

# HES support for Housing Associations

Dai Grady & Mark McArthur  
*GWSF - 23 June 2021*

## Introduction

GWSF – 23 June 2021



# About EST

Established in 1992 - Offices in Scotland, England, Wales and N Ireland. It is the largest provider of energy-saving advice, and has effected significant and measurable savings of energy, money, and carbon.

We provide:

- Free advice on how to reduce carbon emissions, use water more sustainably, and save money on energy bills
- Grants and grant-finding advice for energy-saving projects, installations, and purchases etc
- Independent and authoritative research, and policy analysis
- Management or delivery of government programmes
- Development of energy-efficient models and tools

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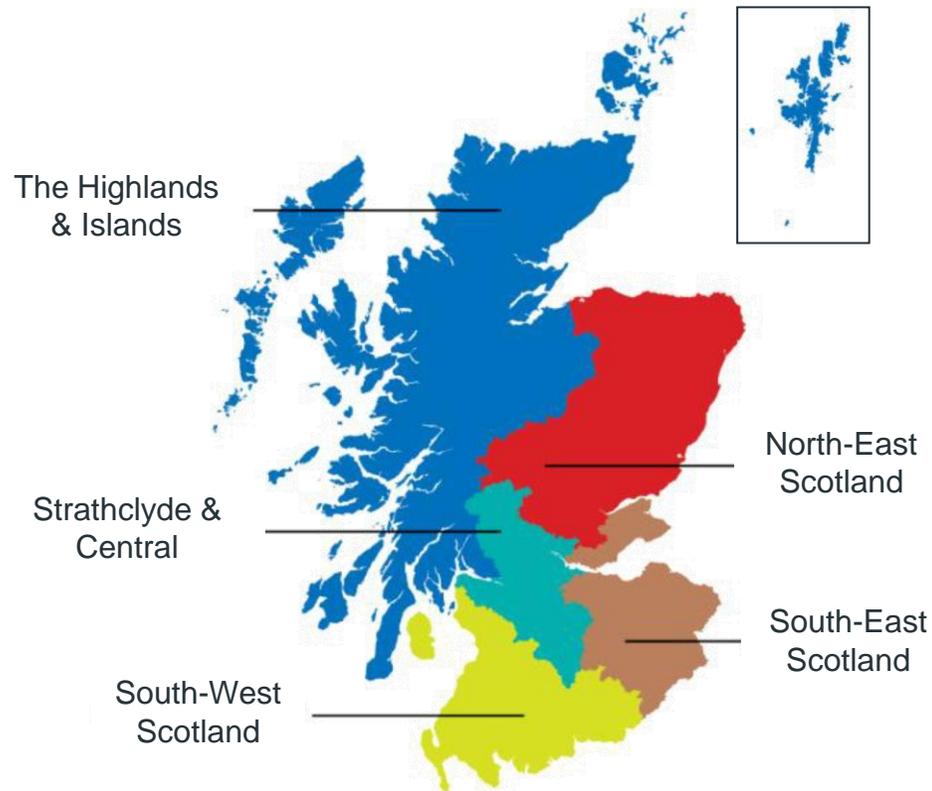


## Introduction

GWSF – 23 June 2021



# Home Energy Scotland



Home Energy Scotland is funded by the Scottish Government, managed by the Energy Saving Trust and operates as a network of local advice centres covering all of Scotland.

Our mission is to help people across Scotland create warmer homes, reduce their bills and help tackle climate change.

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## Introduction

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# Datasets & Tools for RSLs

The domestic housing sector accounts for around 27% of UK carbon emissions (BEIS, 2019). Many properties fall short of design standards and are in need of crucial energy efficiency measures, such as loft and wall insulation and low-carbon heating solutions.

Housing Association properties make up an important part of the housing stock in Scotland – important to empower RSLs to make use of the rich datasets that are available to deliver targeted insights and support long-term planning and development

EST's **Home Analytics** and **PEAT** are two key tools that a Housing Association can freely access to analyse their housing stock quickly and effectively.

## Introduction

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# Agenda

This webinar will cover:

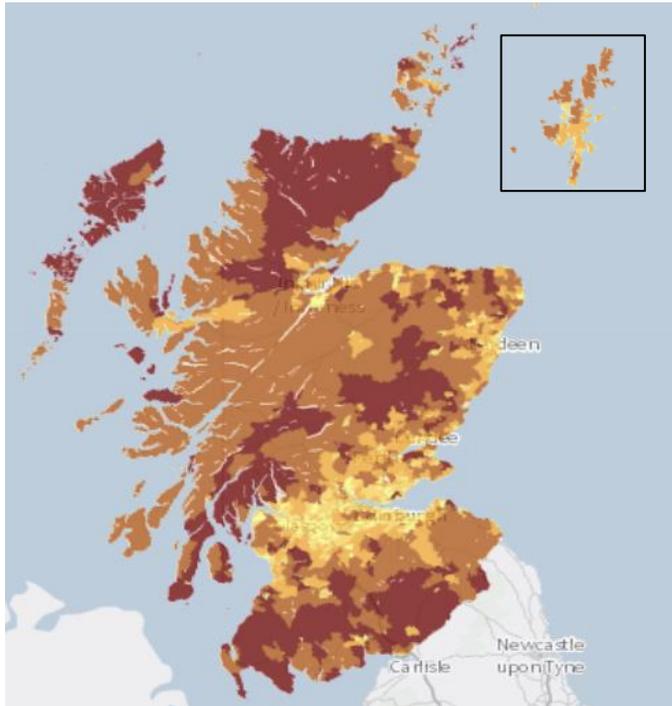
- The Home Analytics database
- Using the Portfolio Energy Analysis Tool (PEAT)
- Funding/ongoing projects & training available for heating systems at EST (Mark McArthur & Joanna O'Loan)
- Time for questions and any discussions



# Datasets & Tools for RSLs: Home Analytics

- What is Home Analytics?
- Where does the data come from?
- How do we link it together?
- How does the modelling work?
- How accurate is it?
- How should it be used?

