

# **The Energy Efficiency Standard for Social Housing (EESH)**

**Scottish Government Guidance  
for Social Landlords**

**(Revised March 2020)**

**March 2020**

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# 1 Purpose and Background

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**1.1** The Energy Efficiency Standard for Social Housing (ESSH) aims to encourage landlords to improve the energy efficiency of social housing in Scotland. This supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.

**1.2** The ESSH will contribute to the requirements of the Climate Change (Scotland) Act 2019, which sets targets to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest, with interim targets for reductions of at least 56% by 2020, 75% by 2030, and 90% by 2040.<sup>1</sup>

**1.3** The ESSH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone was confirmed in June 2019, for social rented housing to meet by December 2032.

**1.3a** The ESSH is a crucial part of Energy Efficient Scotland, which is the cornerstone of delivering the Scottish Government's designation of energy efficiency as a National Infrastructure Priority, and sets out a 15-20 year programme that will significantly improve the energy efficiency and greenhouse gas emissions of our homes and buildings.<sup>2</sup> The ESSH should also be considered within the wider context of our Energy Strategy, which looks at meeting the country's energy needs over the next 20-50 years.<sup>3</sup>

**1.4** The ESSH was reviewed in 2017-2018. The ESSH Review Group included representatives from: Scottish Government; Local Authorities; Registered Social Landlords; Historic Environment Scotland; the Scottish Federation of Housing Associations; the Glasgow and West of Scotland Forum of Housing Associations; the Convention of Scottish Local Authorities; and the Scottish Housing Regulator.

**1.5** The Review was delivered in two phases: phase 1 of the Review assessed progress towards the 2020 target. One of the actions agreed by the Review Group was that the guidance for landlords should be consolidated and revised.

**1.5a** Phase 2 of the Review considered ESSH milestones and activity post-2020. Informed by consultation responses, the ESSH Review Group considered proposals and agreed a new ESSH2 milestone for 2032.<sup>4</sup>

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<sup>1</sup> More information on the Act is available at: <https://www.gov.scot/policies/climate-change/reducing-emissions/>

<sup>2</sup> More information on Energy Efficient Scotland is available at: <https://www.gov.scot/policies/energy-efficiency/energy-efficient-scotland/>

<sup>3</sup> More information on the Energy Strategy is available at: <http://www.gov.scot/Topics/Business-Industry/Energy/energystategy>

<sup>4</sup> Energy efficiency in social housing, <https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/>

**1.6** This guidance brings together and revises previous guidance issued by the Scottish Government. The Scottish Housing Regulator has separately issued EESSH Technical Guidance for Landlords, and this is available on the Regulator's website.<sup>5</sup>

**1.7** The Scottish Government has set up an online EESSH forum through Knowledge Hub to flag issues and share ideas regarding the guidance and EESSH more generally.<sup>6</sup> This forum is open to any social landlord, and can be joined on application through the Scottish Government or via the Knowledge Hub website.

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<sup>5</sup> At the date of issue of this guidance, the latest version of the SHR guidance is published at <https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/technical-guidance/how-to-complete-your-annual-return-on-the-charter-arc-may-2020-return> (December 2019)

<sup>6</sup> <https://khub.net/web/energy-efficiency-standard-for-social-housing-review-group>

## 2 Developing the EESSH

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**2.1** A working group was set up in 2011 to develop the EESSH, including representatives from the Scottish Government, Local Authorities, Registered Social Landlords, the Energy Saving Trust, the Scottish Federation of Housing Associations, the Glasgow and West of Scotland Forum of Housing Associations, the Convention of Scottish Local Authorities and the Scottish Housing Regulator.<sup>7</sup>

### ***Building up from the case studies***

**2.2** Draft case studies were produced to profile the most common constructional types and age bands of the housing stock.

**2.3** Alongside a stakeholder consultation on the proposed standard, a peer review was undertaken to ensure that information could be provided on what stakeholders regarded as 'Harder-to-Treat' dwelling types, and what actions could be undertaken to improve the energy efficiency of these dwellings.

### ***Reasonable measures methodology***

**2.4** The working group developed the proposed EESSH ratings by applying a set of "reasonable measures" to representative stock types, assuming that the dwellings were already compliant with Scottish Housing Quality Standard (SHQS). These reasonable measures were chosen on the grounds that they offer reasonable improvements in energy efficiency relative to the cost of installing them. Most measures are also eligible for external funding.

