

Housing the future



EURHONET looks forward - 2015

This is EURHONET!

European Housing Network, EURHONET, is a network of 33 public- and social housing companies from England, France, Germany, Italy, Sweden and The Netherlands. In our respective national contexts EURHONET's companies achieve a mission of general interest in the service of our customers and society.

By working together and meeting colleagues from other European countries, we can be more successful in developing our own companies and also be more attractive as employers. We are looking at the future with confidence! We are facing the same challenges all over Europe – we need to find ways to save energy, we have ageing populations with all that implies, and we have issues of deprivation and social tensions that need to be addressed.



Our vision

There has never been a more challenging time for social and public housing. We must think and work more creatively to find new solutions and new ways to manage and develop our housing stock and our services to our tenants and stakeholders.

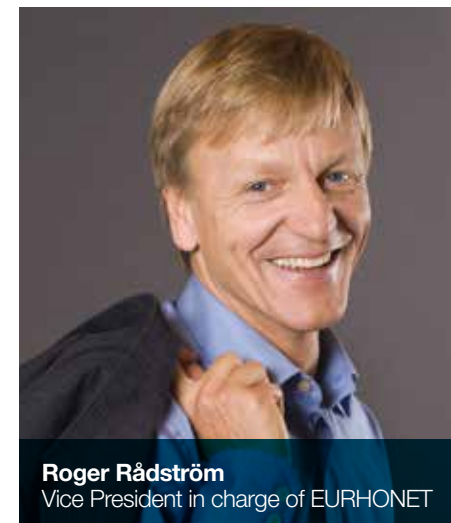
One way to responses to the new challenges is to take part in EURHONET, the European Housing Network.

Leading European housing.

We do this in our network by bringing together progressive housing organisations from across Europe.

Each of them is a strong player in their local market and by **working together** we could improve our existing services, innovate and develop new offerings, and provide valuable development **opportunities for their employees**.

All of this is done with our tenants in mind. Our member organisations want to achieve high levels of customer satisfaction, so our tenants remain at the heart of everything we do.



Roger Rådström
Vice President in charge of EURHONET

EURHONET: Housing the future!

Best in our local markets

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

Makes our employees grow

- Connecting people
- Running professional academies
- Holding creative meetings
- Being inspirational

High customer satisfaction!

News and focus 2015

Survey – more value for EURHONET

Once again we asked our EURHONET CEO members what value they have had from the network and how we can make it work even better. Getting the feedback of our members is very important to us so we asked the CEOs to complete a short survey.

The results show that we are doing really well in 2014 and 91% of people said that EURHONET is 'Learning by networking', and 92% of CEOs thought that it is a place to get inspiration for their own work.

Building on the things we are doing well and addressing the areas where we are not so strong will be the focus of the Secretariat's and the Improvement Team's work.

EU Funding and EU project trainings

In spotlight of HORIZON 2020, EURHONET is continuously planning a strategy in participating in EU funding in order to facilitate the involvement of its members in European projects.

Additionally we set up a task force who took a new step forward to increase the funding opportunities: Francis DEPLACE (leader), Gwen CRAWFORD, Gianfranco TARABUZZI and Emig DIETER. The new configuration of this group will be in charge of setting a strategic plan for the years to come and bringing new projects ideas in the Network

In addition, following the success of the last EU Project trainings, the Secretariat is planning the next meetings for the 2015 agenda. Please see the calendar of activities and confirm your attendance by emailing eurhone@eurhonet.eu

Coordinators – EURHONET's permanently active flyers

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

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

Internship opportunity

Choosing where to start a career is an extremely important decision, which is why EURHONET offers a 3-month internship during 2015 to the post graduated young interested in housing.

The internship will be based in Brussels, so applicants must be fluent in French and English.

We are looking for someone already working in housing (one of our member organisations) who is enthusiastic and ambitious. He/she will already have experience of working on European housing projects.



In return, the successful candidate will get a small living allowance to cover rent, food and local travel costs, and the chance to be mentored by highly experienced social/public housing professionals while working in an exciting European context. The vacancies will be published on line on our website eurhonet.eurhonet.eu and European job searching platforms.

NewsFlash and new website

We have done considerable work in 2014 to improve the website and launch a new, more user-friendly extranet. In 2015, we plan to carry out further developments, particularly the use of social platforms on our extranet to encourage internal network communication and sharing of any learning. It will be a simple-to-navigate site for facilitating the exchange of information between members.

The new design will allow users to quickly find contents, thanks to its straightforward structure. EURHONET will continually expand the online content to bring you updated and relevant information. The Secretariat will publish a monthly newsletter.

New Topic Groups

Since activity and membership are increasing in the Network, EURHONET in cooperation with the Board is thinking about new topics and where to focus our efforts and set new targets.