# What is Home Analytics?



% properties with  
EPC bands (E-G)

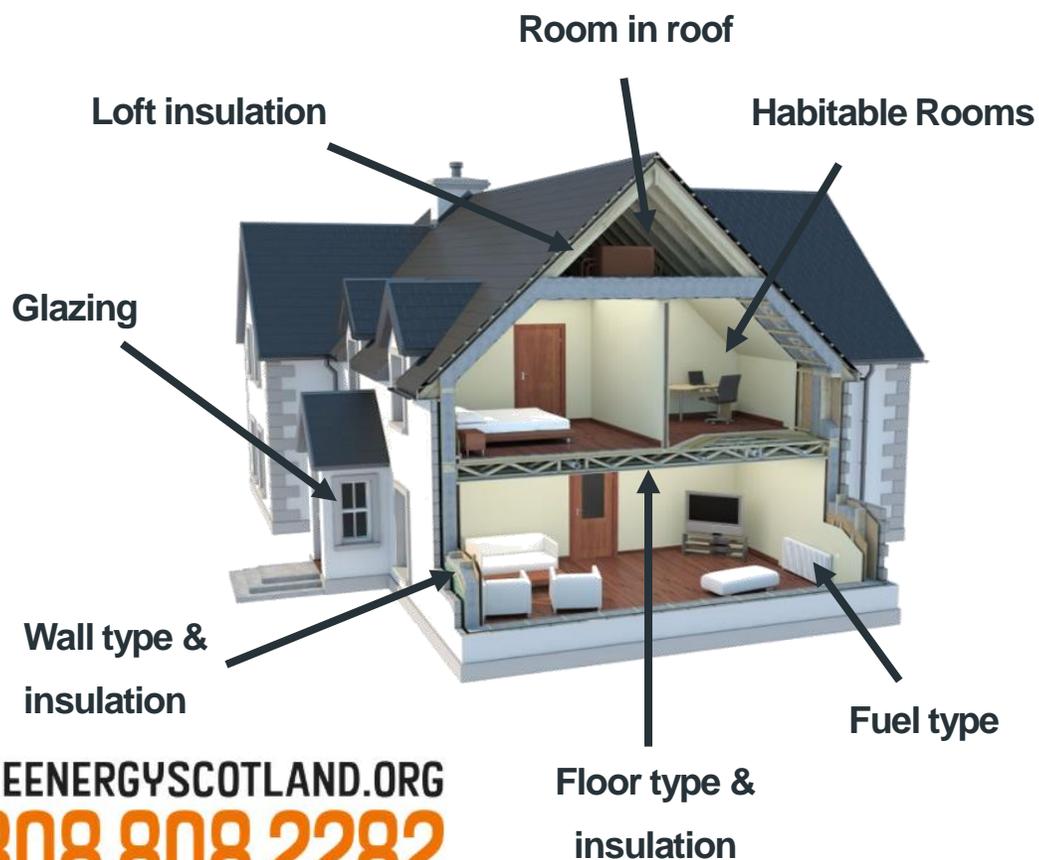
- A national database for all homes in Scotland
- Funded by Scottish Government and delivered by EST for 8+ years
- Access granted to councils and housing associations under data sharing agreements
- Designed to support area-based retrofit schemes. Updated semi-annually with new data, models and funding criteria

# What is Home Analytics?

Organised at the address (UPRN) level and includes over 90 variables per property including:

- Geographical codes
- Structure/energy efficiency characteristics
- Renewable energy suitability
- Deprivation & fuel poverty statistics
- Funding eligibility

