-13 April

Workshop “Social conflicts: riots and housing companies” in Grenoble.

13-14 April

Social Integration in Grenoble. Reflections of the workshop and Topic group meeting.

24-25 May

Workshop in Jönköping “Customer survey”.

25-26 May

Retrofitting Together in Gävle.

14-15 June

CEO Academy in Torino.

15-16 June

Executive Committee meeting in Turin.

20 June

BECA visited Örebro and Varberga.

21-22 June

Human resources – Topic group meeting in Brescia.

22-24 August

Improvement meeting in Turin, at 37 degrees.

30-31 August

Ageing meeting in Dublin. The Topic group has a direction with effect from now.

20-21 September

CSR Topic group meeting in Fontainebleau, France.

22-23 September

Executive Committee meeting in Fontainebleau.

26-28 September

Field visit and seminar in Berlin. Topic group social integration became social integrated with EFL.

10-11 October

Human resources in Torino. Topic group meeting at ATC Torino.

12-14 October

BuildTog and Retrofitting group organised an open meeting in Ludwigshafen in Germany.

18-19 October

Ageing meeting in Paris.

27 October

Executive Committee meeting in München.

27 October

CEO Academy – the financial crisis was on the agenda.

28 October

General Assembly in München.

6-7 December

Executive Committee meeting. Eurhonet vision was on the agenda.





Jean Denis MEGE
Topic group leader energy

Energy savings

Since May 2011, the Topic group Energy Savings has decided to mix the Retrofitting and BuildTog meetings. The group is working a lot with presentations from the topic members and workshops to discuss new solutions and to share knowledge.

We have well-structured meetings, with some parts common and others more adapted to the needs in Retrofitting as well as BuildTog. The meeting in Ludwigshafen in October 2011 was a very good illustration of this new successful kind of meeting.

The first afternoon was dedicated to Retrofitting;

- presentation of the results of the Common Thermal Tool Calculation for each pilot site.
- presentation by each country on the means of financing a refurbishment programme and a workshop about this topic.

The common topic of the day was ventilation.

After a presentation by each country about their current standing on ventilation, the Topic group Energy Savings had the chance to attend a very interesting conference on this subject given by the Passivhaus Institut from Darmstadt. We had the opportunity to participate in a field visit and to apply and compare knowledge and know-how.

The final morning was dedicated to BuildTog;

- presentation of the BuildTog project status.
- presentation of a Life-Cycle Cost Analysis Tool and a workshop about this topic.

The Energy group is producing concrete results such as a useful brochure on the BuildTog project, guidelines, common thermal tool, common financial tool, and reports and summaries from field visits.





Olivier BARRY
FSM France

CSR – Corporate Social Responsibility

2011 has been an important year for the CSR TG, based on the re-definition of the core objectives of the group, the upgrade of the EURHO-GR grid with new indicators and the launch of new projects at the meetings in Mannheim, Fontainebleau and Paris.

In parallel, the European Commission, through its communication in November, has stressed again the strategic importance of CSR, in particular for SMEs and in a context of economic turmoil. Indeed, CSR is becoming a key issue in many sectors, and social housing is no exception: we have noticed a growing consideration for CSR in the sector, at all levels: companies, national and European federations, stakeholder representative structures...

EURHONET and its members were true pioneers in this field, and the current trend confirms that our intuition about CSR in 2008 was right!

CSR offers possibilities for improving corporate strategic management and for building up the first elements of a new business model. EURHO-GR® has constituted a major breakthrough in the

sector; it provides a solid basis on which to rely, to re-think the way we do business, and generate new strategies, new practices, new relations and partnerships.

Thus, the activity of the topic group is highly important and very involving. Being a TG leader requires a lot of energy and a lot of time. I have been the Topic Group (TG) Leader for four years now, since its creation.

Recently, due to my new appointment as President of Delphis in addition to my everyday activity as a general manager at FSM, I do not have much time left for the CSR group. That is why I have asked CHARLOTTE LIMOUSIN, CSR expert and project manager at Delphis to help me out. Charlotte will take up the leadership of the group in 2012. I thank all the members for the marvelous work we have done together and for their support and I wish Charlotte good luck for her new role in Eurhonet.

