

NSW Land and Housing Corporation

Energy & Water Efficiency Programs for NSW Social Housing



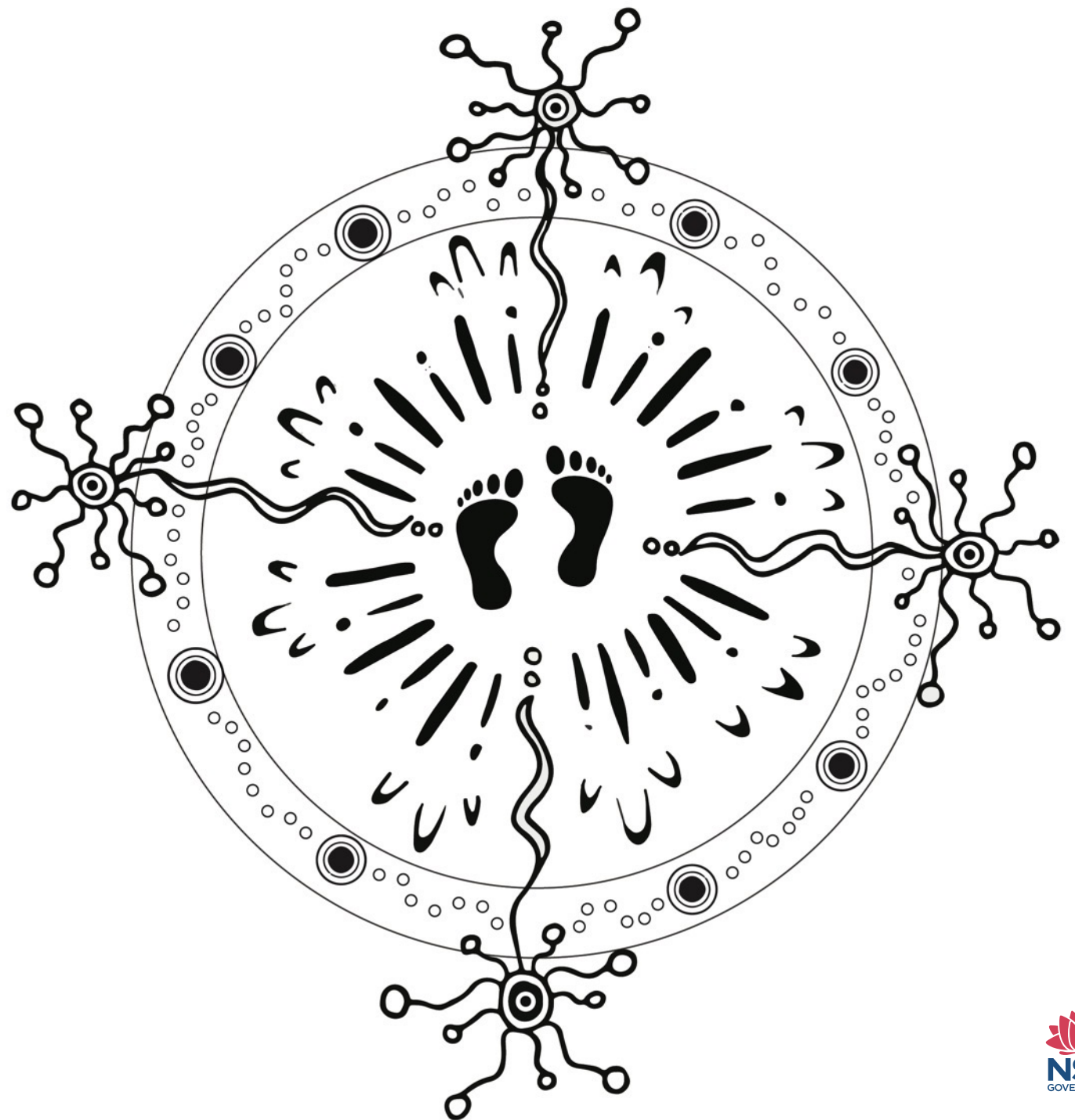
Susanna Savolainen - Manager Environmental Sustainability

Date: 16 February 2022

Acknowledgement of Country

We acknowledge that today we meet on many Aboriginal lands.

We acknowledge the Traditional Custodians of the lands and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work.