This builds up a detailed picture of a property's characteristics





## What is Home Analytics?

	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH
1	Fuel Type & Heating System					EPC Ratings, Energy Consumption, Fuel Bills & CO2 Emissions										
2	Off gas grid	Boiler efficiency band	Secondary heating fuel type	Cylinder insulation type	Cylinder insulation thickness	Current energy efficiency (SAP) rating band	Current energy efficiency (SAP) rating estimate	Current energy efficiency (SAP) rating estimate confidence	Heat demand estimate (kWh/year)	Heat demand estimate confidence	Total energy consumption estimate (kWh/year)	Total energy consumption estimate confidence	RdSAP fuel bill estimate (£/year)	RdSAP fuel bill estimate confidence	Meter type	RdSAP CO2 emissions estimate (tCO2/year)
3	No	A-B	No secondary system	Foam	0-49mm	A-B	85	100%	11,576	100%	12,348	100%	£830	100%	Single	2.2
4	No	C-E	No secondary system	Foam	0-49mm	A-B	85	100%	11,576	100%	12,446	100%	£831	100%	Single	2.2
5	No	C-E	No secondary system	Foam	0-49mm	A-B	84	100%	10,257	100%	11,288	100%	£750	100%	Single	2.0
6	No	A-B	No secondary system	Foam	50-79mm	C	71	91%	12,486	80%	17,886	81%	£774	80%	Single	3.4
7	No	A-B	No secondary system	Foam	50-79mm	C	71	91%	12,164	80%	17,701	81%	£757	80%	Single	3.3
8	No	C-E	No secondary system	Foam	50-79mm	C	74	100%	10,081	100%	16,560	100%	£690	100%	Single	2.9
9	No	No Boiler	No secondary system	Foam	50-79mm	D	67	100%	13,384	100%	21,240	100%	£886	100%	Single	4.1
10	No	C-E	No secondary system	Foam	50-79mm	D	63	100%	17,021	100%	26,010	100%	£1,047	100%	Single	4.6
11	No	C-E	No secondary system	Foam	50-79mm	C	71	100%	9,594	100%	15,620	100%	£682	100%	Single	2.8
12	No	C-E	No secondary system	Foam	50-79mm	C	72	100%	10,443	100%	16,880	100%	£724	100%	Single	3.0
13	No	A-B	No secondary system	Foam	50-79mm	C	71	91%	12,469	80%	17,822	81%	£773	80%	Single	3.2
14	No	C-E	No secondary system	Foam	50-79mm	C	71	100%	11,709	100%	18,656	100%	£749	100%	Single	3.3
15	No	No Boiler	No secondary system	Foam	50-79mm	D	63	100%	12,849	80%	17,971	81%	£813	100%	Single	4.5
16	No	C-E	No secondary system	Foam	50-79mm	C	72	100%	11,283	100%	17,922	100%	£736	100%	Single	3.2
17	No	A-B	No secondary system	Foam	50-79mm	C	71	91%	11,966	80%	17,721	81%	£769	80%	Single	3.2
18	No	A-B	No secondary system	Foam	50-79mm	C	72	92%	12,152	80%	17,639	81%	£756	80%	Single	3.1
19	No	C-E	No secondary system	Foam	50-79mm	C	73	100%	11,700	100%	18,156	100%	£745	100%	Single	3.2
20	No	A-B	No secondary system	Foam	50-79mm	C	71	92%	12,612	80%	17,827	81%	£778	80%	Single	3.3
21	No	A-B	No secondary system	Foam	50-79mm	C	73	100%	10,865	100%	14,560	100%	£623	100%	Single	2.8
22	No	C-E	No secondary system	Foam	50-79mm	C	71	100%	10,415	100%	16,650	100%	£695	100%	Single	2.9
23	No	C-E	No secondary system	Foam	50-79mm	C	69	100%	11,859	100%	19,926	100%	£831	100%	Single	3.5

# Where does the data come from?

## The Meat

- EPC Register
- Home Energy Efficiency Database (HEED)
- WHS/HEEPS
- LA Data
- Home Energy Check (HEC)
- Historic Scotland
- Scottish Gas Network

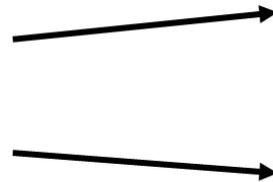


Millions of address-level records related to physical features

# Where does the data come from?

## The Toppings

- Experian
- SIMD
- SHCS
- Met Office
- Microgeneration Certification Scheme (MCS)



Millions of address-level records related to physical features

# Where does the data come from?

## The Bun

OS AddressBase

OS MasterMap

Royal Mail

ONS Postcode  
Directory



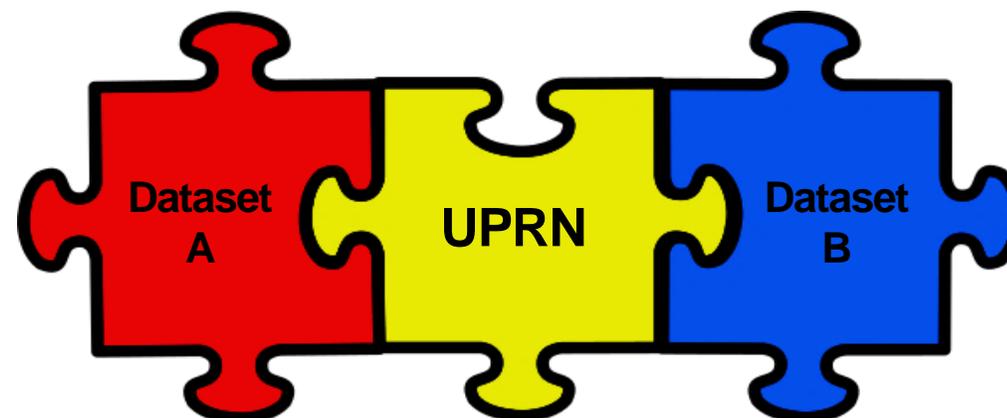
Millions of address-level records related to physical features

## How do we link all this data together?

The One Scotland Gazetteer Unique Property Reference Number (UPRN) is the key joining field (records without UPRNs, are address matched)