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<sup>7</sup> Details of the development process are available in the archived EESSH website at <https://www.webarchive.org.uk/wayback/archive/20150304014055/http://www.energyefficientsocialhousing.org/>.

### 3 The EESSH ratings and methodology

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**3.1** The EESSH aims to encourage landlords to improve the energy efficiency of social housing in Scotland. It sets a single minimum Energy Efficiency (EE) rating for landlords to achieve that varies dependent upon the dwelling type and the fuel type used to heat it. The ratings reflect that some dwelling types can be more or less challenging to improve than others.

#### The EESSH 2020 milestone

**3.2** The minimum EE ratings for the 2020 milestone are set out in Table 1. The target was defined by reference to minimum ratings in the UK Government's Standard Assessment Procedure for Energy Rating of Dwellings (SAP 2009). The table also includes the equivalent ratings for SAP 2012. Note that the SAP ratings for gas are the same for both iterations of SAP. In terms of Energy Performance Certificates (EPCs), these ratings straddle Band D (55-68) and Band C(69-80).<sup>8</sup>

**Table 1: EESSH minimum ratings for 2020 (by dwelling type)**

EE Rating	SAP 2009		SAP 2012	
	Gas	Electric	Gas	Electric
Flats	69	65	69	63
Four-in-a-block	65	65	65	62
Houses (other than detached)	69	65	69	62
Detached	60	60	60	57

**3.3** For dwellings that do not use gas or electricity for heating, the EESSH target is the same as the SHQS. SHQS element 35 sets an energy efficiency target for "other fuels" at *either* National Home Energy Rating (NHER) rating of 5 *or* SAP 2001 rating 60. The equivalent ratings for SAP 2009 and 2012 are shown in Table 2.

**Table 2: EESSH minimum ratings for 2020 (other fuels, all dwellings)**

Fuel	SAP 2001	SAP 2009	SAP 2012
Oil	60	54	47
Liquid Petroleum Gas	60	63	59
Solid Fuel	60	63	60
Biomass	60	64	65

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<sup>8</sup> SAP 10 methodology is currently being developed, see para [5.3a](#) below. Upon completion, Scottish Government will consider commissioning analysis to enable the extension of the relevant Tables within this guidance to include SAP 10.

**3.4 Social landlords must ensure that they achieve the relevant minimum EE ratings by the first milestone of 31 December 2020 for all applicable social housing.**

#### **The EESSH 2032 milestone**

**3.5** Informed by consultation responses, the EESSH Review Group considered proposals and agreed a new EESSH2 milestone as follows:

*All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.*

**3.6** The 2032 milestone will be supported by a formal review in 2025. Air Quality and Environmental Impact will be included as part of the review, and no social housing should be re-let below EPC Band D from December 2025, subject to temporary specified exemptions.

#### **The Scope of the EESSH**

**3.7** The scope of the EESSH is the same as the SHQS: they both apply to self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.<sup>9</sup> This includes sheltered housing, vacant property, property marked for demolition, and secure tenancies under the mortgage to rent scheme.

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<sup>9</sup> see SHQS guidance Annex L at: <https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/>

### 3.8 The scope of the EESSH excludes the following types of housing:

- **Houses purchased by former tenants.** These are the responsibility of owners. The Scottish Government is consulting on energy efficiency standards in owner-occupied homes.<sup>10</sup>
- **Hostels with common facilities for food preparation.** These are not self-contained units, but may be subject to standards for houses in multiple occupation.<sup>11</sup>
- **Intermediate or mid-market rents.** These will ordinarily be let under private residential tenancies or assured tenancies and will be subject to energy efficiency standards for private rented housing.<sup>12</sup>
- **Mortgage to shared equity.** Unlike mortgage to rent, the occupier retains ownership and owner-occupier energy efficiency standards will apply.
- **Commercial sub-lets.** Housing let commercially will be subject to energy efficiency standards for private rented housing.
- **Amenity blocks for Gypsy/Traveller sites.** Amenity blocks should meet the energy efficiency standard set out in guidance on minimum sites standards .<sup>13</sup>

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<sup>10</sup> At the date of publication of this guidance, the Scottish Government is consulting on new energy efficiency standards for owner occupiers, see <https://consult.gov.scot/housing-and-social-justice/energy-efficient-scotland-owner-occupier-proposals/>

<sup>11</sup> <https://www.gov.scot/publications/licensing-multiple-occupied-housing-statutory-guidance-for-scottish-local-authorities/>

<sup>12</sup> <https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-private-rented-housing/>

<sup>13</sup> <https://www.gov.scot/publications/improving-gypsy-traveller-sites-guidance-minimum-sites-standards-site-tenants/pages/4/>



## 4 The EESSH and the SHQS

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**4.1** The EESSH will replace element 35 of the SHQS. Landlords will not be required to demonstrate that they comply with SHQS element 35 from 1 January 2021.