Presentation Overview

- About LAHC
- About social housing clients
- Why reduce utility bills?
- Energy Efficiency Programs
- Water Efficiency Program
- Collaboration & Partnerships



- Our mission:** Deliver safe, secure housing for those who are disadvantaged, enabling people and families to feel valued, accepted and included
- Our purpose:** To actively grow and manage the largest social housing portfolio in Australia
- Our vision:** To be an industry leader in providing well designed social housing that is affordable, safe, well located and adequately maintained – facilitating quality of life outcomes for residents and neighbourhoods
- Our priority:** Maximise community benefit from government land and property
- Our ambition:** Innovate housing to deliver more keys in doors, to provide people in need with a safe place to call home

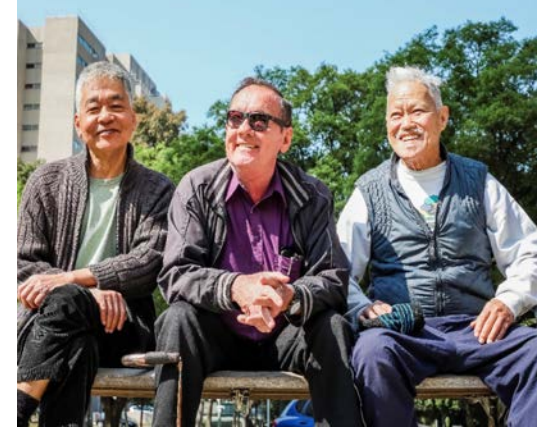
About NSW Land and Housing Corporation

- ~125,000 properties - 22% regional & 78% metro
- Majority of tenancies managed by Department of Communities and Justice
- Community Housing Providers manage about 25% of social housing properties
- Property maintenance costs about \$1 million per day with about 730,000 maintenance work requests each year
- Average property age is 41 years
- By 2038, two out of every three homes will be older than 60 years



About Social Housing Clients

- Social housing provides people with a safety net in times of need and offers tenants supported pathways to independence
- About 3.5% of the NSW population lives in social housing
- Most tenants are older, past working age and live alone
- 93% of tenants rely on the age, disability or other pension for income
- About 50% of tenants have been living in social housing for 10 years or more



There are about 60,000 people and families on the NSW Housing Register & 5,000 households each year are in urgent need of housing

Why Reduce Utility Bills for Low Income Households?

- Most vulnerable to the burden of high utility prices
- Pay disproportionately more of their income on utility bills
- Higher risk of energy stress, energy poverty, disconnection, payment difficulties and bad credit ratings
- Can not afford to improve the energy and water efficiency of their home due to the high cost of new efficient appliances and building upgrades
- Increased heating and cooling expenses when homes are not thermally comfortable, which increases energy bills
- Energy bill rebates don't enable recipients to better manage or reduce their energy consumption



- Since 2008 LAHC has retrofitted ceiling insulation in over 20,000 homes
- Prioritised for properties built prior to 1990 and located in cold climatic areas
- Can save up to 45% on heating and cooling costs
- Social housing clients have reported improved thermal comfort, but it has been difficult to evaluate and quantify actual energy bill savings
- Does not require ongoing servicing or maintenance
- Increases home energy ratings by an average of 2.2 stars