EURHONET Junior Executive Academy

Subsequently the success of the first edition of our Junior Academy in July 2014, organised in cooperation with the CEO of Bauverein ag, Mr Braun, EURHONET is already thinking about the next edition 2015.

The Junior Academy is driven by the initiative of the board of EURHONET, the academy will offer to the young professionals of our members a unique opportunity to create an ideal housing company. For one week, with the support of some housing experts and CEOs, the team will be helped in an exceptional professional academy.

IT in housing

At the end of 2014, EURHONET decided to launch a new Topic Group :3IT in housing". Technology for housing is becoming more and more an essential part of our daily life. In today's quickly evolving digital world technology is changing the way housing companies engage, communicate and manage tenant relationships. Housing companies also need to look at where technology fits into the wider context of political, economic and social implications. the new TG: IT in housing has the purpose to analyse some of those implications, such as

- gain insight into what the future holds for IT in housing and why it's essential
- explore the need for social digital inclusion and how you can achieve it
- discover how to get big data initiatives for a better energy managing

Workshop and Open meeting 2015

Social Integration

Much interest was shown in the workshops in 2014. Each meeting was focusing on spreading information, sharing knowledge and having good discussions and getting new insights. The workshops were attended by around 20 people with a high satisfaction in the evaluation. The results of the survey showed that we are on the right path, but we still want to do more. The fee is same as last year, namely 100 Euro per participant.

Workshop 2015

IT in housing "The accessibility to IT": Sweden

Social Integration: "Developing new cultures of care": Germany

CSR: "Wellbeing Valuation of social contracts in housing sector": Great Britain

EU Funding "New project concept" February: Brussels

Student housing the EU situation

Open meeting 2015

Energy: "How to improve new measures for challenging the EU energy goals": ITALY

CSR: "CSR Good practices Awards": Brussels - BELGIUM

Ageing: "ICT applied to ageing"

CEO Academy

EURHONET will organise a CEO Academy in London. The focus will be on "*Housing market and innovative solutions*"

General Assembly

The 2015 General Assembly will be held in France in October hosted by Le Foyer Remois in Reims, France.

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

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

The key pathways:

Developing new cultures of care

Current cultures in organisations are limiting real-time integration, so care needs to be developed together with service users by re-orientating organisations towards shared outcomes. Staff collaboration

across borders must be incentivised and prepared for from basic training onwards.

Investment in new enabling technologies.

Decision-makers should benchmark service planning in line with new models of support, and focus on unlocking the potential of information technologies, engagement strategies and assistive technologies across care services.

Topic Group Leader
Mark Turnbull





CSR - Corporate Social Responsibility

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

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

In 2014, the CSR TG will finalise and complement this work through the development of further tools (e.g. a detailed reporting manual, awareness-raising/internal training materials, etc.) and marketing items (such as brochures, etc.). The promotion of EURHO-GR® will also rely on the new EURHONET website, the European Responsible Housing Initiative (ERHIN) project (particularly through its website and events), and, where possible, closer work between EURHONET and national housing federations.

In order to promote the new grid and guidelines and also increase its visibility within the sector, EURHONET will co-organise the CSR event with the CECODHAS within the framework of the ERHIN project. This will enable EURHO-GR® to reach a wider audience.

Within the group, the exchange of good practices will continue through the meetings (two meetings have been planned for 2014), complemented by document sharing through the EURHONET extranet. A particular focus on the following topics has been suggested: CSR reports; information and communication with key

stakeholders; partnerships; setting CSR targets and integration of CSR in the business strategy.

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

Topic Group Leader
Charlotte Limousin



Ageing

Growing older together! The latest European Commission's report about Ageing shows that the age profile of the EU will change dramatically over the coming decades. The population will increase and at the same time we are getting much older.

The fact that we are living longer creates new needs regarding housing – needs that we have to start focusing on now in order to be prepared for the future.

Do you know your older customers?

Have you identified who your older customers are?

Do you know what they need and want?

Do your current solutions match the needs of this group?

The topic group Ageing is a perfect platform to receive and share knowledge and experience.

Important parts of every meeting are field visits, where you can see different examples and solutions of the member companies of Eurhonet.

Our plans for 2015 and forward

Follow up the age awareness concept.

Exchange experience in different areas specifically related to older populations.

Collect ICT-solutions and evaluate the solutions according to the five criteria:

- Mobility
- Affordability

- Security
- User-friendliness
- Benefit for the client

Services offered to the older customers.

Social interaction concerning senior citizens.

Learn more about the consequences of demographic changes and cultural differences for the housing sector.

Topic Group Leader
Ann Hermansson Alm

Energy Savings

In 2015, the Energy Saving Topic Group is turning its attention to reimagining the new developments retrofitting and BuildTog projects.