**4.2** From April 2015 all social housing should be compliant with the SHQS unless it is exempt. **Social housing should continue to meet the energy efficiency elements of the SHQS until December 2020.** The SHQS standard for energy efficiency is set by fuel type as follows:

**Table 3: SHQS minimum energy efficiency ratings (current minimum standard)**

Fuel	SAP 2009	SAP 2012
Gas	48	48
Electric	63	61
Other Fuels	see <a href="#">table 2</a>	

**4.3** Note that the SHQS minimum standard for electrically heated detached houses is higher than the standard required by EESSH. This is because EESSH recognises the difficulties faced in making improvements to this type of property.

**4.4** SHQS also requires landlords to ensure that properties have the following additional elements:

**Table 4: Other SHQS energy efficiency elements**

Element	Description
31	Cavity wall insulation – if there is an appropriate cavity
32	Loft insulation (270 mm) – if there is an appropriate loft space
33a	Hot water tank insulation (spray-on 25 mm or jacket 80 mm) unless inside an insulated loft space
33b	Any hot or cold pipes or cold water tank must be suitably insulated unless in an insulated loft space (NB although this is listed under energy efficiency the insulation of cold water installations is intended to protect against freezing conditions.
34a	Full central heating – i.e. a heating system covering at least 50% of the floor space of “habitable rooms” as defined in SAP (this excludes kitchens and bathrooms) and with a central point of control for all heaters in the system.
34b	Efficient central heating – a boiler with a seasonal efficiency of 55% or less (65% or less for oil heating) and some types of electric storage heating are classed as inefficient.

**4.5** For more detail of the SHQS energy efficiency elements see Annex C of the SHQS guidance.<sup>14</sup>

**4.6** As the EESSH does not prescribe specific measures needed to meet overall minimum levels of energy efficiency, **landlords will not be required to demonstrate that they comply with SHQS elements 31-34b from 1 January 2021**. Generally, it can be assumed that homes which comply with the EESSH will meet most if not all of these individual elements. Some of these measures have been included in the list of reasonable measures for the EESSH.

**4.7** The SHQS guidance includes advice on cavity wall insulation to help identify where a suitable cavity exists and should be insulated.

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<sup>14</sup> <https://beta.gov.scot/publications/shqs-technical-guidance-for-social-landlords/>.

## 5 Using SAP and EPC data

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**5.1** Under the Energy Performance of Buildings (Scotland) Regulations 2008, landlords are required to provide a copy of a valid EPC to any prospective tenant. An EPC is valid for a period of ten years from the date of issue. This means that EPC data will be available for an increasing proportion of social housing stock, but not for all stock and not necessarily in the most recent iteration of SAP. **Landlords are not required to obtain additional current EPCs for all their housing stock**, nor are they required to obtain a new EPC after completing energy efficiency improvements. However, they should be satisfied that they can calculate or estimate the current SAP rating for the property.

**5.2** Landlords should model the energy performance of all applicable housing in their stock. This should include the following sources of data:

- EPC data where this is available;
- SAP calculations made to evaluate energy efficiency improvements;
- Energy performance assessments carried out for other purposes;
- Data collected to demonstrate compliance with element 35 of SHQS; and
- Modelling based on similar properties in stock.

**5.3** It is important for landlords to collect available data on the energy performance of their stock. This should include records of energy efficiency measures installed to allow the modelling of data for similar types of property. New EPC data and SAP calculations should be used on an ongoing basis to check and refine the quality of modelling. Whatever approach is taken, landlords will need to be assured that their information is fully robust, supports business and investment planning processes and enables accurate reporting to the Scottish Housing Regulator.

**5.3a** A consultation version of SAP 2016 version 10.0 (SAP 10) is published on the BRE website. This includes a reduction in the calculated carbon emissions of electric heating systems, revised assumptions about heating patterns, and other changes. However, at the present time, SAP 2012 should continue to be used for EPCs and other official purposes.<sup>15</sup>

### ***SAP and RdSAP***

**5.4** Reduced Data Standard Assessment Procedure (RdSAP) uses the same calculation methodology and algorithms as SAP to calculate energy performance. For new buildings SAP calculates individual U-values for heat loss through the different fabric components of the building. In existing buildings, it would be very difficult to identify all the layers of an existing wall construction to allow a U-value to be calculated without intrusive surveys. U-values measure how effective a material is as an insulator. The lower the U-value, the better the material is as a heat insulator.

