

HECA Reporting 2019

Name of Local Authority: Woking Borough Council

Names of teams working on policy areas covered by this reporting tool:

- Green Infrastructure (0.5)
- Housing (2)
- New Vision Homes – provides a complete management service to the Council's housing stock.
- Action Surrey (3) – an impartial energy advice service set up by local councils across Surrey to help residents access a network of trusted local installers of a variety of energy saving technologies such as insulation, efficient boilers, solar panels, double glazing and more. The team at Action Surrey can also help residents access any grants or other finance that may be available to help make energy efficiency improvements. Action Surrey is part of the Thamesway Group – an energy services company owned by Woking Borough Council. Their website: <https://www.actionsurrey.org/>

Total number of staff working in above policy areas (by FTE) broken down by team if possible:

The number shown in brackets again each team above is an approximation of the number of FTE working on policy areas covered by this report.

Headline and Overview Questions

1. Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties?

Yes. The Council's Climate Change Strategy – [Woking 2050](#) – incorporates carbon reduction and energy efficiency for domestic and non-domestic properties.

The Strategy is divided into five key themes:

1. **Home is where the heart is** - This theme looks at how making changes to our everyday activities at home can contribute to a sustainable Borough. Energy and water use; the amount of waste we produce; how we shop; and our health and well-being all have an impact. By making small changes, we can all help contribute to a more sustainable, healthier and more economical lifestyle for families and individuals and a greener future for Woking.
2. **In the workplace** - This theme provides general advice and links to further information on how local companies can incorporate sustainability into their business. Reducing energy and water consumption; enhancing waste and recycling initiatives; promoting sustainable transport by staff; and incorporating sustainable procurement practices can all make a positive difference – not only to the sustainability objectives for the Borough, but also economically for a business.
3. **Getting around** - This theme looks at how we can make positive changes to the sustainability of the Borough by adopting sustainable modes of transport. The Council will promote sustainable transport; walking and cycling; and electric vehicles in order to contribute to a cleaner, greener Borough.
4. **The great outdoors** - This theme promotes and celebrates our diverse countryside and urban environments. We want to enhance accessibility to our natural habitats and wildlife and promote the benefits that enjoying the great outdoors can bring including to our own health and well-being. We also recognise the need for ensuring biodiversity security and protection so that future generations can benefit. We also highlight the importance of working in partnership to achieve these aims with organisations including Horsell Common Preservation Society; Surrey Wildlife Trust; Basingstoke Canal Authority; WWF
5. **What the Council is doing** - This theme outlines how the Council can make a positive contribution to the vision for Woking 2050. We can play a key role in shaping the Borough's future and in helping the community do the same. We can work to reduce the negative environmental factors that may threaten that vision; and recognise the opportunities to secure it.

Each theme looks at various aspects of sustainability and has actions / targets for delivery through a rolling action plan. Specific actions around carbon reduction and energy efficiency are incorporated as follows:

Theme	Action
Home is where the heart is	<ul style="list-style-type: none"> • Work with Action Surrey to help homeowners make their homes more energy and water efficient. • Address affordable warmth in our partnership work with Action Surrey and with the health sector and include it in the future development of a Health and Well-Being Action Plan for Woking. • All new residential and non-domestic buildings to be built to zero carbon standards from 2016 and 2019 respectively. • Work with partners to promote awareness of water efficiency amongst Woking residents. • Encourage residents to reduce consumption and consume local produce and use local services. • Continue to work with New Vision Homes in providing quality homes for residents that meet with frameworks such as the Housing Health and Safety Rating System.
In the workplace	<ul style="list-style-type: none"> • Work with local organisations such as Woking Chamber of Trade and Commerce and Woking Asian Business Forum to promote sustainability good practice amongst local businesses.
What the Council is doing	<ul style="list-style-type: none"> • Continue to work with partners to improve the energy efficiency and reduce the energy consumption of Council owned buildings and housing stock. • Continue to work with partners to increase the proportion of renewable and sustainable energy consumption of Council owned buildings. • Encourage the adoption of standards promoting development that is more sustainable. • Through Action Surrey, encourage the adoption of energy efficiency measures and renewables to make Woking homes more efficient and more comfortable while also helping to tackle fuel poverty and reducing domestic carbon dioxide emissions.