Mr Olivier BARRY
General Manager, FSM



Cecilia SVEDIN
ÖBO, Örebro

Ageing

The goal in the Topic group Ageing is to improve the quality of life for the elderly by helping them to continue living for as long as possible in a needs-adapted home environment.

A few years ago, the Topic group Ageing produced a checklist entitled “Getting older – A challenge for all of us”. The results from this work have been a platform for the recent steps.

During the year 2011, the Topic group Ageing made a restart. The group has been working on a new direction to work, and has started drawing up plans for joint work. After an exchange of views, the group has now decided to focus on four main issues;

- Concrete practical guidelines (an easy-to-do list for existing housing stock) and best case solutions for new constructions.
- Domestic services (e.g. shopping, cleaning, and so on.)
- Refurbishment for the elderly within existing housing stock.
- Social networks in the neighbourhood and meeting places.

The first step is to produce concrete practical

guidelines for some of the important areas in housing for the elderly, and make a list of best practices. The Topic group developed guidelines for bathrooms during 2011, the results of which are available on the Eurhonet website and on the extranet.

The Topic group Ageing also cooperates with the Dutch organisation and housing network EFL. Members from EFL have been invited to every meeting, and EFL invites some of us to their meetings; we are sharing experiences and discussing different issues during those meetings. We believe this is a good way to collaborate, and are looking forward to this continuing.

The number of members has increased and, together with the temporary leader, Peter Myrgård, the Topic group Ageing did an excellent job in 2011. I would like to thank you all, and hope that we are able to continue our fine work in 2012 in the same way.

Cecilia SVEDIN
Eurhonet Secretariat





Gabriella GRANDITSKY-SVENSON,
Topic group leader, Social Integration

Social Integration

The overall focus is (and has been since 2008) “City Planning for Social Integration” which aims to give the Eurhonet member companies greater and deeper knowledge about how to plan for integration instead of segregation. The group has made several field visits all involving the same focus questions;

- How can social mix (integration instead of segregation) be achieved?
- How can social integration be created with physical changes?
- How can tenants and other interested parties be involved in working towards social integration?
- What strategies are available for working towards social integration?
- Image – how can a negative image of a district be changed into a positive one?

Field visits during 2011

The group had three meetings and field visits. At the beginning of the year, DOGEWO21 in Dortmund hosted the group for a meeting and a field visit in Dortmund-Mengede. Here we visited an outdoor gym for the elderly and children, and a big launderette where the tenants could either leave their laundry to be washed or use it themselves. We also visited a flat where all the latest techniques to help older people to live in greater comfort were shown. In April, we invited all Eurhonet members to join us for a workshop in Grenoble on the theme “Urban violence and social housing”. Then, in September, EFL invited the working group to a meeting in Berlin where most importantly we could meet local politicians and civil servants to talk about Neighbourhood Management, the method they use to get tenants involved in their work.

Reports within City Planning for Integration 2011

- Guidelines for City Planning (2011)

During 2011 we produced our conclusions about successful planning and methods in “Guidelines for City Planning”. The aim of these guidelines is to present questions that need to be asked, and perspectives that need to be considered, before a project or work on large-scale city planning for integration gets underway. The report is like a handbook and the group also produced a PowerPoint presentation.



Future work

The group has concluded that towns and companies that involve the tenants and people living in concerned areas have a more positive atmosphere in their projects and will obtain better results in the future. It is obvious that the keys to sustainable city planning are having a holistic approach, ensuring tenant participation, and working with clear strategies. These insights take us to the next level and for the coming years we will try to focus even more on methods to secure the involvement of the tenants and specific strategies for successful planning.



Communication – “Keep it simple, stupid”

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

This is never truer than when it comes to marketing and communication. And communicating about our work and our efforts is so important that it really makes the work worthwhile.

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

Our objectives

The objectives defined turned up to:

- make Eurhonet more accessible.