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<sup>15</sup> <https://bregroup.com/sap/sap10/>

**5.5** RdSAP was developed as a way of completing the SAP calculation for existing dwellings. Rather than entering the specific dimensions of all of the fabric components, default U-values were adopted taking account of the known insulation levels, construction type of the component, and the age of the building. The overall difference in the SAP score produced by full SAP 2012 and RdSAP 2012 programs is usually small, but there is a difference, especially for more complicated buildings.<sup>16</sup>

**5.6** For a more detailed discussion of the technical differences between SAP and RdSAP see the summary of technical assumptions in the research on developing an energy efficiency standard for private sector housing.<sup>17</sup> For the purposes of EESSH it will usually be sufficient to note that an EPC for an existing building will normally be based on RdSAP. While a model exact evaluation might make a small difference to the overall rating, the use of RdSAP is sufficient for the purposes of evaluating the overall energy efficiency of social housing stock.

### ***Using different versions of SAP***

**5.7** Different versions of SAP may produce different results. The overall rating band for energy performance is the same for all versions of SAP (see Table 5).

**Table 5: SAP ratings and EPC bands**

<b>SAP Rating</b>	<b>EPC Band</b>	<b>SAP Rating</b>	<b>EPC Band</b>
92+	A	39-54	E
81-91	B	21-38	F
69-80	C	1-20	G
55-68	D		

**5.8** The SAP guidance includes conversion tables from previous versions of SAP. A conversion table for SAP 2005 to SAP 2009 for different fuel types is provided in the BRE guidance for SAP 2009,<sup>18</sup> and a similar table for SAP 2009 to SAP 2012.<sup>19</sup> These tables are given at ten point intervals but the scales are linear. However, the differences between ratings will also be affected by the differences in the range of data collected in different versions of SAP. The values for SAP 2012 given in [table 1](#) above are based on recalculation of case studies used in the development of EESSH.

<sup>16</sup> There is a revised version of Rd SAP2012 for use from 19 November 2017, see <https://www.bre.co.uk/sap2012/page.jsp?id=2759>

<sup>17</sup> <http://www.gov.scot/Publications/2015/11/4536/7>

<sup>18</sup> [https://www.bre.co.uk/filelibrary/SAP/2009/SAP-2009\\_9-90.pdf](https://www.bre.co.uk/filelibrary/SAP/2009/SAP-2009_9-90.pdf), table 15, page 205.

<sup>19</sup> [https://www.bre.co.uk/filelibrary/SAP/2012/SAP-2012\\_9-92.pdf](https://www.bre.co.uk/filelibrary/SAP/2012/SAP-2012_9-92.pdf), table 15, page 231.

**5.9** Landlords should make use of the best data available to them. Data from previous versions of SAP can be used to model compliance with EESSH. Landlords should, however, appreciate that later iterations of SAP are more accurate and should be given greater weight in their comparison of data. It is recognised that in specific circumstances ( i.e. where identical characteristics apply across a number of houses), it would be appropriate for social landlords to advise SAP assessors of common technical data to assist in the production of accurate assessments.

### ***Discrepancies in EPC data***

**5.10** Landlords in the Review Group identified examples of inconsistencies between SAP ratings carried out in different assessments. Landlords should be aware that it is possible for SAP calculations to include errors, and with accepted margins of error within the SAP rating, these can vary slightly between two EPCs of the same property carried out by different assessors. Where a landlord has strong archetype data of their stock and may wish to clone SAP ratings, they can choose EPCs that provide most comfort but they must have robust reasons to justify their choices. It is also recognised that modelling software will provide an estimated SAP rating which at times may vary slightly from an actual SAP rating once an EPC has been completed. In circumstances where the actual SAP rating is lower than the modelled SAP rating, and this results in the property not meeting the EESSH (despite all the energy improvements being carried out as per the modelling), the landlord may regard the property as EESSH compliant. The landlord must be prepared to prove they have a robust modelling methodology when making such decisions.

