

# Practical energy efficiency for frontline employees

Identifying and helping tenants and residents with energy efficiency and fuel poverty is a top issue for most housing providers. Saving energy in turn saves money and can reduce or diminish the downward spiral of late payments, ill health, and overall tenant dissatisfaction.

TEAMnet has specially designed this in-house training course to help technical staff, customer service representatives, and housing officers recognise the symptoms of fuel poverty and source local solutions to resolve problems with energy efficiency.

## DELEGATES WILL LEARN:

- Impact of humans and effects of **climate change**
- The link between **fuel poverty and ill health**: what to look out for
- Dispelling the **myths** about energy in the home
- Workshop on **low-cost and no-cost** measures to take
- **Top tips** and identifying sources of **funding and advice**

- Information on heating **systems and controls**, options for **paying for fuel** and the **running cost of appliances**

- Delivery of the energy efficiency message: mechanisms, targeting and timing your **communication to tenants**, as well as tools and resources

- Workshop to develop a communication delivery plan, including how to develop a checklist for **tools and leaflets**, and how to develop a **referral method** in the case of further support.

## OUR TRAINERS:

**Emma Jones** is experienced in writing and delivering practical training advice to a range of audiences. She has over 10 years' experience in the industry and particular expertise in domestic

sustainable energy use. With a background in public relations, she is skilled at engaging a variety of audiences. She is also on the judging panel of the National Energy Efficiency Awards.

**Dr Joanne Wade** is skilled in both presenting and facilitation, regularly giving presentations as part of the Energy Saving Trust's Practical help service. She has over 23 years' experience and also developed and delivers, on an annual basis, lectures to MSc students at Imperial College London on sustainable energy in buildings and sustainable transport.

**Rachael Knowland** is an experienced presenter. She has over five years' experience in the industry and was recently commissioned by the British Council to deliver sustainable energy workshops to climate change ambassadors from schools in Brazil.

HQN has a track record of helping organisations achieve real and lasting performance improvements. If you are interested in accessing this valuable training package please contact Linda Spindley, Business Manager for Asset Management, to discuss your specific needs on 01904 557191 or by emailing [linda@hqnetwork.co.uk](mailto:linda@hqnetwork.co.uk)