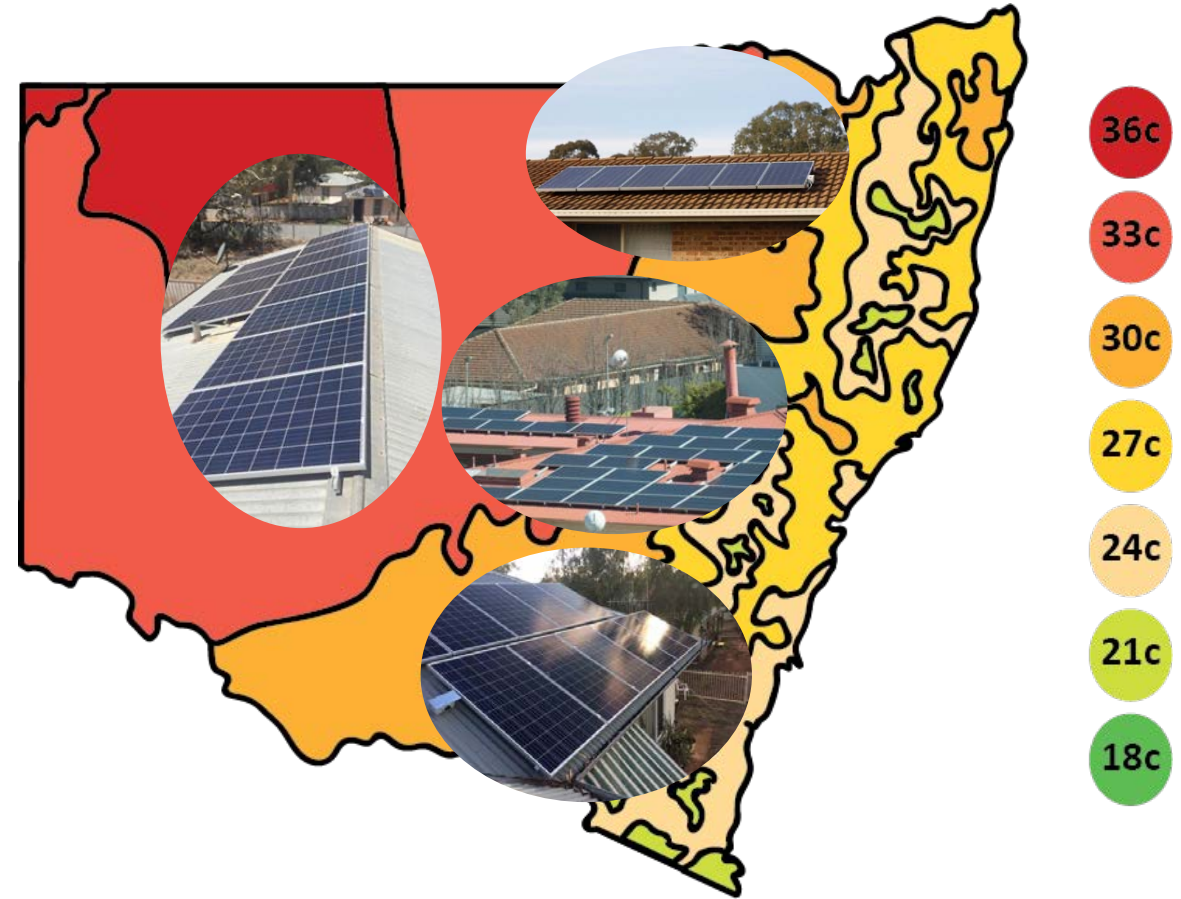
Energy Efficiency Programs – Solar Systems

- Retrofitted at 5,300 properties since 2017
- Helps offset cost of operating air conditioners and reduces energy poverty
- 3kW systems installed on cottages & 1.5kW systems for units

“Bills have really reduced, was paying \$1,500 every quarter and now paying \$500”

“Really happy that LAHC did this, one of the best things they’ve done”

“My last two bills have been \$126 credit and \$107 credit.”



Energy Efficiency Programs – Air Conditioners

“The solar panels and air conditioning are making a difference. My bills with my old gas heater was \$900 per quarter. Now I get a credit of about \$80 per quarter. I’m very happy with the work that was done.”

- 2,000 energy efficient reserve cycle air conditioners retrofitted since 2017
- Wood fire heaters, aged flued gas and electric space heaters removed
- Promotes social equity as tenants can not afford energy efficient appliances

