

Housing the future

**Eurhonet looks
forward – 2013**





Roger RÅDSTRÖM
Vice President in charge
of organization

A strong vision!

Since its start in 2006, Eurhonet has slowly but surely been getting stronger and stronger, providing valuable support to the everyday business of our members. Delivering new solutions to our challenges and opening our eyes to new opportunities.

We are getting stronger and more efficient as a network. So where are we going in the future? Are we happy to stay where we are? Do we want to consolidate our position, or do we want to move on and push forward? "If you don't know where you're going it doesn't really matter which direction you are heading," is a popular expression. It's simple, but also true.

The Executive Committee (EC) thinks we need a strong strategy for our future development, guided by a clear vision for the network.

- How do we want the network to be organized in the future?
- What ambitions do we have for the network itself?
- How do we want to develop in order to strengthen and give support to our member companies?
- How do we help our members to fulfil their ambitions of being good landlords who give better value for many than our customers expect? What objectives should we have?

These are some of the more crucial questions for Eurhonet that require good answers.

At the General Assembly, we will present the result of the Vision process involving the EC, member companies, our activity leaders, coordinators and others. We think it is a strong vision – giving both energy and direction. It has three levels that are strongly linked together:

- **Leading European housing** is the vision for the **network** as an organization.
- The network's leading objective is to help the **companies** to reach the vision to be **Best in our local market** and **Make our employees grow**.
- The things we do in Eurhonet and in our companies have one clear objective – our tenants. We want our vision to support **High Customer satisfaction**.

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

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

The vision

The vision of Eurhonet is *Leading European Housing*. To 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 academics
- Creative meetings
- Inspiration



News and focus 2013

New Eurhonet Secretariat

Eurhonet is recruiting a new person to work at the Secretariat. From the beginning of next year, the new Secretariat will be located in Brussels, in the same offices as CECODHAS. The reason for having the Secretariat located in Brussels is that we are moving closer to the EU and to CECODHAS, which is a strong player, working in the same fields as we do. The vice president in charge of the organization will be in charge of the Secretariat.

CSR Conference

CSR is an important topic all over Europe in many different industries. We are doing a lot within the topic group and this year we can follow the development of two national projects (one German and one French) working with social value. Another issue we are working on is that of sharing experience and knowledge between the companies. How do you work with tackling unemployment? How do you measure CO2 emissions? How do you work with waste disposal? How do you create a good working environment? And so on.

Interest in CSR is increasing and new companies are interested in taking part in CSR. Therefore, we have decided to organize a conference on CSR in September 2013 for all Eurhonet members. Keep an eye open for the invitation.

Activity planning

The Executive Committee created a vision for Eurhonet during 2012. The vision is; Leading European housing! We think it's a strong vision that will be inspirational and lead our work into the future. You can find a presentation of the vision on the extranet. Connect to the vision; the improvement team will produce templates to use for activity planning in the Topic groups and Task forces. The templates will be sent to all the leaders before the end of 2012.

EU-funding

Today, the Eurhonet companies are involved in four different EU-funded projects. There is a lot of interest from the members regarding funding from the EU, and Eurhonet will therefore focus on this in the coming years. The task force group will take a new step forward and, together with the new Secretariat, it will be improving this within the network.

Open meetings/Workshops

During 2013, all the topic groups will be responsible for organizing a workshop or an open meeting. The Topic group CSR will be responsible for a conference during the year but, apart from them, all four of the other topic groups will be inviting you to a meeting. Furthermore, the EC will invite the members to an open meeting in Brussels, which will include a study visit to the European Parliament.

Coordinators

Coordinators are important. Since their introduction in 2012, they have proved to be a great tool to utilize. However, as always within such a relationship, we need to take care. In April 2013, in Paris, there will be the annual meeting for the coordinators. Additionally, the Secretariat will organize a national telephone call with the coordinators three times per year.

Spreading results

We still need to focus on spreading the results in a better way. We are using different channels to distribute information, the coordinators, the website, the newsletter three times a year and the General Assembly. In 2013 we will start all meetings in Eurhonet by having a short update on Eurhonet, and all topic leaders/task force leaders will be responsible for being updated and telling everybody else. The topic leaders will also be invited by the Executive Committee once a year to inform the EC about the topic.

