

Affordable Warmth Policy

1. Policy statement This policy sets out Bromford’s approach to Affordable Warmth and outlines the outcomes we want to achieve for our customers.

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The Bromford Approach
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The Bromford 2020 Standard

3. Reference Documents including links Department for Energy and Climate Change (DECC) ‘Fuel Poverty – a Framework for Future Action’ [Fuel Poverty: a framework for future action - Publications - GOV.UK](#)

4. Legislative Requirements including links

Who is in Fuel Poverty

‘Affordable warmth’ means a household is able to afford to heat their home to the level required for their health and comfort. The lack of affordable warmth is known as ‘fuel poverty’.

A household is in fuel poverty if they cannot keep warm and healthy in their own home at a price they can afford. The main cause of fuel poverty in the UK is a combination of poor energy efficiency in homes and low income.

The Government changed its definition of fuel poverty in 2013 and now, a household is defined as fuel poor if its total income is below the poverty line (taking into account energy costs), and where energy costs are higher than is typical.

Fuel poverty not only contributes to poor health, but also adds to financial hardship and reduces people’s quality of life. It can also contribute to winter deaths.

Fuel poverty is a particular issue for households:

- on a low income,
- who under occupy their home,
- who live in older or poor quality homes with inadequate thermal insulation and/or inefficient heating systems

The Government aim is that no person in England should have to live in fuel poverty by 2016. Action nationally has been targeted at the three

The Bromford Approach	<p>main factors that influence fuel poverty: household energy efficiency; fuel costs and household income.</p> <p>Bromford's response is aimed to compliment the Government approach. We will review our approach when the Government has produced its new guidance.</p> <p>Many Bromford customers are vulnerable and susceptible to fuel poverty. A significant percentage will also be affected by Welfare Reform and may face cuts in Benefits, putting them in greater poverty unless they find employment. By 2016 they key outcomes we will achieve are:-</p> <ul style="list-style-type: none"> • Our homes will have an average SAP rating of 65 and we will be working towards our standard for a 2020 home. • All our customers will have access to advice and information enabling them to obtain the cheapest fuel. • We will have provided employment or training opportunities for our residents and reduced benefit dependency in our key areas of operation.
Plan, Delivery and Monitoring	<p>Our plans will be delivered through a Greener Bromford plan. The Plan will be owned by the Bromford's Environmental Sustainability champion (sustainability.champion@bromford.co.uk) who will lead the Bromford Green Group. The Green Group comprises of green champions from across the business and will seek to involve customers and others in developing and monitoring our plans.</p> <p>We are committed to making a positive contribution to affordable warmth. We will influence others and share good practice, as well as learning from others. We will monitor our programme of work and learn lessons. We will listen to feedback from our residents about their needs and aspirations.</p>
Future Proofing	<p>We will trial innovative forms of sustainable measures to improve energy efficiency, including new insulation products and renewable energies. We will take advantage of best practice guidance and access to grant funding to achieve better value for money and long term solutions for our customers.</p>
Bromford 2020 Standard	<p>Bromford provides homes that work well and don't keep breaking down, in neighbourhoods to be proud of. By 2020, we aim that every Bromford Customer where Bromford provide maintenance will have (or will have been offered);</p> <ul style="list-style-type: none"> • An regular property check and condition survey • A 24/7 free Emergency Repairs service • A Smart meter • An average SAP (energy efficiency) rating of 70 for existing homes or 82 for new homes • A current Energy Performance Certificate with a rating of D or better • Information on how to be more energy efficient

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- Access to free online energy advice
 - A boiler no more than 15 years old, where fitted
 - A kitchen no more than that 20 years old
 - A bathroom no more than that 30 years old
 - A home that complies with the Decent Homes Standard, as a minimum
 - Loft insulation to a minimum of 250 mm
 - Cavity wall insulation or external wall insulation, depending upon construction
 - Double glazed windows and doors, where appropriate
 - At least one smoke detector
 - An annual inspection of solid fuel and oil burning appliances with carbon monoxide detectors fitted
 - An annual inspection of gas appliances
 - Waste storage facilities
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