



The journey to net zero carbon

Bringing customers along with us



Welcome and introductions:

Stuart Macdonald, Managing Director, See Media

Jo Hills, Director of Assets & Services, Raven

Jenny Osbourne MBE, Chief Executive at Tpas



Introduction

Jo Hills

Director of Assets & Services

Raven



Jenny Osbourne MBE
Chief Executive
Tpas



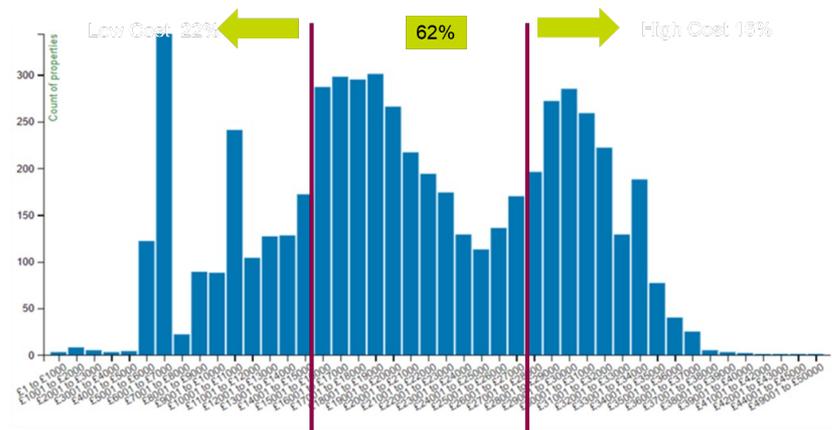
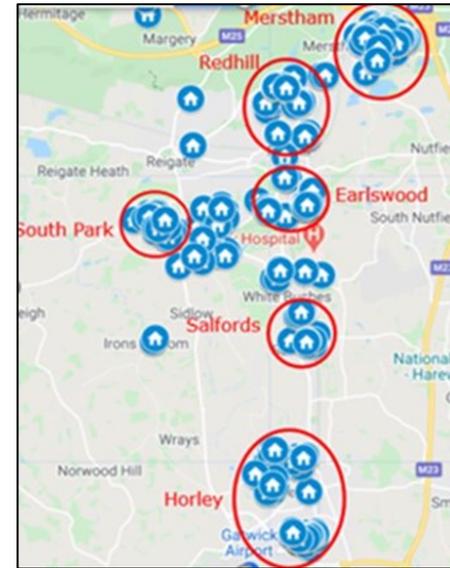
Jo Hills

Director of Assets & Services

Raven

Progress so far on decarbonisation of Raven's housing stock

- Strategic asset management analysis
- Sustainability strategy – NZC by 2045
- Net zero carbon business plan
- ESG-linked bond
- Grants - partnership
- Efficiencies and innovation
- Disposals strategy



St Edith's flats, Epsom

- 12 homes now heated by a Ground Source Heat Pump

Ruppell Rise, Haywards Heath

- Air source heat pump and solar PV and iBoost

Upcoming Social Housing Decarbonisation Fund roll out

- Whole house retrofit of 28 homes to become fully net zero next year

E-vehicle policy

- Resident EV charging
- Fleet 50% e- or hybrid in 2023



Building Homes, Changing Lives

Voice of the customer research

Learning from projects:

- Take time
- Resourcing
- Customer communication
- EPC C vs full retrofit



Challenges:

- Inflation - rising costs
- Supply chain - availability of contractors

Options:

- Delay and deliver more slowly
- Move to fabric-only
- Take control in-house

Opportunities:

- Skills – new technologies and techniques
- Maintenance – looking after customers into the future





Questions?