Going forward, our goal is to make our work even more pertinent for participating members. The goal is to deepen our work, by associating the scientific community and focusing on innovation, both in building techniques and processes. To do so, we will be applying for additional funding from the European Union. Whether or not we are successful in obtaining the grant, the work accomplished will serve to forward the retrofitting and new construction projects.

With new construction, we are continuing to work with our shared BuildTog typology with four objectives in mind:

- We are developing new generation of BuildTog buildings with a looser common design and a focus instead on developing our collaborative process between all of our partners. This new way of working will prioritize workshops early in the project, bringing multiple actors to the table to make key site planning decisions.

- Using the results of our existing buildings, we are creating a tool that will help constructors make decisions about the implementation of various features to achieve energy performance. The tool will take into consideration weather conditions, costs, and outcomes. We will be working with local scientific communities to provide data on our different buildings.

- We are going to be looking closely at different ways to integrate prefabrication into new buildings so as to provide increased costs saving. Our interest, as always, is to show that energy performance can be achieved with quality buildings built within constrained budgets and several new prefabricated products show promise.
- At the same time, we are continuing to work on several existing BuildTogs, notably with the inauguration of the Sénart BuildTog in autumn.

In 2015, the retrofitting and BuildTog projects continue with several groundbreakings and the inauguration of the Sénart BuildTog retrofitting group has begun in 2014 a new project, called Retrofitting Together 2.0, and during 2015 the activities will be focused on some pilot sites deep analysis.

Topic Group Leader
Jean Denis MEGE



Task Forces

Communication Task Force

Looking forward into 2015 there are number of key activities we would like to achieve.

Early in 2015 we plan to host an open meeting where we invite all the Task Group Leaders. The purpose of the meeting will be for the leaders to share their 2015 plans and to work with us to identify potential communications opportunities. From this we will be able to plan our own activity and understand where and when support is needed. We will also use this open meeting to consult with members on the extranet, the templates and other marketing materials.

We have done considerable work in 2014 to improve the website and launch a new, more user-friendly extranet. In 2015, we plan to carry

out further developments, particularly the use of social platforms on our extranet to encourage internal network communication and sharing of any learning.

We plan to review the existing Word and PowerPoint templates to ensure they remain consistent with our vision and online presentation. We also plan to refresh the EURHONET brochure/pack that we use to inform potential new members. For each topic group and task group, we will produce fact sheets and testimonials to further explain the work we do to current and potential members.

To support the production of the EURHONET brochure/pack we will work with our country co-ordinators. Across all the work we do, we would welcome members from Italy and France.

Task Force Leader
Lars Löfgren

Marketing Task Force

In the beginning of 2012, the EC discussed the possibility of expanding the network with new member companies. A task force was appointed by the EC to work on the issue. The greatest focus 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 apartments, joining the network as new members. Three more visits were conducted in August 2012, April 2013 and November 2013 to meet additional stakeholders in the Manchester, Birmingham and Angus region in the UK. Today we have four members from the UK. During 2014 and 2015, the continued focus will be on expanding the number of members in existing member countries and in the Netherlands.

Task Force Leader
Fredrik Törnqvist

EU-funding Task force

Although EURHONET has progressed a lot over the past few years, we still have high ambitions.

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

EU funding is a great opportunity for EURHONET members to implement new projects and advance on these challenges.

Even if there are still many important challenges in the EU Funding process, during 2014 we have had an interesting activity on this field. EURHONET extranet is an important tool for sharing, improving and building current and past projects, it is contentiously updated with support material to the EU project management.

In 2014 we have delivered a guide which explains the main features of Horizon 2020, the funding opportunities it offers and useful tips to effectively develop a project proposal under this programme.

Additionally EURHONET organises three EU Funding workshops, where the participants brainstorm over the chosen open calls to come up with a shared project proposal. EURHONET secretariat assists our members on the proposal development through coordination and revision of the written project document. Moreover, we support the creation of project partnership through our network by promoting and raising interest on the project proposals.

Other useful services EURHONET shares a periodical call search and upcoming calls under the main programmes, such as Horizon 2020, Life+ and Erasmus+. available and downloadable on the extranet.

Task Force Leader
Francis DEPLACE

Improvement Team

Moving forward! The Improvement team has the ambition is to be one step ahead, to make sure that our network is moving forward according to our member's wishes and needs. The team carries out evaluation of the past, the present and needs of the future. An annual CEO- survey, meetings with Topic- and Task force leaders and Coordinators and a continues dialog with our member companies are giving important input to the general activity plan we suggest for the next year.

The Improvement team holds meetings at least two times a year for evaluation of the ongoing activities and making a long time planning for the network.

2015 we will introduce a new Topic Group focusing on IT-solutions, new ideas for calls for EU-funding, strengthening the communication of the output from our activities and make sure our new member companies are getting involved in the network in a good way.