2. If yes, please provide a link to your current strategy here:

<https://www.woking.gov.uk/nature-and-sustainability/climate-change/climate-change-strategy>

3. If no, are you planning to develop one?

N/A

4a. What scheme(s) has your local authority implemented in support of energy saving / carbon reduction in residential accommodation (such as owner occupied, privately rented and social housing or non-domestic properties since 2017? (If you have not implemented any scheme, please enter N/A)

The Council is a member of the Surrey Energy and Sustainability Partnership (SESP) which brings together officers from all the districts and boroughs in Surrey and the County Council to discuss and develop relevant initiatives. The group has a key objective of improving domestic energy efficiency in properties across Surrey. Through the partnership, the Council has an agreement with Thamesway Sustainable Communities Ltd, a company wholly owned by Woking Borough Council, to deliver Action Surrey, a scheme that provides impartial local energy advice on the Councils' behalf for households within their authority area. Action Surrey has been operating since 2009 and co-ordinates a trusted installer network utilising wherever possible local installers to improve the energy efficiency of homes and premises. Action Surrey can provide energy saving and carbon reduction advice to any household. Action Surrey also identifies residents eligible for Energy Company Obligation funding, which due to the nature of the available funding since 2017, has predominantly focused on supporting owner-occupied properties. Action Surrey provides quarterly reports to each member authority. The key activities undertaken by Action Surrey in Woking Borough and reported to the Council since 2017 are detailed below:

Quarter	Activities undertaken by Action Surrey in Woking Borough
1 April – 30 June 2017	<ul style="list-style-type: none"> • Energy efficiency improvements made in 23 households to a value of £55,230. The measures included solid wall (3); cavity wall (5); loft (7); room in roof insulation (1); boiler repair / replacement (4); storage heaters (1); radiators / TRVs (1); Energy Performance Certificate (1). • Action Surrey's Green Deal Communities Project funded four boiler replacements, each with a grant of £2,500. • Action Surrey's Business EnergySmart project funded energy audits in six Woking businesses to identify areas to reduce energy costs and carbon emissions through improvements to lighting and heating and behaviour change programmes.
1 July – 30 Sept 2017	<ul style="list-style-type: none"> • Energy efficiency improvements made in 10 households to a value of £23,570. The measures included solid wall (2); cavity wall (3); loft insulation (2); boiler repair / replacement (3). • Action Surrey's Business EnergySmart project funded energy audits in eight Woking businesses. Following the audits two companies switched their lighting to LED lighting following the completed audits. Energy bill analysis has also been carried out for each participant, and two of the businesses changed to a cheaper supplier as a result. • At the end of June 2017, Action Surrey announced a fund to help community buildings within Woking Borough to upgrade to LED lighting systems. Grants up to a maximum of £4,000 were offered. Four buildings made successful applications for funding, with grants awarded to a total value of £7,077.66. The grants went to St Peters Church, Old Woking; Pyrford Guides and Scouts in Pyrford Arbor Centre; Woking Community Furniture Project at their depot in Maybury; and All Saints Parish Hall in Woodham.
1 Oct – 31 Dec 2017	<ul style="list-style-type: none"> • Energy efficiency improvements made in 7 households to a value of £20,394. The measures included solid wall (1); cavity wall (2); loft (1); boiler repair / replacement (1); storage heaters (2).
1 Jan – 31 March 2018	<ul style="list-style-type: none"> • Energy efficiency improvements made in 17 properties bringing in a value of £47,292. The measures included solid wall (2); cavity wall (3); loft insulation (7); boiler repair / replacement (3); storage heaters (2).
1 April - 30 June 2018	<ul style="list-style-type: none"> • Energy efficiency improvements made in 17 households to a value of £32,697. This quarter saw the introduction of carbon saving calculations associated with the improvements made. It was estimated that the measures installed this quarter would save 16.50 CO2 (tonnes/year). The