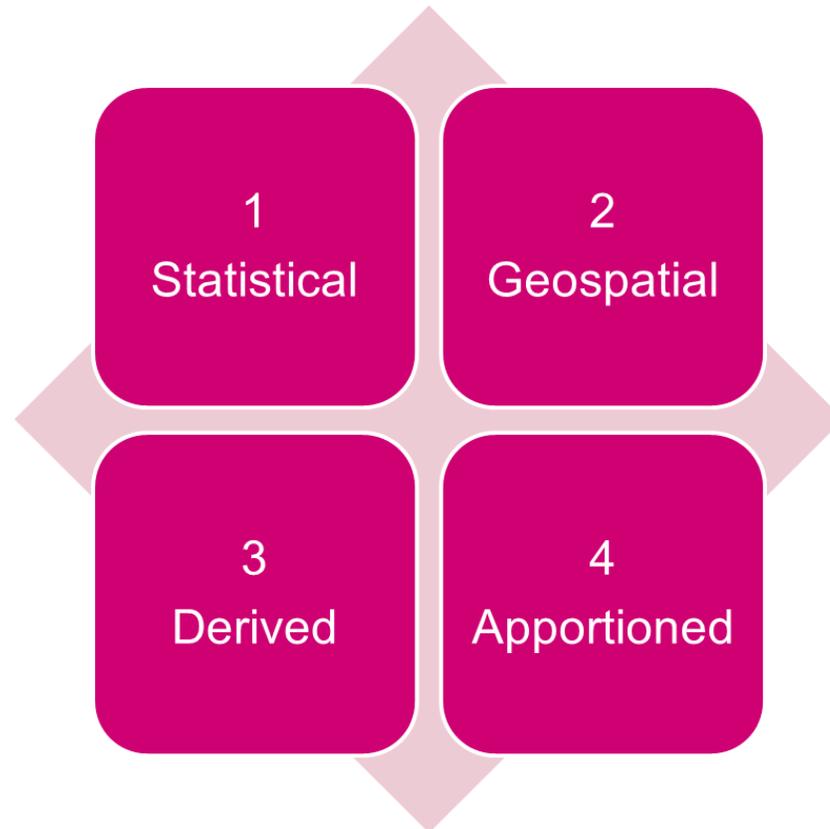
Cleaner / more standardised data = more accurate database. Prioritise data inputs based on:

- Date stamp
- Trust hierarchy (EPC > HEED > HEC)
- Representativeness
- Completeness



# How does the modelling work?

We can split the types of modelling we do for Home Analytics as:



# How the modelling works: Statistical

Train models using known records (e.g. EPCs/HEED)

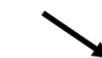
Use property attributes as predictors in regression models

Leverage local knowledge through:

- Neighbourhood measures
- Building and building block assumptions



Model known records

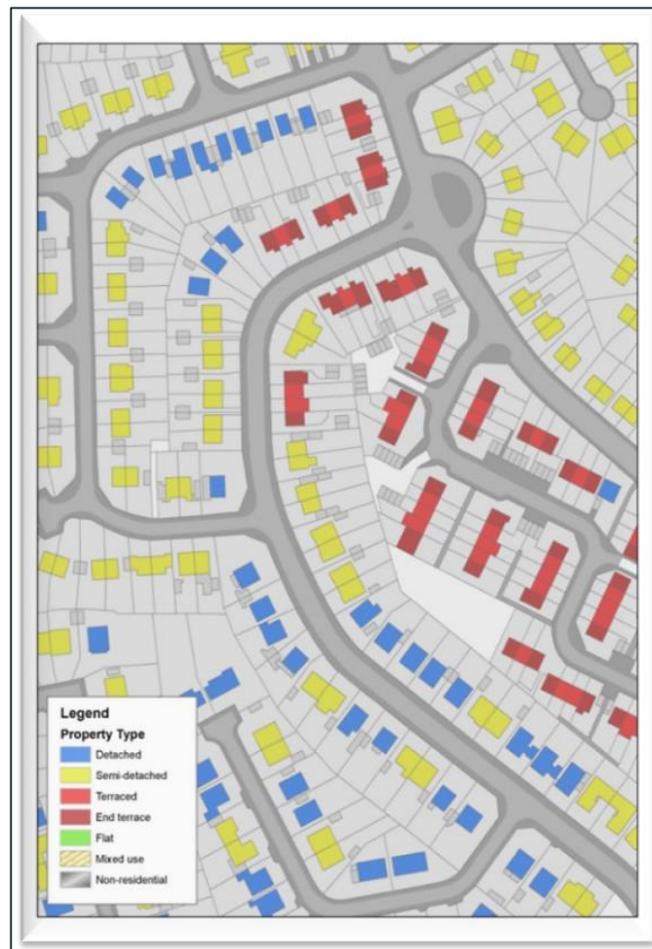


Apply model to missing records



Combine known & modelled data

# How the modelling works: Geospatial



Apply rules and logic within GIS software to predict spatial attributes - uses x/y coordinates and building polygons

Examples:

- Property type
- Distance to gas grid
- Number of dwellings
- Conservation area
- Exposure zone

# How the modelling works: Derived

Apply assumptions to other variables to create new fields

Logic based on expert input, eligibility requirements and industry best practices. Examples:

- Multi-storey buildings flag
- Suitability for emerging energy technologies
- EESSH compliance (including a new update for EESSH2)
- ECO eligibility