Workshops and Open meetings 2013

During 2013, Eurhonet will organize at least four workshops/open meetings. All topic groups will be responsible for one of these. Beyond this, the Executive Committee will be sending invitations to attend an open meeting in Brussels. The fee for “non-group members” will be EUR 100.

Workshop

- Human Resources. Stockholm, Sweden, 25-26 April 2013
- “Mentally disabled people”. Paris, 31 May 2013

Open meeting

- Ageing – “Best practice solutions”. Reims, France, November 2013
- Social Integration. Amsterdam, Netherlands, 21-22 November 2013
- European Parliament. Brussels, afternoon, 16 October 2013

Conference

In 2013, the Eurhonet Topic group CSR will organize a conference. The issue of the conference is to have a general discussion about CSR, follow the two national projects in social value and share experiences between the experts in the different fields. Keep an eye open for the invitation!

CEO Academy

Eurhonet will organize one CEO Academy in 2013. The focus for the meeting will be EU-funding. Habitat 62/59 Picarde will be the host and the meeting will take place in Calais, France on 25 June 2013.

General Assembly 2013

The General Assembly next year will be on 17 October 2013 in Brussels, Belgium.



Social Integration

The overall focus since 2008 has been “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.

In 2011, we held some workshops and collated our knowledge in “Guidelines for City Planning”. In this very accessible booklet/handbook we have collected the questions to be asked and perspectives to be considered before you start a project or work on large-scale city planning for integration.

Through our cooperation with the EFL we have access to extensive material about evaluation indicators in city planning and social integration. This material is in English and is available to all Eurhonet members.

During 2010 the group was able to see a clear pattern in successful and less successful city planning projects. We learned that the keys to sustainable city planning are holistic approaches, tenant participation, and working with clear strategies.

During 2011 we focused specifically on communication with tenants.

During 2012, the focus issues have been employment and how different companies and countries/cities work to create job opportunities, thereby strengthening the residential districts. We have held one open meeting about so called “Free zones” in France and in October we will continue with job creation and study the Swedish example of joint ventures between housing companies and labour market participants.

Future plans, 2013

The EFL and Eurhonet working groups will meet in November 2012 for a workshop that aims to plan the objectives for 2013. This will be a start-up meeting and should provide the possibility to see what common interests we have and the form of experience that can be exchanged.

Topic Group Leader: Gabriella GRANDITSKY-SVENSON, Familjebostäder AB

Human Resources

For 2013, the HR Topic Group is going to work on the development and better management of the Exchange Programme. In the last two years around 30 people coming from Swedish, German and Italian companies within Eurhonet have participated in these exchanges, but it would be much better if we could involve more colleagues and companies from all of the countries within the network.

Our plans are to:

- Make a brochure dedicated to the Exchange Programme. It will be prepared during 2012 and shared within the network. The brochure will include a presentation of the Exchange Programme, and will relate the opinions and experiences that

some of the participants have acquired during their visits to other companies.

- Organize workshops to involve more colleagues in the HR Topic group’s activities. The focus will be about HR best practices in all the countries within Eurhonet.

The first workshop will be in Stockholm, Sweden in April 2013, about the best Swedish experiences. In the same way, the companies of each country represented in Eurhonet will organize specific workshops about their own HR best practices.

Topic Group Leaders: Malin WETTRE, Stångåstaden and Wivecka LJUNGH, Mimer





Ageing

We face a future in which Europe's population is ageing. We are living longer and the need for housing for senior citizens is going to increase significantly. To meet future needs, we have to adapt our housing stock. This is a big challenge. Most of the houses are already built and it's very expensive to adapt existing homes. By sharing each other's experience and jointly working towards the same goal, we can find new ways to improve the living environment for our elderly people.

The main goal of the Topic group Ageing is to improve the quality of life for the elderly by helping them to carry on living in homes adapted to their needs.

By benchmarking, sharing experience and looking for new solutions, the group is able to transfer the best professional practices into the network.

By implementing these best practices, we can create new solutions for the elderly and thereby help to provide a higher quality of life for people at home in the long run. We will continue this work during 2013.