	measures include solid wall (1); cavity wall (9); loft (3); boiler repair / replacement (1); solar PV (1); lighting (2).
1 July – 30 Sept 2018	<ul style="list-style-type: none"> Energy efficiency improvements made in 12 households to a value of £4,125, resulting in a saving of 7.29 CO2 (tonnes/year). The measures included cavity wall (3); and loft insulation (9).
1 Oct – 31 Dec 2018	<ul style="list-style-type: none"> Energy efficiency improvements made in five households to a value of £8,830, resulting in a saving of 3.53 CO2 (tonnes/year). The measures included solid wall (1); cavity wall (1); and loft insulation (3).
1 Jan – 31 March 2019	<ul style="list-style-type: none"> Energy efficiency improvements made in eight households to a value of £2,450, resulting in a saving of 4 CO2 (tonnes/year). The measures included cavity wall insulation (2); loft insulation (5); and draught proofing (1).

New Vision Homes

New Vision Homes (NVH) provides a complete management service for the Council's housing stock. From 2017 – 2019, NVH carried out the following work to improve the energy efficiency of properties:

- Installed full External Wall Insulation to 42 properties at a total cost of £314,001
- Extracted and renewed Cavity Wall Insulation to 77 properties at a total cost of £218,064
- Installed Solar PV Panels to 5 blocks
- Upgraded doors and windows to over 700 properties
- Upgraded boilers to over 400 properties
- Upgraded old electrical heating to gas central heating to 18 properties
- Introduced a policy of installing new loft insulation and low energy light bulbs in all void properties

b). What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties in the next two years? (if you are not planning to implement any scheme, please enter 'N/A')

Free text response to question 4b - please outline in no more than 200 words

The Council's climate change and sustainability strategy – Woking 2050 – has five key themes, one of which focuses on the home and ways to improve energy and water efficiency. Accompanying the strategy is an action plan that monitors our progress against its actions. This is reported to the Council's cross party Climate Change Working Group every six months. Within this theme we have a specific action focused on our partnership work with Action Surrey that seeks to:

- Address affordable warmth in our partnership work with Action Surrey.

This partnership is reviewed and renewed on an annual basis with the current agreement in place until March 2020. Following the release of the ECO3 guidance in February 2019, Action Surrey will continue to support energy saving and carbon reduction measures in eligible owner-occupied, privately rented and social housing properties. Action Surrey prepares quarterly reports detailing the measures installed and projected carbon savings. In addition, the Council continues to work in partnership with ThamesWey Sustainable Communities (the parent company to Action Surrey) to identify and implement schemes in support of energy saving/ carbon reduction in both residential and non-residential properties.

The Council continues to work with New Vision Homes to improve the Council's housing stock. Woking 2050 actions specify that the Council will:

- Continue to work with New Vision Homes in providing quality homes for residents that meet with frameworks such as the Housing Health and Safety Rating System.
- Continue to work with New Vision Homes in delivering schemes that increase the well-being of residents in line with the New Economics Foundation's Five Ways to Well-being (www.neweconomics.org/projects/entry/five-ways-to-well-being). This includes connecting residents with the community; encouraging an active lifestyle; and offering skills training.

NVH is continuing to invest £5.1m into the existing housing stock as part of its asset management programme. This investment is focused on improving the energy efficiency of blocks through an external wall insulation programme, a cavity wall insulation programme and a loft insulation programme, as well as replacing key components within properties such as doors, windows, boilers, kitchen and bathrooms. In addition to this investment, a separate budget of £430,000 will be used to refurbish void properties up to a higher standard and this year, those works include replacing loft insulation and installing energy efficient light bulbs as standard.

5. What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired? Please provide figures and a brief narrative account if desired.

Free text response to question 5 - please outline in no more than 100 words

Over £60,000 in grants has been awarded to Surrey residents in support of energy saving / carbon reduction in owner-occupied properties since 2017 through the Action Surrey project, of which Woking Borough Council is part. See above. The cost of running, administering and marketing Action Surrey has been £7,600 per annum per local authority.

NVH expenditure on Woking Borough Council properties is detailed above in 4(a) and 4(b).