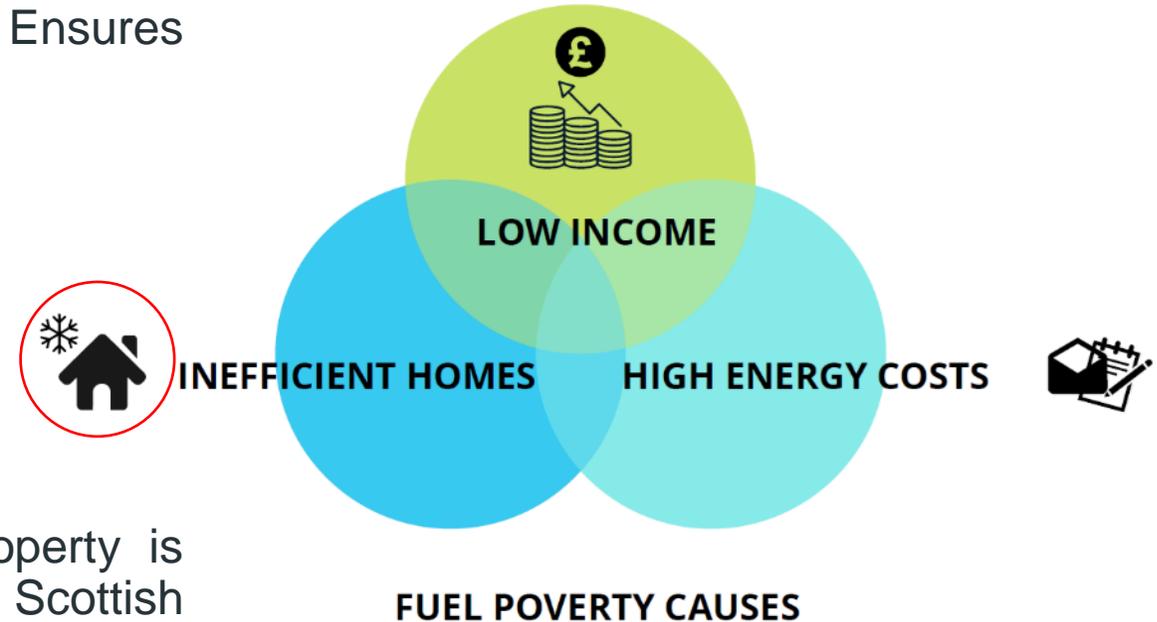


# How the modelling works: Apportioned

Area-level data downscaled to the address level. Ensures model predictions align with council-level figures

Example:

- Fuel poverty
- Predicted probability of fuel poverty for each property is calibrated to council-level figures reported in Scottish Housing Conditions Survey (SHCS)





## What is the accuracy?

The proportion of known records varies by field (average = 55%). Accuracy evaluated by comparing model predictions to known records:

- For categorical variables, accuracy = 85-99%
- For continuous variables, 82-98% = within 10% of known value

When summed at the national level, distributions align with trusted national datasets

Modelled variable	Accuracy	Accuracy to within 1 band
Property type	94%	95%
Property age	95%	98%
Property tenure	97%	-
Primary fuel type	98%	-
Boiler efficiency	85%	95%

Modelled variable	Accuracy
SAP energy rating (EPC)	98%
Heat demand	82%
RdSAP fuel bill	89%

# What is the accuracy?

Points to remember:

- Each property will likely have a mix of known and modelled data
- HA data is only as accurate as the underlying datasets\*
- Accuracy increases with scale

For greater certainty, prioritise records where:

- Data where an EPC is present
- Confidence fields are >80%
- Probabilities are highest (e.g. fuel poverty)

“Garbage in, garbage out”



Your analysis is as good as your data.

If you can't  
**MEASURE** it  
you can't **MANAGE** it.



# How should Home Analytics be used?

High accuracy and coverage with energy consumption, fuel costs, CO<sub>2</sub> emission and fuel poverty indicator outputs.

Even without running the data through PEAT we can use it to highlight general trends in a portfolio. We can filter by:

- EPC score
- Estimated fuel bill
- Heat pump suitability
- Property tenure



# How should Home Analytics be used?

As a tool to support:

- Planning area-based schemes (e.g. HEEPS:ABS)
- Setting targets / baselines for your stock (e.g. for EESSH2)
- Creating decarbonisation plans
- Identifying measures, costs and savings of different retrofit pathways (with help of PEAT)

Official database built in partnership with the Scottish Government – with PEAT can be used and referenced in official submissions (e.g. for EESSH)



# Datasets & Tools for RSLs: PEAT

SAP score and EPC based modelling - uses Home Analytics data for the energy analysis of housing stock.

Online, free, easy-to-use tool – we want to empower RSLs to analyse this data and gain these insights (training and support is still freely available!)

Aims to inform decisions on energy efficiency planning and development strategy for RSLs.

Customisable scenarios can be set and the tool will suggest potential energy efficiency measures and calculates savings on energy consumption, fuel bills and carbon emissions.

# Using PEAT: Preparing the data

A portfolio for PEAT is essentially the list of selected properties under analysis (we can use Home Analytics to narrow in on the properties we want to analyse). This could be the homes:

- with the lowest EPCs
- at high risk of fuel poverty
- that are representative of your entire portfolio (e.g. 'archetypes')

Data is taken from Home Analytics and must be kept in the same format. Each portfolio can contain up to 500 properties max. Properties can be manually edited through the property editor inside the tool.

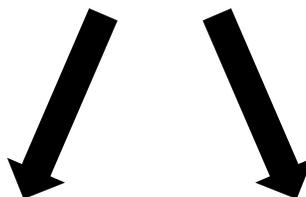
# Using PEAT: Preparing the data



The Home Analytics dataset



We filter HA using an RSL's address list



Further filters and processing to target analyses



SAP A-B



SAP C-G



# Using PEAT: Preparing the data (in Excel)

We can apply multiple filters to target our modelling and analyses (e.g. flats in our portfolio that are below an EPC C) - target harder to treat properties that need work to be EESSH compliant

Property Type					
Full postal address	Easting	Northing	Property type	Property tenure	Mixed tenure in building
			Block of flats	Housing Association	No
			Block of flats	Housing Association	Yes
			Block of flats	Housing Association	No
			Block of flats	Housing Association	No
			Block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Large block of flats	Housing Association	No
			Block of flats	Housing Association	No

...