TIPS FOR USING YOUR AIR CONDITIONER



Use the ON / OFF button to start and stop the system



Switch off before you leave home



Close windows and doors when the system is on



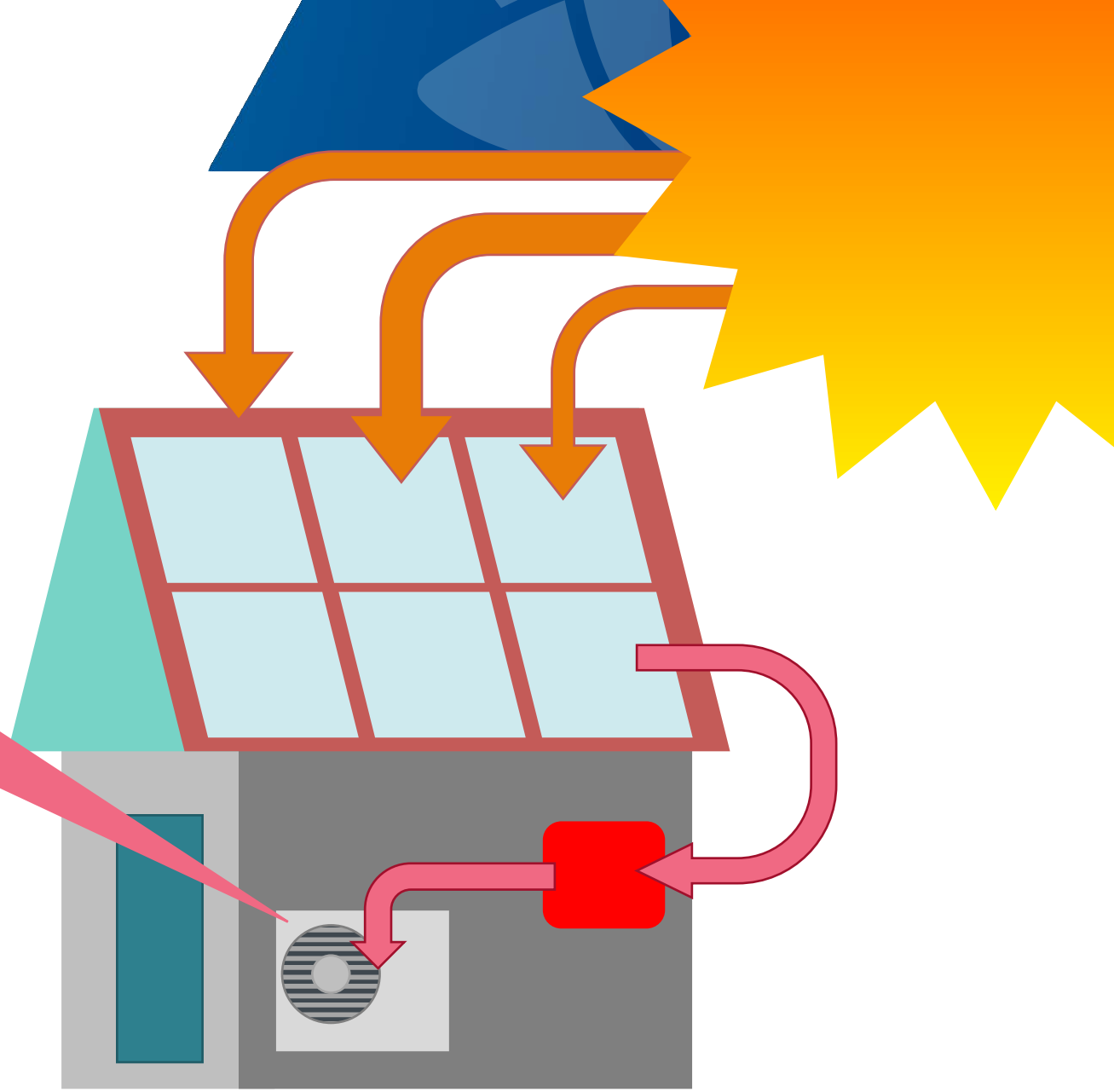
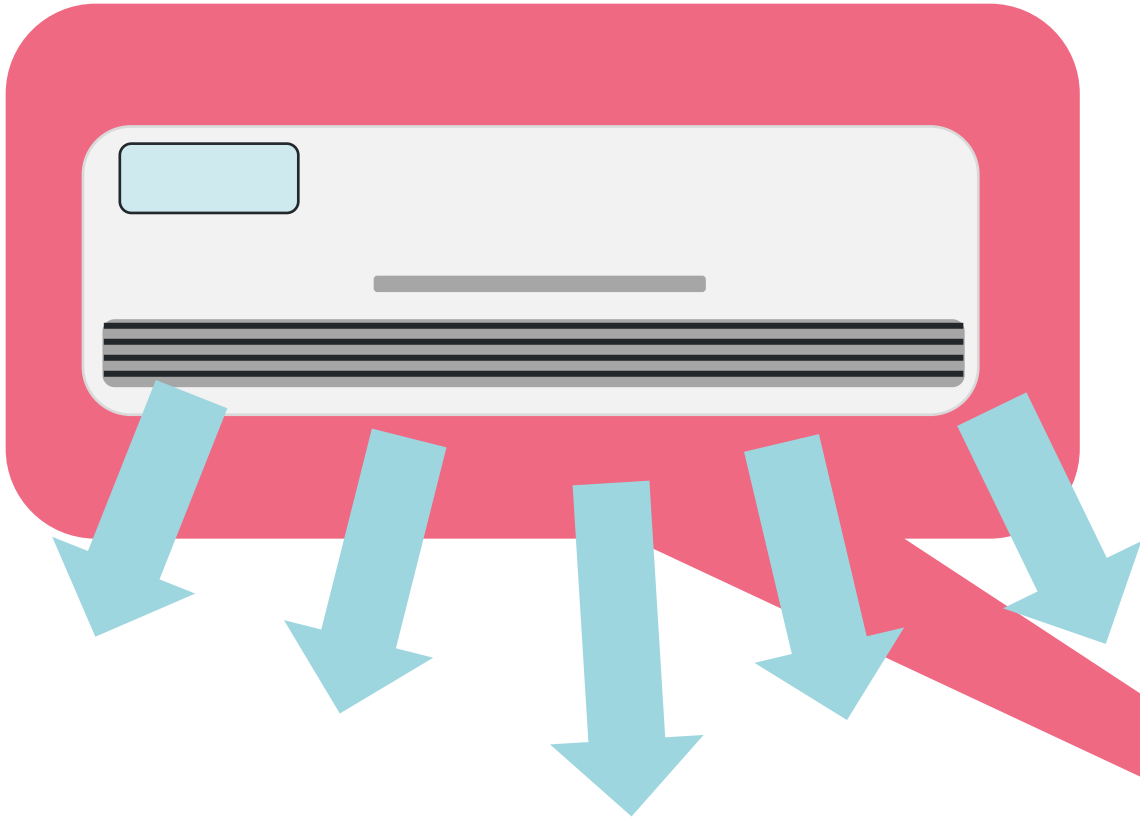
Set the temperature to between 23°C and 26°C in summer and 18°C and 21°C in winter to save money