6. What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme?

Action Surrey is part of the ThamesWey Group. ThamesWey is an independent limited company with a single shareholder in Woking Borough Council, set up in 1999 to deliver on the council's strategic environmental objectives. Action Surrey works with a network of trusted, local installers to deliver domestic energy efficiency improvements. Action Surrey has worked with third sector organisations such as Citizens Advice, in support of energy saving / carbon reduction in residential accommodation.

New Vision Homes – provides a complete management service to the Council's housing stock.

7. What has been the outcome of the scheme(s) (e.g. energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness, societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.)?

The measures installed by both Action Surrey and New Vision Homes result in improved energy efficiency and warmer homes while also helping to address fuel poverty. Warmer homes mean improved health and well-being. Section 4a details the measures installed in Woking by Action Surrey via their network of trusted installers – this includes figures on number and type of installation, value of works and carbon

savings. Action Surrey focuses its delivery on households living in fuel poverty or living with a vulnerability.

Since April 2017, the Action Surrey scheme has enabled the installation of 99 energy efficiency measures in Woking households resulting in an estimated carbon saving of 72 tonnes CO₂ per year. The measures installed included loft insulation, cavity wall insulation, solid wall insulation, room-in-roof insulation, boiler replacements, radiator replacements, draught proofing, energy efficient lighting and solar PV.

The Woking Business Energy SMART project which the Council ran in partnership with ThamesWey Sustainable Communities in 2017, enabled eight local businesses to identify methods of saving energy. Three of the businesses implemented the recommended measures which included upgrading lighting to LED. The estimated annual cost saving was £5,264 and the estimated annual carbon saving was 10.5 tonnes CO₂.

8. What lessons have you learned from delivering this scheme(s)?

The team at Action Surrey keeps up to date with changes in legislation and in the Energy Company Obligation scheme and adapts the service provided accordingly. The Council through the Action Surrey project has noted that changes to the Energy Company Obligation scheme particularly the removal of the CERO element in 2018 has influenced the delivery of this scheme. As a result of the changes, Action Surrey has adapted the communications and messages given to residents regarding the availability of funding and the eligibility criteria. A lesson learned from delivering this scheme is that changes to the Energy Company Obligation guidance and changes in the levels of funding that the installers have access to, influences the delivery of the scheme and on occasion has influenced a resident's decision not to proceed with an energy efficiency measure.

Local Communications Strategy

9. Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?

Yes

10. If yes to question 8, please briefly outline how this is undertaken.

The Council provides an advisory service to consumers on how to save energy through [Action Surrey](#). Action Surrey is an impartial energy advice service set up by local councils across Surrey, including Surrey County Council, to help homeowners save money on their energy bills, reduce their environmental impact and assess a resident's eligibility for available national funding.

11. How do you communicate or encourage energy saving amongst local domestic consumers?

Action Surrey maintains a website with information on energy saving for domestic consumers (www.actionsurrey.org) and has produced a printed guide on saving energy in the home. Details of the Action Surrey service is included on Woking Borough Council's [website](#). Action Surrey also maintains a Facebook and Twitter page for sharing information on energy saving methods and issues press releases regarding specific projects and the availability of funding.

Information on how local businesses can save energy is also provided on the Action Surrey website.

Local Green Supply Chains

12. Does your Local Authority promote use of energy efficient products amongst consumers (and businesses)?

Yes. Woking Borough Council works with Action Surrey to promote energy efficient products amongst householders and businesses. Section 4a details measures installed since 2017. Action Surrey engaged local businesses through the Business EnergySmart project which enabled local businesses to identify potential savings through changes to lighting.

The Council's climate change strategy – Woking 2050 – has a theme dedicated to the home and the workplace and suggests ways in which householders and businesses can adopt sustainable practices including tips on reducing energy consumption and energy efficiency products.

Woking Local Action 21 is a community led initiative, set up in 1994 in partnership with Woking Borough Council, with the aim of promoting sustainable living to the whole community. LA21's core objective is 'to promote sustainability in the borough of Woking by creating partnerships, disseminating information and managing projects to support Woking residents and businesses, in living and working more sustainably'. LA21 has been a strong supporter of the Council's sustainability work over the years. It maintains a close working relationship with the Council through its LA21 Steering Group and as a member of the Council's Climate Change Working Group, influencing policy development and projects.