Fuel Type & Heating System		EPC Ratings, Energy Consumption, Fuel Bills & CO2 Emissions			
Cylinder insulation type	Cylinder insulation thickness	Current energy efficiency (SAP) rating band	Current energy efficiency (SAP) rating estimate	Current energy efficiency (SAP) rating estimate confidence	Heat demand estimate (kWh/year)
		D	68	100%	7,069
		D	64	100%	7,740
		D	66	100%	8,696
		D	67	100%	6,395
		D	67	100%	6,653
		D	66	100%	8,256
		D	67	100%	6,456
		D	63	100%	6,013
		D	64	100%	8,486
		D	66	100%	5,551
		D	64	100%	5,835
		D	68	100%	5,779

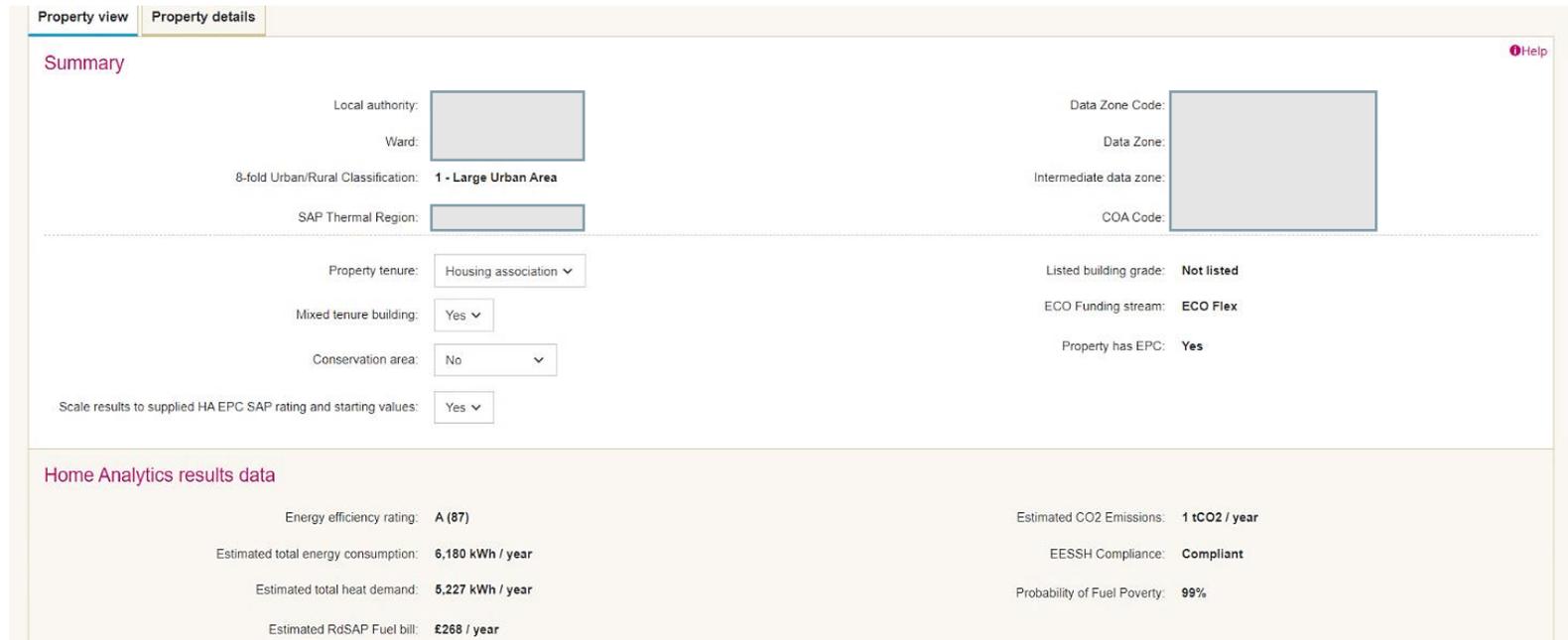
# Using PEAT: Preparing the data (in PEAT)

The screenshot shows the 'Property view' tab in the PEAT software. It displays a table of properties with columns for Open, UPRN, Full postal address, Property type, Property tenure, Age, Property has EPC, Roof insulat..., Wall type, and Wall insulation. A red box highlights the 'Edit' button for each row in the table. The table contains 6 rows of data.

Open	UPRN	Full postal address	Property type	Property tenure	Age	Property has EPC	Roof insulat...	Wall type	Wall insulation
Edit			Flat	Housing association	1950-1964	No	150 mm	Brick cavity wall	Scotland : Cavity : fille
Edit			Flat	Housing association	2003-2007	No	as built	Timber frame	Scotland : Timber fram
Edit			Flat	Housing association	2003-2007	No	as built	Timber frame	Scotland : Timber fram
Edit			Flat	Housing association	2003-2007	Yes	as built	Timber frame	Scotland : Timber fram
Edit			Flat	Housing association	2003-2007	Yes	as built	Timber frame	Scotland : Timber fram
Edit			Flat	Housing association	2003-2007	Yes	as built	Brick cavity wall	Scotland : Cavity : fille

# Using PEAT: Preparing the data (in PEAT)

We can view each individual property and see the kinds of data being used in PEAT with a summary:



The screenshot shows the 'Property details' page in the PEAT system. It is divided into two main sections: 'Summary' and 'Home Analytics results data'. The 'Summary' section contains various fields for property identification and classification, such as Local authority, Ward, 8-fold Urban/Rural Classification (set to '1 - Large Urban Area'), SAP Thermal Region, Property tenure (set to 'Housing association'), Mixed tenure building (set to 'Yes'), Conservation area (set to 'No'), and Scale results to supplied HA EPC SAP rating and starting values (set to 'Yes'). It also includes Data Zone Code, Data Zone, Intermediate data zone, COA Code, Listed building grade (set to 'Not listed'), ECO Funding stream (set to 'ECO Flex'), and Property has EPC (set to 'Yes'). The 'Home Analytics results data' section provides energy performance metrics: Energy efficiency rating (A (87)), Estimated total energy consumption (6,180 kWh / year), Estimated total heat demand (5,227 kWh / year), Estimated RdSAP Fuel bill (£268 / year), Estimated CO2 Emissions (1 tCO2 / year), EESSH Compliance (Compliant), and Probability of Fuel Poverty (99%).