All the work that is being done in the topic groups and in the workshops, as well as all of the other interaction inside the network, needs to be visible and available for us and for others in the network, inside our companies and even outside. This means it must be easy to find, easy to use, and we need straightforward ways to find exactly what we need.

One really good example of making Eurhonet more accessible is the Exchange program. The possibility to actually work in another company and perhaps even in another country is proof of the accessibility of Eurhonet. I personally support this idea and think it is fantastic.

The second objective is to make Eurhonet easy to

use and easy to find. This means finding good, functional, and hopefully value-for-money channels for our interaction. And it means getting tools that make our reports, our invitations, and all of our communication unified and easy to understand. It is also brand building of Eurhonet.

The third objective, or rule to be more exact, is to support the idea of making things simple. We have some obstacles we need to overcome here. Broken English is one, the different ways we write and act is another. We must always remember that, if we are going to succeed, we need to keep things as simple as possible.

At the moment, we are dealing with:

- New structure and work-flow and design in our web-page and the internal site, the extranet.
- Coming next:
- we will address the issue of artwork and communication material for all our members to use back home. This includes when we shall communicate regarding Eurhonet and which network to use.

A memory stick was presented and given to all the members at General Assembly in Munich 2011. The stick contained our new graphic design, artworks and templates to be used in our work and our documentation regarding this work.

Task Force leader

Lars LÖFGREN, Hyresbostäder

EFL – “Looking for new friends”

Eurhonet cooperates with the Dutch organisation and housing network EFL. The aim of the Task Force EFL is to manage cooperation between the two networks and in 2010 we signed a partnership agreement that is valid until at least 2013. Synergies have long since been established in the fields of energy saving and social integration.

Concerning social integration, EFL organised a workshop in Berlin and invited Eurhonet there for two great days with a lot of discussion and some well-organised field visits. Much of the discussion was about tenant participation as a part of city planning for social integration.

During 2010, Eurhonet's Topic group Ageing also started to cooperate with EFL. Because of the restart that this topic group carried out in 2011, they have decided to move forward slowly. However, one or two members of EFL have been invited to the topic group's meetings and vice versa. For 2012, we think it will be possible to participate in the big project of

supporting independent living for the elderly by ICT Services in the INTERREG Programme I-stay@home.

During the last meeting in December 2011, the task force discussed the possibility of cooperation in the field of applications for EU subsidies in 2012.

The Task Force leader for 2011 was Dietmar Bock, accompanied by Anja Bader, both from GWG München.



*Task Force leader
Dietmar BOCK, GWG München*

EU-funding – “New opportunities”

Task force EU-funding supports the Topic groups when they are applying money for their projects. The task force has contacts in Brussels and works on being kept updated on different possibilities for EU-financing. During 2011, Eurhonet was involved in

three different EU-funding projects: BECA, AFTER and E2BA

*Task Force Leader
Francis DEPLACE, Delphis*

Improvement team – “Simple the best”

The Improvement team has a task to evaluate Eurhonet activities, and suggest ways to strengthen our network and the output we deliver to our members. During 2011, the Improvement team focus on;

- Stabilizing the Secretariat of Eurhonet
- Increasing the support to our activity leaders thru a workshop in Paris about leadership and help with useful tools.
- Introducing new areas of Eurhonet activities as
- Topic group for Human Resources responsible for the new Exchange program
- A new topic group for Elderly
- Task force marketing with focus on recruiting and introducing new member companies
- Task forces Communication, that are responsible

for internal and external communication delivering a new Website, a new extranet, a graphic layout for the network with templates and tools for our communication

- A variety of Workshops
- Survey to CEOs about the value of Eurhonet

In the end of 2011 we also start a process aiming to produce the vision of Eurhonet, where we involved the members of the Executive committee, activity leaders, coordinators and the CEOs in the member companies.