Woking's Chamber of Commerce is also represented on the Council's Climate Change Working Group and is a key point of liaison when communicating with local businesses on sustainability projects, including energy efficiency.

13. If yes to question 11, please briefly detail how this promotion work is undertaken

See above.

14. What engagement does your local authority have with local businesses/supply chains in promoting energy efficiency products or carbon reduction?

See above.

Private Rented Sector (PRS) Minimum Energy Efficiency Standards

The Minimum Energy Efficiency Regulations (the Regulations) apply to all privately rented properties in England and Wales. As of April 2018 all such properties are legally required to have an Energy Performance Certificate (EPC) of at least an E before they can be let on a new tenancy. This requirement will then extend to all such properties by 1 April 2020, even if there has been no change in tenant or tenancy (please see BEIS's published [guidance documents](#) for the full details on the standard).

The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.

15. Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?

Yes.

16. Which team within your authority is responsible or will be responsible for leading on enforcement of the PRS minimum standard, and what are their contact details?

Housing Standards.

17. Please provide the contact details of the person leading this team.

Giuseppe Amico, Housing Project Support Officer
Email: Giuseppe.Amico@woking.gov.uk
Tel: 01483 743889

18. What method or methods does your authority use to communicate with landlords and tenants about the standard and other related issues?

The Housing Standards team ensures all up to date information is accessible on the WBC website on the [Housing Standards](#) page. The team also offers information on events for landlords, where resources are available. Prior to introduction of a new scheme, such as selective licensing, local landlords are consulted using various methods such as direct mailing, Q&A session or press releases. Additionally, landlords are encouraged to contact the team with their individual questions either via phone or email where they can get a tailored support.

Since April 2018, Action Surrey, has provided guidance on request to landlords and tenants on the PRS Minimum Efficiency Standards. Action Surrey has referred landlords to the installer network to obtain quotes for energy efficiency works to enable the properties to meet the minimum standard.

**19. Do you directly target landlords of EPC F and G rated properties? Yes / no
If yes, how? If no, please explain.**

Financial Support for Energy Efficiency

20. What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving?

If applicable, please outline the sums and where such funding is sourced.
(If you do not have any financial assistance programmes, please enter 'N/A' and move onto the next section 'Fuel Poverty')

The Council works in partnership with Action Surrey to assess eligibility of households for Energy Company Obligation funding. Action Surrey acts as a referral agency, referring eligible households to installers who have access to ECO. Each year, each Council in the partnership provides £3,000 funding to support the Action Surrey programme.

Fuel Poverty

21. Does your Local Authority have a fuel poverty strategy?

If yes, please describe the scope of the strategy, and the support that is available for low income and vulnerable households to help tackle fuel poverty in your local area. Please also provide a link to your strategy if published.

Actions to address fuel poverty and affordable warmth are incorporated in the Council's Climate Change and Sustainability Strategy – [Woking 2050](#). This is actioned through the Council's partnership work with Action Surrey and with the health sector through GP referrals helping to identify those eligible for support and assistance to tackle fuel poverty and to keep warm.

22. What steps have you taken to identify residents/properties as being in fuel poverty?

See above.

23. How does fuel poverty interlink with your local authority's overall carbon reduction strategy?

See above.

24. a) What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty?

Under the Affordable Warmth element of the Energy Company Obligation, Action Surrey, on behalf of the Council, identifies households living in fuel poverty and refers them to ECO suppliers. Action Surrey also offers information on comparing energy tariffs and switching services to those in fuel poverty.

b) If you have taken measures or initiatives to promote fuel cost reduction for those in fuel poverty, what partnership with business or energy providers have you undertaken? (enter 'N/A' if not appropriate)

Free text response to question 24b - please outline in no more than 200 words

See above.