I-stay@home is a European project consisting of 15 Northwest-European partners. The project aims at developing IT-supported solutions in order to enable the growing number of elderly households to continue living in their own homes for as long as possible. The project will particularly focus on the questions of safety, health, comfort, and energy use.

During 2013, the Ageing group will collaborate with I-stay@home to learn more and acquire useful experience. We are planning to attend two conferences during the year in "user requirements & solutions" and "best practice solutions".

Another big challenge for the future is the social aspect of getting older. Many elderly people living at home longer seem to be very lonely. This social isolation will be one of the key issues going forward. During the next year we will also be starting to focus on social issues for the elderly.

Topic Group Leader: Cecilia SVEDIN, Örebro-Bostäder AB

Projects in Topic group Ageing:

- Best Practice in technical solutions
- ICT-solutions (Information and communication technology)
- Social service
- Social activities for elderly
- Networking

CSR – Corporate Social Responsibility

After four years of existence, and in the context of growing attention to CSR at European level and in several countries, it appeared essential to carry out an in-depth review of the EURHO-GR® tool developed by DELPHIS and Eurhonet, building on lessons learnt and recent CSR developments.

Initiated in 2012, this review will be continued throughout 2013 in order to further consolidate the reporting tool. In particular, precise guidelines will be developed to ensure a proper understanding, calculation and use of indicators, in line with EURHONET's vision of CSR in social and public housing.

This comprehensive work on EURHO-GR® will help promote the tool and expand its use to further housing organizations across Europe, another major objective for 2013. Spreading EURHO-GR® will not only reinforce it: indeed, the more it is used, the greater its relevance to housing organizations and their stakeholders. It will contribute towards the development and fostering of CSR among European housing

participants, and will support a common understanding of CSR in the sector. In this regard, close cooperation with the CECODHAS will be maintained, and in particular its Key Performance Indicators group.

In parallel, the CSR Topic group will also continue to discuss and exchange information regarding good CSR practices on a range of topics, including CSR management issues.

Lastly, we will consider replication opportunities, within Eurhonet, of the innovative projects carried out by Bauverein AG on Stakeholder dialogue, and by DELPHIS on the measurement of “shared value”.

Two CSR TG meetings will be held – one in each half of the year – complemented by phone and/or video-conference meetings where needed. In addition to this, we are going to organize a CSR conference in September 2013.

Topic group Leader: Charlotte LIMOUSIN, Delphis.



Energy Savings

Two projects are being developed in the frame of the Topic Group Energy Savings:

- the project BuildTog, which means “Building Together”. It consists of developing, in several countries, the same kind of collective buildings, combining architectural quality, energy efficiency (with the target of reaching the Passive House Standard) and cost efficiency.
- the project Retrofitting, which aims at improving our way of dealing with energy savings in existing buildings. For this purpose, it is necessary to share the best practices in order to be able to compare the way each company performs.

Focus on BuildTog:

The ambition for 2012 for BuildTog has been achieved, as two companies have already started construction work: Bauverein AG in Darmstadt (Germany) and FSM in Sénart (France). Four other projects (two in France and two in Sweden) continue to make great progress and should begin construction in 2013.

- In 2013, the BuildTog team will continue in the same direction.
- The ambition is to have the first BuildTog finished by the end of 2013, with the others well-advanced in the working phase.
- The Group would also like to find at least two other members interested in taking part in this project.

In addition, a strong focus will be made on the topic “Monitoring”. The goal is to find the best way to evaluate and compare the different BuildTog projects, to have a very detailed and scientific assessment of several buildings, in order to create Eurhonet guidelines and to thus be able to use in future projects the whole methodology developed within BuildTog.

We will also be checking to see if it is possible to receive EU-grants that would help the group in this evaluation phase.

Focus on Retrofitting:

Seven pilot sites are currently being followed in the Retrofitting project.

In 2012, a thermal and a financial tool have been developed to compare the different pilot sites and their energy-efficient refurbishments. The group has also compared the process of how each participating company involves its tenants during the operation, as well as how they proceed with their calls for tenders.

The ambitions for 2013 for Retrofitting are;

- to have most of the pilot sites totally refurbished and to have compared the whole retrofitting process.
- the group will focus on the topics of monitoring and of quality controls when the work has been completed.
- to prepare the final open meeting (in 2014) and final deliverable of this project.
- keep going deeper into the technical analysis of each pilot site through cases studies with “flying experts”.