*Task Force leader:
Roger RÅDSTRÖM, ÖrebroBostäder AB*



Organisational Chart



Executive Committee

Members

Angelo VENTURA, ATC Torino, President
 Roger RÅDSTRÖM, ÖrebroBostäder AB, Vice President in charge of the organisation
 Olivier BARRY, FSM, Vice President in charge of the finances
 Dietmar BOCK, GWG München, Vice President
 Eric LAMOULEN, Le Toit Angevin
 Bo SUNDLING, Familjebostäder Stockholm
 Jörg ZIMMERMANN, GBG Mannheim
 Floriano GUBERT, ITEA Trento

Substitutes

Christophe VILLERS, La Foyer Remois, EC substitute
 Lorella SOSSI, ALER Brescia, EC substitute
 Fredrik TÖRNQVIST, Bostad AB Mimer, EC substitute
 Hans-Jürgen BRAUN, bauverein AG, EC substitute

The Executive committee has about five meetings a year. The committee is dealing with strategic planning and lead the network in the future direction. The group is responsible for the organization, as well as the Eurhonet secretariat and the finances of the network.

Working group 2011

Topic group – Ageing

Peter MYRGÅRD, Stångåstaden/Cent
Dieter EMIG, bauverein AG
Jean Denis MEGE, La Foyer Remois
Francesco AMERIO, ATC Torino
Simona PATRIA, ATC Torino
Regine STOERRING, Dogewo 21
Thomas MAYER, GBG Mannheim
Christina JOHANSSON, Helsingborgshem
Marielle FRECHARD, La Foyer Remois
Sergio TORRE, ARTE Genova
Laura CASTELLO, ATC Torino

Topic group - Energy Savings

Jean Denis MEGE, La Foyer Remois
Ingvar ANDREASSON, Familjebostäder Stockholm
Marielle FRECHARD, La Foyer Remois
Danilo SCARAMELLA, Aler Brescia
Isaac SCARAMELLA, Aler Brescia
Arne SCHREIER, bauverein AG
Baptiste CAMUS, Delphis
Mikael SÖDERBERG, Mimer Västerås
Anders HOLMSTEN, Gavlegårdarna
Anna-Lena FREDIN, ÖrebroBostäder AB
Christina KRÖNERT-LINDH, ÖrebroBostäder AB
Magnus UHLIN, ÖrebroBostäder AB
Maddalena CILIBERTI, IACP Bari
Gianfranco MINOTTI, IPES Bolzano
Ferdinand TAVERNINI, IPES Bolzano
Sebastiano CIAVARELLA, ATC Torino
Marco BURONZO, ATC Torino
Aurélien DENIMAL, FSM
Laurent QUEVAREC, FSM
Christophe ESPRABENS, FSM
Rémy DELBAERE, Habitat 6259
Bruno LOYAUX, Le Foyer Remois
Guillaume DURANT, Le Foyer Remois
Christophe CHARBOGNE, Le Foyer Remois
Hans-Jürgen BRAUN, bauverein AG

Topic group – CSR

Olivier BARRY, FSM
Christina HAERLE-PETIT, bauverein AG
Charlotte LIMOUSIN, Delphis
Francesca MENICATTI, FSM
Ulf EGERFÄLT, Gavlegårdarna
Kristina ISACSSON, Gavlegårdarna
Nicole MAUSER, GBG Mannheim
Reinhard GÜTHLEIN, GWG München
Annalisa CAMPOBASSO, IACP Bari
Massimiliano BELLAN, ATC Torino
Ulrica MELIN, Stångåstaden
Claudia TERRAGNOLA, ALER Brescia
Giacomina BOZZONI, ALER Brescia
Sylvie LUSSEAU, Le Toit Angevin
Julie D'HONDT, Habitat 62/59
Cecilia SVEDIN, ÖrebroBostäder AB

Topic group - HR

Gianfranco TARABUZZI, ATC Torino
Malin WETTRE, Hyresbostäder/Stångåstaden
Philippe HOGUET, Habitat 62/59
Fabienne SABATIER, Le Foyer Remois
Claudia TERRAGNOLI, ALER Brescia
Karin RAULE-ROHR, GBG Mannheim
Petra BERGQVIST, Helsingborgshem
Anneli ERICSSON, Stångåstaden