Task Force Leader
Roger Rådström



EURHONET Secretariat

EURHONET has a Secretariat to support the network in daily life. The mission is to support the members in developing new ideas, facilitating the exchange of best practices and promoting the social and public housing in Europe.

The Secretariat is closely and continually involved in organizing, coordinating and ensuring the coherence of the Network's work and implementation of its annual programme of the different working groups. The Secretariat supports the planning and organisation of the EURHONET meetings, around 20 different meetings across Europe on different topics and targeted to different professional profiles.

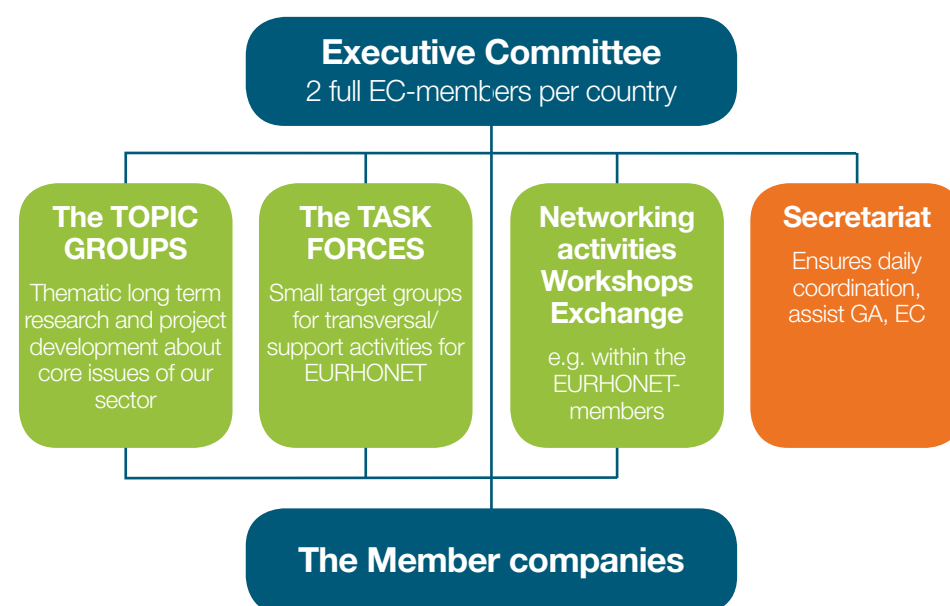
Additionally it is also responsible for the annual publications and other administrative documents for the network.

In this context the social tools are very important, thus it is also responsible for communication and maintaining good relations with all members and housing stakeholders, such as EU Institutions and CECODHAS Housing Europe, which is one of our main partners.

If you have any questions or support, please don't hesitate to contact us. eurhonet@eurhonet.eu.

Caterina VERDE
EURHONET General Manager
eurhonet@eurhonet.eu t.eu

Organizational chart



How to join EURHONET?

European social and public housing companies are eligible to apply for becoming EURHONET member. The inscription is made sending an email to eurhonet@eurhonet.eu, with your company' status and a brief description of the reason of your interest. The membership request is then examined by the Executive Committee and presented during the General Assembly of the current year.

Any questions related to the application of joint EURHONET can be sent to the Secretariat.

2015 Calendar of activities

JANUARY

14-16 TG Energy Saving Örebro Sweden
TBC National Coordinators Introduction to the new Extranet

FEBRUARY

19-20 IT in housing kick off meeting
25-26 TG Ageing - Liverpool
TBC EU funding workshop

MARCH

17-18 Improvement Team - Paris
18-19 Coordinators - Paris
19-20 Executive Committee - Paris
19 Communication Task Force
TBC CSR meeting, Paris

APRIL

9-10 Communication Open meeting - London
23-24 Workshop "Student housing, european situation" Linköping Sweden
TBC Social Integration meeting, France

MAY

27-28 TG Ageing - Göteborg
TBC EU Funding workshop

JUNE

10-11 EC and CEO Academy London - UK
22-23-24 Improvement Team - Munich
29-30-31 TG Energy Saving - Germany

SEPTEMBER

3-4 Communication Task Force meeting
9-10 TG Ageing - Norrköping
15-16 Executive Committee - Paris
22-23 IT in housing

OCTOBER

8-9-10 TG Energy Saving - Bolton
20-21 TG CSR - Reims
22 Executive Committee - Reims - France
22-23 General Assembly in Reims - Le Foyer Remois

NOVEMBER

TBC EU Funding - Brussels - Belgium
TBC Social Integration, The Netherlands

DECEMBER

1-2 Executive Committee - Munich
2-3 TG Ageing - Netherlands



Contact info

Address: Square de Meeûs 18 B-1050

Phone: +32 (0)2 541 0576

Email: eurhonet@eurhonet.eu

Website: www.eurhonet.eu



2014 Members

France



Germany



Italy



Sweden



Netherlands



UK