Energy Company Obligation

25. Has your local authority published a Statement of Intent (SoI) for ECO flexibility eligibility? If yes, please include a link to your SoI below

https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/153563/Flexible-Eligibility-SOI-V2.2-with-redactions-v3-converted.pdf

26. Please use the following space to provide any further information you feel might be of benefit to BEIS, in helping us to understand Flex delivery in more detail. For example, the number of declarations signed versus the number of households helped.

The Council is part of Action Surrey, a partnership scheme established by Surrey local authorities to provide an impartial energy advice service. Action Surrey assesses ECO Flexibility eligibility in line with the published Statement of Intent and refers households deemed eligible to a network of vetted of installers who have access to ECO funding. The nominated person at the Council signs the generated declarations which are sent on to the installers.

Since the publication and implementation of the ECO Flexibility Eligibility Statement of Intent in June 2017, 36 households have been declared eligible in Woking. 14 of the households proceeded to have the energy efficiency measure installed. Action Surrey has noted that in some recent cases the reason why the measure has not gone ahead is because the amount of funding available did not cover the full cost of the works. This is one explanation for why the number of households helped does not reflect the number of declarations.

Smart Metering

27. Please provide a brief statement outlining your current or planned approach to:
Engage and support your residents (including those in vulnerable circumstance or with pre-payment metering) to promote take up of smart meters and achieve associated benefits (e.g. ability to control energy use, identify best value tariffs)? Please detail any work undertaken or planned with local/community groups, housing associations, Smart Energy GB under their Partnership Programme and energy suppliers.

28. *Please provide a brief statement outlining your current or planned approach to:*
Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the Smart Meter Energy Efficiency Materials Project or other sources of independent information.
29. *Please detail any:*
Resources/ support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and can't afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise).
30. *Please detail any:*
Existing relationships with energy suppliers to help ensure that the opportunities presented by vacant properties under your control are effectively utilised (i.e. gaining access to install a smart meter).

Action Surrey has kept a watching brief with regards to smart metering, particularly with regards to the type of meters installed. The original meters, SMETS 1, did not allow a householder to switch suppliers and retain the "smart" function of the meter. The original meters would communicate only with the energy company that installed it, so if a householder switched suppliers, manual readings would be required. SMETS 2 are now starting to be rolled out, which communicate with a centralised communication hub which then passes the information on to the relevant supplier. That way if a person switches, the meter retains its "smart" function.

Once SMETS 2 are common place, Action Surrey will be able to promote them through their communication channels including health and safety messages around obtaining meter readings etc i.e. not standing on chairs to take readings.

Future schemes and wider initiatives

31. **Please outline any future schemes or wider initiatives not covered above that your local authority has been doing or is planning to undertake to improve the energy efficiency of residential accommodation in your area, for example, within your LEP Energy Strategy. (if you do not plan any future schemes currently, please enter 'N/A')**

As outlined in section 4, Woking Borough Council will continue to work in partnership with Action Surrey and NVH to improve the energy efficiency of residential accommodation in the Borough.

The current agreement with Action Surrey is in place until March 2020 and the team will continue to support energy saving and carbon reduction measures in eligible owner-occupied, privately rented and social housing properties. As reflected in the Memorandum of Understanding, Action Surrey will:

- Continue to provide energy efficiency advice to residents of Surrey through targeted marketing and advice.
- Continue to help these residents to improve their properties and reduce their energy bills through facilitating the installation of energy efficiency improvements.
- Provide residents with options through our network of installers and will continue to monitor this network to the benefit of all residents.
- Continue to assess residents for eligibility the ECO-Flex process and liaise with all relevant partners to ensure customers maximise the amount of funding support they can access towards heating and insulation measures.
- Maintain the Action Surrey website to keep it up-to-date with energy efficiency advice.
- Continue to utilise the Action Surrey Facebook and Twitter pages to provide energy efficiency advice and to promote the available funding schemes.

ECO3 includes the availability of funding for social housing with an EPC rating of E, F or G to install insulation measures and first-time central heating. This will be an opportunity to expand the number of residents that are eligible to receive energy efficiency improvements.

Meanwhile, NVH continues its work to improve the Council's housing stock as part of its asset management programme incorporating energy efficiency measures. Works to refurbish void properties continues alongside this programme.