Topic group - Social Integration

Gabriella GRANDITSKY-SVENSON, Familjebostäder, Stockholm
Pascal BOUCHER, Le toit Angevin
Christian HOLM, Bostad AB Mimer
Nicola GAETA, IACP Bari
Kerstin ZUR HORST, DOGEWO 21
Georg MEYER, GWG München
Eva WESTMAN, Helsingborgshem
Roger RÅDSTRÖM, ÖrebroBostäder AB
Cecilia SVEDIN, ÖrebroBostäder AB

Task Force EFL

Dietmar BOCK, GWG München
Anja BADER, GWG München

Task force – EU-funding

Eric LAMOULEN, Le Toit Angevin
Dieter EMIG, bauverein AG
Ulrica MELIN, Stångåstaden

Task force – Communication

Lars LÖFGREN, Hyresbostäder Norrköping
Kristina ISACSSON, Gavlegårdarna
Sabine PERNOT, FSM
Carola QUAGLIA, ATC Torino

Task force – Improvement Team

Roger RÅDSTRÖM, ÖrebroBostäder AB
Laura CASTELLO, ATC Torino
Cecilia SVEDIN, ÖrebroBostäder AB
Peter MYRGÅRD, Stångåstaden



Olivier BARRY
Eurhonet Treasurer
Director General FSM France

Closing of the 2010 accounts

The budget for 2011 was approved by the General Assembly in Canterbury in October 2010.

At this time, we had planned total expenses in budget of 216.200€ of which 187.500 of total receipts from 26 members (7.500 per member).

From the year 2010, we transferred 138.313 into 2011 after all invoices from 2010 had been paid.

At the end of 2011, real expenses were a bit lower than expected: 180.643 €.

One more member joined at the end of 2011: PROPOSDAM. Its membership was approved by the General Assembly in November 2011. The company was asked to pay 625€ corresponding to the proportional fee for the month of December 2011.

Itea Trento and Canterbury City Council cancelled their memberships in 2011.

At the end of 2011 it was possible to transfer 173.617€ to 2012.

So, after all, EURHONET has a good and stable financial situation at the moment.

The financial report 2011 together with copies of all invoices and bank documents were sent to be proved by our internal auditors: Mr. Klaus GRANIKI and Mr. Gunnar BOQUIST.

The financial report for 2011 was also sent to our external auditor SOCOFISC. Our tax consultant in Brussels validated it and presented it to the Belgian financial authorities.

Internal approvals



External certification – SOCOFISC

ASSETS			
AMOUNTS RECEIVABLE WITHIN ONE YEAR			
Commercial credits :			
Members		17.675,00	
CASH AT HAND & IN BANK			
KBC - Fixed asset account	50.000,00		
KBC - Daily account	219.785,61		
		269.785,61	
			287.460,61
LIABILITIES			
BENEFIT			
Previous years	138.258,72		
Of the year	32.914,45		
		171.173,17	
AMOUNT PAYABLE WITHIN ONE YEAR			
Commercial debts :			
Suppliers	106.343,24		
Payable accounts	7.500,00		
Invoice to be received	2.444,20		
		116.287,44	
			287.460,61

INCOME STATEMENT			
Turnover :			
Memberships	195.625,00		
Others	19.550,00		
		215.175,00	
Service & goods :			
Rental	2.430,00		
Website	10.995,20		
Accountancy	2.444,20		
Travelling expenses	2.062,24		
Secretariat - Delphis	44.297,13		
Expenses - Delphis	723,05		
Publication	830,88		
Communication	12.275,84		
Workshop	16.809,85		
Projects - EEL	1.224,80		
Projects - EFL	605,16		
Executive committee	15.641,23		
Meeting - TG Aging population	14.191,15		
Meeting - TG Social integration	3.791,29		
Meeting - TG Energy Savings	20.079,82		
Meeting - TG CSR	4.092,16		
General Assembly	24.089,01		
		162.988,91	
Operating result			52.186,09
Financial products	802,04		
Financial cost	84,71		
Financial result			717,33
Tax	-10,97		
Net profit			706,36