Use between 10am and 3pm on sunny days to save money

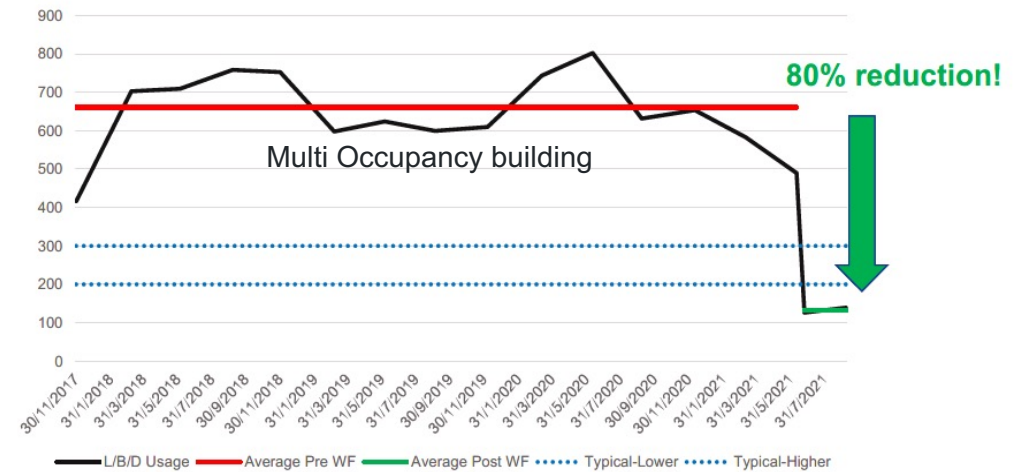
Don't forget to clean the pre-filter once a month





Water Efficiency Programs – Water fixtures & leak repairs

- Water efficiency upgrades & leak repairs at 646 households in Western Sydney in 2020 achieved an average 20% reduction in water use, saving social housing households an average of \$188 each year
- 4 star WELs rated showerheads, flow restrictors for bathroom basins taps & dual flush toilets
- Over 2,000 social housing households received water efficiency upgrades in 2021 and 3,000 programmed for 2022



Water savings can be as high as 80%, particularly in unit complexes with water leaks

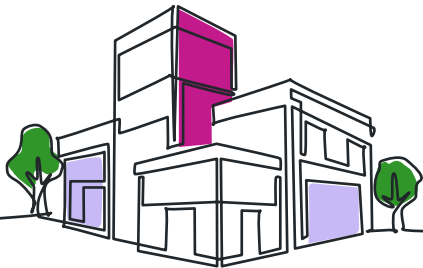
Water Efficiency Programs – Washing Machine Rebate

- LAHC and Aboriginal Housing Office have partnered with the Department of Environment and Planning Water Division, Sydney Water & Hunter Water to pilot a washing machine rebate program in 2022
- Pilot aims to support 3,000 social housing households purchase a water efficient front loader washing machine
- Delivery based on the Appliance Replacement Offer, which offered subsidised energy efficient fridges and TVs to eligible low income households
- Water savings of 25kL per household per year anticipated, saving households about \$60 each year off water bills



Collaboration and Partnerships

- Essential to plan, deliver and evaluate energy and water efficiency programs
- Co-funding partnerships important to leverage funding – Department of Planning and Environment, Sydney Water and Hunter Water
- Partnerships with energy utilities and electricity retailers to install smart meters for solar
- Aboriginal Housing Office, Community Housing Providers, Department of Communities & Justice Client Service Teams and LAHC maintenance contractors
- NSW Government's COVID-19 economic stimulus measures provided an extra \$247 million for social housing maintenance and upgrades



Thank you



For more information please contact:

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