# Using PEAT: Preparing the data (in PEAT)

**Walls and floor**

Wall type:

Wall insulation:

Exposure to wind driven rain zone:

Narrow uninsulated cavity risk:

Multi-storey building:

Floor insulation level:

Floor type:

---

**Windows and doors**

Primary glazing type:

Frame type:

% window area:

---

Number of external doors:

Door type:

Roof type:

## Using PEAT: Setting up a scenario

**Key details** Help

Please use the following section to set the conditions for this Scenario which will then be used when performing an analysis.

Scenario name:

Per property budget:  Fixed  Unlimited Specify maximum per-property budget:

Set target Energy Efficiency SAP score?:  Set a target  No target Specify target Energy Efficiency SAP score:

Set target Environmental Impact SAP score?:  Set a target  No target Specify target Environmental Impact SAP score:

Heating upgrades:

Selected costing template:    
(Please select)

Select package template:    
Standard EST costs 2016

**Select measures** Help

# Using PEAT: Setting up a scenario

energy saving trust | HEEPS Portfolio Energy Analysis Tool - version 3.7.0 | Log-out | My Details

My Homepage

Measure	(Optional) Fixed costs	(Optional) Variable costs	Variable	ECO AW (£ /unit)	ECO Flex (£ /unit)
Internal wall insulation	£ 0.00 Default: £0	£ 99.75 Default: £99.75	per m2 of wall area	£ 0.20	£ 0.20
External wall insulation	£ 0.00 Default: £0	£ 121.80 Default: £121.8	per m2 of wall area	£ 0.20	£ 0.20
New insulated uPVC external doors	£ <input type="text"/> Default: £0	£ 232.76 Default: £232.76	per m2 of door area	£ 0.20	£ 0.20
A-rated glazing (uPVC)	£ 2047.48 Default: £2047.48	£ 129.40 Default: £129.4	per m2 of window area	£ 0.20	£ 0.20
A-rated glazing (uPVC) for roof	£ 2047.48 Default: £2047.48	£ 129.40 Default: £129.4	per m2 of window area	£ 0.20	£ 0.20
Solid floor insulation	£ <input type="text"/> Default: £0	£ 42.84 Default: £42.84	per m2 of floor area	£ <input type="text"/>	£ <input type="text"/>
Suspended wooden floor insulation	£ <input type="text"/> Default: £0	£ 42.84 Default: £42.84	per m2 of floor area		

Cancel | Save template

# Using PEAT: Results

## Individual property results

[Help](#)

Here you can see the results for each property in this scenario. Hover over the "edit package" link to see a list of the current measures selected for that property. Clicking on this link will allow you to modify the selected measures for that property.

UPRN	Full postal address	Edit package	Results scaled to HA inputs	HA SAP score	Starting SAP score	End SAP score	SA me
		<a href="#">Edit package</a>	No	82	78	78	Not
		<a href="#">Edit package</a>	Yes	73	73	81	Tar
		<a href="#">Edit package</a>	Yes	75	75	75	Not
		<a href="#">Edit package</a>	Yes	67	67	77	Not
		<a href="#">Edit package</a>	Yes	73	73	80	Not
		<a href="#">Edit package</a>	Yes	74	74	81	Tar
		<a href="#">Edit package</a>	Yes	69	69	78	Not
		<a href="#">Edit package</a>	Yes	73	73	80	Not
		<a href="#">Edit package</a>	Yes	71	71	81	Tar
		<a href="#">Edit package</a>	Yes	78	78	78	Not
		<a href="#">Edit package</a>	Yes	62	62	74	Not

1 2 3 4 5 ... 20 items per page 1 - 20 of 251 items

# Using PEAT: Results

Address and measures report				Measures					preceding improvements are applied to property alongside this measure
Scheme Area		Property details		Measure Name	Estimated saving (£ pa)	Estimated saving (kWh pa)	Estimated saving (kgCO2(e) pa)	Incremental SAP score*	Measure install cost estimate
Data Zone	COA	OSG UPRN	Address						
			Example street, Example town, Scotland	Replacement of remaining incandescent lightbulbs with low energy lightbulbs £22	£28.14	113	31	39	£22
				Internal wall insulation £9,301	£546.42	7,155	1,984	57	£9,301
				Suspended wooden floor insulation £2,656	£170.46	2,238	621	62	£2,656
				High heat retention storage heaters £7,500: Modern storage heaters (no distribution) £1:					
				Ceect-type controls £1	£186.72	2,218	615	67	£7,502
				A-rated glazing (uPVC) £4,895	£96.08	1,206	334	70	£4,895
				New insulated uPVC external doors £861	£28.85	367	102	71	£861
			Example avenue, Example town, Scotland	Replacement of remaining incandescent lightbulbs with low energy lightbulbs £8	£18.68	103	19	49	£8
				Loft insulation top-up £253	£26.74	541	209	51	£253
				Suspended wooden floor insulation £2,013	£85.87	1,741	673	56	£2,013
				Biomass boiler £7,214	-£67.05	3,342	5,485	52	£7,214
				A-rated glazing (uPVC) £3,548	£58.40	862	62	55	£3,548
				New insulated uPVC external doors £861	£24.45	361	26	56	£861
			Example house, Example town, Scotland	Replacement of remaining incandescent lightbulbs with low energy lightbulbs £11	£19.05	74	7	69	£11
				Suspended wooden floor insulation £1,971	£81.54	1,954	771	72	£1,971
				Biomass boiler £7,214	-£86.58	3,657	6,156	68	£7,214
				A-rated glazing (uPVC) £4,302	£67.04	1,112	59	71	£4,302
				New insulated uPVC external doors £861	£22.66	379	20	72	£861