Cash-based Accounting and Cash Budget for EURHONET

Budget for receipts and expenditures in 2011

Expenditures

1 Expenses 2010 (paid in 2011)	99 188,81 €
2 Expenses 2011	74 300,48 €
3 Expenses 2011 (paid in 2012)	106 343,24 €
Subtotal	279 832,53 €

Receipts

EURHONET Balance 31.12.2010	206 757,98 €
EURHONET Membership Fees	195 625,00 €
Other sources of funding	17 500,00 €
Amount payable with in one year	106 343,24 €
Financial Result 2011	891,92 €
Membership Fees 2011 (paid in 2012)	22 500,00 €
Subtotal	549 618,14 €

Financial Balance (31.12.2011)

269 785,61 €

Bank Accounts as of 2011-12-31

Daily account Brussels	219 785,61 €
Term deposit Account	50 000,00 €
	269 785,61 €

Open memberships Fees of 2011

22 500,00 €

Summary

22 500,00 €

Financial report 2011 Result 2011

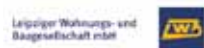
	Real 31.12.2009	Real 31.12.2010	Real 31.12.2011
EXPENCES 2011			
<i>Other Consumptions</i>			
Rent office	3 000	3 000	2 420
Documentation	0	0	0
Conferences + Seminares	0	0	0
Executive Committee	5 565	5 484	15 641
General assembly	22 073	30 084	24 089
Expensis of the president	0	1 574	2 002
Total	30 638	40 142	44 152
<i>Topic Groups</i>			
EFL Activities		3 803	600
EU-Projects		17 172	1 225
Improvement Team (SWOT)	2 968	3 866	14 810
Cummunications		0	12 276
Ageing Population	7 377	1 650	14 191
CSR	13 998	18 512	4 092
Energy Savings	14 232	35 572	29 080
Human Resources (HR)		878	724
Social Integration	10 572	10 770	3 291
Summary Costs Topic Groups	49 147	92 223	80 289
<i>Subcontracting</i>		0	
Subcontracted secretariat	37 000	60 900	44 297
<i>Overhead costs</i>		0	0
Consulting	0	0	0
Leaflets, Brochures, Website	17 838	1 410	10 995
International Travels	0	0	0
Post, Telecom	4	0	0
Bank Services	0	0	45
Others	0	0	0
Costs previous years	0	0	0
Total	54 842	62 310	55 337
<i>Running Costs</i>			
Handling Association, Annual Report	0	0	0
Proof of annual Report, Publication	4 931	2 956	865
Salaries	0	0	0
Social Costs	0	0	0
Bank Interests	0	24	0
Amortization	0	0	0
Others	0	0	0
Total	4 931	2 980	865
Total Expenses	139 558	197 655	180 643
	Real 31.12.2009	Real 31.12.2010	Real 31.12.2011
INCOMES 2011			
Transfer pervious years	54 378	110 708	138 313
Members Fee	195 000	210 000	195 625
Other sources of funding	0	15 000	19 550
Reimbursements	0	0	0
European subsidies	0	0	0
Financial products	884	260	773
Total incomes	250 262	335 968	354 261
Membership Fees:			
Number of members	26	28	
Cost unit/annual fees	7 500	7 500	
Total	195 000	210 000	354 261
<i>European fundings</i>			
subsidies of projects	0		0
subsidies for coordination	0		0
Annual total	0	0	0
RESULT +/-	110 704	138 313	173 617

Members 2011

France



Germany



Italy



PROGETTO PER UNO DEI MIGLIORI BARRI DELLA CITTÀ DI TORINO
PROGETTO PER IL RISTRUTTURAMENTO DEL QUARTIERE DI SAN GIUSEPPE



Sweden



Contacts:

Eurhonet – the EURhonet HOusing NETwork
c/o CECODHAS – 18, square de Meeûs – B – 1050 Brussels – BELGIUM
AISBL n ° 0089-222-061
Secretariat: C/O ATC Torino, corse Dante 14, 101 34 Torino – Italy
+ 39 (0)1 13 13 03 43

Eurhonet@eurhonet.eu
www.eurhonet.eu