Topic Group Energy Savings

In 2013, the Topic group Energy Savings plans to meet three or four times, with probably one open meeting for every Eurhonet member.

The organization of meetings will be the following, regardless:

- a first half day dedicated to Retrofitting with presentations by each partner on a specific topic (monitoring, quality controls, etc., workshops and cases studies on the pilot sites.
- a common day for BuildTog and Retrofitting with presentations by each country on a specific topic, conference by an expert, workshops (leading to the production of Eurhonet standard guidelines) and active field visits where “flying experts” exchange information regarding what they have discovered.
- half a day dedicated to BuildTog with discussions on a specific topic (communication, monitoring, etc.), presentations of the current status of each project, and so on.

Topic Group Leader: Jean Denis MEGE, La Foyer Remois

EU-funding

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-financ-

ing. Today, Eurhonet is involved in three different EU-funding projects: BECA, AFTER and I-stay@home.

Task Force Leader: Francis DEPLACE, Delphis

Beca

The BECA project started in January 2011 and aims to help Europe meet emission targets by achieving a significant reduction in energy consumption within European social housing.

In 2013, the pilot sites of the BECA project will continue to monitor the changes in energy consumption on the pilot sites. By the second half of the year, the results will be analysed, according to the evaluation protocol designed in the course of the project. This evaluation protocol aims at isolating the impact of BECA on consumption patterns, regardless of other factors (rising energy prices, the increased awareness of the tenants, etc.)

The other result that will be achieved by the end

of 2013 is the exploitation plan. To put it in simple terms: is BECA worth it? Will the energy and money savings realized by the tenants be more important than the installation and maintenance costs of the whole system? By conducting a cost benefit analysis, the pilot sites will answer this question.

Finally, the results of BECA will be disseminated, and all material will be provided in order to help other social housing organizations to replicate the best technical solutions that BECA has experimented with and tested.

Project leader BECA: Thomas LESPERRIER, Delphis



EFL

After extending the cooperation with the Dutch organization EFL (European Federation of Living) until 2013, the Task Force EFL met in December 2011 to review and analyse further cooperation within both networks.

Until 2012, the former structure of EFL (where they used to be a group of public housing companies as well as private companies) had been a barrier for a more intensified relationship. In 2012, however, the EFL members agreed to an adapted composition with the housing companies in one ring, the commercial members in a second ring of "Associates" and Universities and Expertise Institutes as a third ring.

The Task Force will accompany this development, and will prepare and discuss the results within the EC.

At the moment, we can report that there remains a continued interest in cooperation, especially when it comes to the cooperation within working groups, within Eurhonet and EFL. Accordingly, cooperation

in joint meetings between the working groups will be continued and expanded - sharing power makes the total groups stronger internally and externally.

To ease the organizational questions, the Task Force is mandated to discuss during 2012 the financial frame in which cooperation with the focus on Topic groups can take place.

Task Force Leader: Dietmar BOCK, GWG München.





Communication

The Communication group would like to help the topic groups and the people engaged in the work to spread knowledge and experience to the entire EURHONET community, to the members and all the people working in our companies.

The next step is to produce more templates and marketing material. This will be at your disposal on the extranet during the winter of 2012.

We will also look into the possible need for special designs for our topic groups. This is a tricky question because it will not help us to keep things simple but, on the other hand, it might then be easier to find information about a specific field of interest – for example, what the latest happenings are on the subject of CSR.

And finally, we will look into the design and content of our webpage. We can already see a need for more useful PR-material, background information and so on. This could help people, journalists, and others to learn more about our work.

The toolkit, when it is finished, will contain examples and practical tips for writing invitations, reports and more. This is simply because it will improve everyone's overall commitment if we all do things in the same way – wholly regardless of who is composing the text or which topic group he or she represents.

Task Force Leader: Lars LÖFGREN, Hyresbostäder, Norrköping.

Marketing

At 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 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 flats, joining the network as new members. Another trip was carried out in August 2012 to meet additional interested parties in the Manchester and Birmingham regions. During 2013, the continued focus will be on expanding the number of members in the UK and in existing member countries.