# Using PEAT: Results

Address and measures report														
Scheme Area		Property details		Compliance				Savings (for all selected measures)				Fuel poverty		
Data Zone	COA	OSG UPRN	Address	Starting SAP score	End SAP score	SAP target met	Outcome is EESSH compliant?	SAP kWh pa	SAP Fuel bill (£ pa)	SAP carbon (tCO <sub>2</sub> pa)	Lifetime SAP carbon (tCO <sub>2</sub> )	LA mean FP rate %	Starting FP indicator	End FP indicator
			Example street, Example town, Scotland	39	71	Not met	Compliant	14,354	£1,057	3.20	103.31	0.40	0.38	0.34
			Example avenue, Example town, Scotland	48	56	Not met	Risk of non-compliance	7,552	£147	5.11	120.06	0.40	0.71	0.71
			Example house, Example town, Scotland	68	72	Not met	Compliant	7,758	£104	5.56	127.79	0.40	0.67	0.67

# Using PEAT: Results

Summary of measures and funding									
Area details			Measure details				Financial details		
Data Zone	COA	ECO Eligibility	Identified measures	Measure Unit cost (£)	Total funding required (£)	Available ECO (£) (for measure)	Available ECO totals (£)	Funding gap?	Unit measure additional contribution required (£)
Example Zone	S000000001	Affordable Warmth	A-rated glazing (uPVC)	£3,966	£35,690	£154	£1,390	£3,811	
371	41		Biomass boiler	£8,178	£24,534	£0	£0	£8,178	
			High heat retention storage heaters	£4,931	£19,724	£657	£2,630	£4,274	
			Internal wall insulation	£6,464	£19,391	£4,115	£12,345	£2,349	
			Loft insulation top-up	£248	£1,488	£233	£1,397	£15	
			New insulated uPVC external doors	£861	£7,751	£147	£1,319	£715	
			Replacement of remaining incandescent lightbulbs with low energy	£10	£89	£0	£0	£10	
			Room in roof walls and sloping parts, 100mm insulation	£1,497	£2,993	£3,431	£2,993	£0	
			Suspended wooden floor insulation	£1,950	£17,550	£893	£8,037	£1,057	
					<b>£129,211</b>		<b>£30,110</b>		
		ECO Flex	A-rated glazing (uPVC)	£4,192	£58,685	£208	£2,915	£3,984	
			17 High heat retention storage heaters	£5,556	£66,673	£716	£8,589	£4,840	
			Internal wall insulation	£6,466	£38,797	£2,501	£15,007	£3,965	
			Loft insulation top-up	£274	£2,189	£427	£2,189	£0	
			New insulated uPVC external doors	£769	£10,765	£150	£2,101	£619	

## Summary

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# EST datasets & tools summary

## *Energy Saving Trust Home Analytics*

A Scottish Government funded housing stock model

Provides users (at address level or higher) with actual or modelled EPC data for every domestic property in Scotland.

High accuracy and coverage with energy consumption, fuel costs, CO2 emission and fuel poverty indicator outputs.

HOMEENERGYSCOTLAND.ORG  
**0808 808 2282**  
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## Summary

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# EST datasets & tools summary

## *Portfolio Energy Analysis Tool (PEAT)*

A property modelling and SAP calculation engine

Uses Home Analytics data as an input. Is fully customizable with the ability to set a target SAP.

Allows scenario modelling of the costs and benefits of various retrofit options for the building stock - to understand the impact that investment would have on fuel bills, fuel poverty and CO2 emissions.

**Both tools are *free* to access for Scottish Government, Local Authorities and Registered Social Landlords.**

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## Summary

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# Social housing funding support and advice

Free and impartial advice from EST and Home Energy Scotland advice on funding that can help private sector households participating in mixed tenure schemes

Green Network for Social Housing; energy efficiency case studies in social housing

EST and partners manage various funding support schemes such as:

- District heating loans scheme
- Community and renewable energy scheme
- Home Energy Scotland loan scheme - loans and cashback for energy efficiency measures in private sector properties
- Private rented sector landlord loans - energy efficiency measures.

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## Summary

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# Supporting households with electric heating

If you have homes in your portfolio with:

- Electric heating, including storage heaters, electric radiators, infrared and heat pumps
- Complex meter arrangements, including Total Heat Total Control and ComfortPlus White Meter

And want to give better advice on:

- How they work and their controls
- Reducing energy bills while keeping a comfortable home
- Changing heating system or meter, pathways to success

**Free** training is available – see here for details:

<https://www.homeenergyscotland.org/helping-other-organisations-give-good-advice-on-electric-heating/>

## Summary

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# Any questions?

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**Email to request access:** [localhomesportal@est.org.uk](mailto:localhomesportal@est.org.uk)

Contact Dai at [David.Grady@est.org.uk](mailto:David.Grady@est.org.uk)

Contact Mark at [Mark.McArthur@est.org.uk](mailto:Mark.McArthur@est.org.uk)

### Links for further information:

Local Homes Portal: <https://localhomesportal.est.org.uk/>

Home Analytics/PEAT: <https://energysavingtrust.org.uk/service/home-analytics/> and  
<https://energysavingtrust.org.uk/how-to-improve-the-epc-ratings-of-your-regions-homes/?loc=scotland>