Task force leader: Fredrik TÖRNQVIST, Mimer





Improvement

The improvement team has the task of being one step ahead. The team carries out evaluations of the past and analyses of the future, in order to be strategic and make great plans for the network. The Eurhonet Secretariat is included in the improvement team and it is important for the daily work in the organization. The improvement team holds a meeting twice a year. The first meeting is in the spring, for evaluating the ongoing year and also, together with the topic/task

force leaders having education, distributing information and ensuring that good contacts are maintained within the network. The second meeting focuses on analysis and strategic plans for the network. The team is also responsible for carrying out surveys, suggesting a general plan for next year and for improving the network in general.

Task force leader: Roger RÅDSTRÖM, ÖrebroBostäder AB

Eurhonet Secretariat

For supporting the network on an everyday basis, Eurhonet has a Secretariat. The task for the Secretariat is to support the members and the different groups within Eurhonet. The Secretariat is also responsible for communication and for maintaining good relations with all members.

The Secretariat organizes workshops, the CEO Academy, the EC-meetings and the General Assembly – together with the host company. It is also responsible for the annual report and other administrative documents within the network.

From the beginning of 2013, the Secretariat will be located in Brussels.

If you have any questions or need some support, the Secretariat will gladly help you.

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General Planning 2013

JANUARY

23

Info Day IEE
Brussels – Belgium
<http://ec.europa.eu/energy/intelligent/caterina.verde@eurhonet.eu>

31-1 February

Conference I-stay@home
London – UK
Ageing Topic Group Meeting
ann.hermansson@obo.se

FEBRUARY

Topic group Social Integration
ggs@familjebostader.com

27-28-1 March

Topic Group Energy meeting
Darmstadt, Germany
jd.mege@foyer-remoies.fr

MARCH

5

Workshop EU Funding Introduction
Brussels, Belgium
caterina.verde@eurhonet.eu

APRIL

9-10 lunch to lunch

Executive Committee meeting
Paris, France
eurhonet@eurhonet.eu

10-11 lunch to lunch

Coordinator meeting
Paris, France
eurhonet@eurhonet.eu

11 afternoon

Improvement meeting
Paris, France
eurhonet@eurhonet.eu

11-12

CSR topic group meeting
Paris, France
limousin@delphis-asso.org

25-26 lunch to lunch

HR - workshop
Stockholm, Sweden

25-26

Social Integration Topic Group
Bolton, UK
ggs@familjebostader.com

MAY

15

Topic group Energy
Darmstadt, Germany
jd.mege@foyer-remoies.fr

Morning – lunch

Ageing Topic group meeting
Germany
ann.hermansson@obo.se

31

Workshop – Mentally disabled People
Paris, France
lesperrier@delphis-asso.org

JUNE

25

CEO Academy
Calais, France
eurhonet@eurhonet.eu

26

Executive Committee meeting
Calais, France
eurhonet@eurhonet.eu

JULY – HOLIDAY

AUGUST

21-22

Improvement team – 2014
Brussels, Belgium
eurhonet@eurhonet.eu

SEPTEMBER

CSR Conference

16-17 lunch to lunch

Executive Committee meeting
Brescia, Italy
eurhonet@eurhonet.eu

Morning - lunch

Ageing topic group meeting
Örebro, Sweden
ann.hermansson@obo.se

OCTOBER

Topic group energy
Amsterdam, Netherlands
jd.mege@foyer-remoies.fr

CSR Topic group meeting
Brussels, Belgium
limousin@delphis-asso.org

16 morning to lunch

Executive Committee meeting
Brussels, Belgium
eurhonet@eurhonet.eu

16 afternoon

European Parliament (EU)
Open meeting
Brussels, Belgium
eurhonet@eurhonet.eu

17

General Assembly
Brussels, Belgium
Eurhonet@eurhonet.eu

NOVEMBER

Conference “Best practice solutions”
Open meeting
Ageing topic group
Reims, France
ann.hermansson@obo.se

21-22

Topic group Social Integration
Amsterdam, The Netherlands
ggs@familjebostader.com

DECEMBER

17-18 lunch to lunch

Executive Committee meeting
Munich, Germany
eurhonet@eurhonet.eu

24 MERRY CHRISTMAS!



Germany



France



Italy



Sweden



United Kingdom



Contacts

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