**5.11** Landlords should also bear in mind that all versions of SAP are models and may not correspond to the actual energy performance of individual buildings. For example, SAP methodology assumes that buildings are in good condition and will not reflect problems such as disrepair and dampness which makes homes harder to heat. In some cases, landlords will have independent data on the energy use of a house from smart technology. The energy efficiency improvements driven by the EESSH are intended to make it easier for tenants to heat their homes comfortably. While the Scottish Government considers that a specific target is a useful measure of performance across the housing sector and the SAP is currently the best tool for measuring that performance, landlords will have to take account of the real life impact of change. Good quality data will be helpful if landlords find that it is necessary to evidence difficult decisions on appropriate measures in individual cases.

## ***Anticipating new technology***

**5.12** New technology is not always well-reflected in SAP assessments. Appendix Q of the SAP methodology includes a process for evaluating innovative technology.<sup>20</sup> This process takes time and requires evidence from product testing. The EESSH provides a measure for progress in the improvement of social housing stock but it is not intended to act as a barrier to investment in innovative technology. The Review Group considered the example of infra-red heating systems, which have a relatively low running cost and are suitable for traditional buildings, but which are classed for the purposes of SAP methodology as room panel heaters. This methodology gives a much lower modelled energy efficiency than is actually experienced by tenants.

**5.12a** If landlords are satisfied that an innovation provides tangible benefits for energy efficiency and is in the best interests of tenants, they can consider a measure which, on paper, does not meet the minimum standard. Landlords must be satisfied that they have robust evidence to support this decision. This should include:

- Evidence that the technology provides an improvement in the thermal efficiency of a building;
- A reasonable expectation that future improvements in the evaluation of energy efficiency will recognise the benefits of the technology;
- Engagement with tenants to show support for the technology; and
- Ongoing monitoring to demonstrate benefits.

**5.13** In all cases, landlords should seek to act in the best interests of tenants in the selection of appropriate energy efficiency measures. The EESSH should not dictate against appropriate and sensible investment, and innovative and creative approaches are encouraged.

**5.13a** Case studies of projects involving new technology will be shared on Knowledge Hub (see paras [1.7](#) and [13.2](#) of this guidance).

## ***SAP and traditional buildings***

**5.14** SAP methodology treats traditionally constructed buildings in the same way as other buildings. Pre-1919 construction is recognised as an area where homes are particularly hard to treat. Energy efficiency improvements should take account of appropriate materials and the need for ventilation to allow buildings to breathe. The SAP methodology does not allow for building specific construction data to be factored into assessments. This means, for example, that lists of proposed measures generated with an EPC may not be appropriate for these buildings. For further discussion of traditional buildings see paragraph [7.4](#) of this guidance.

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<sup>20</sup> For more information see <http://www.ncm-pcdb.org.uk/sap/page.jsp?id=18>.

## ***Secondary heating***

**5.15** Secondary heating, such as a coal fireplace or another heating appliance, which supplements a central heating system, is not an efficient use of fuel and this is reflected in SAP scores. However, tenants may be resistant to removing an existing resource, even if it is only used occasionally. In this situation it is reasonable for the landlord to leave the secondary system in place and remove or replace it during a void. The landlord should confirm that the tenant has received energy efficiency advice and is content to leave the secondary heating in place. If SAP modelling shows that the property is below the EESSH target, but only because there is secondary heating, the landlord can report this as an exemption.

## 6 Reasonable Measures

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**6.1** The EESSH methodology assumes that most social housing can be brought up to the 2020 target by installing reasonable measures. Table 6 sets out a revised list of reasonable measures. It is based on data and comments provided by members of the Review Group, and also from the analysis of measures made in the research carried out in connection with the development of an energy efficiency standard for the private sector.<sup>21</sup>

**6.2** The cost and benefit figures are indicative estimates, provided as a guide to help identify and compare potential measures for installation. Actual costs and benefits will vary. Landlords should also take account of the notes that follow the table, which identify additional factors that might affect the costs or benefits of individual measures.

**6.3** Landlords are not required to install every item listed as a reasonable measure. Rather, landlords are expected to take them into consideration, and evaluate whether they are appropriate for their stock, as part of the process of identifying what measures should be used to meet EESSH.

**6.4** In addition, to act as a safeguard, **the current environmental impact rating of any house should not decrease as new measures are installed.**

**Table 6. List of reasonable measures**

Measures	Indicative Cost	Est. SAP points	Note
Condensing boilers	£5,500	10+	<b>A</b>
Loft insulation top-up	£350	3-9	<b>B</b>
Double or secondary glazing	£3,500-6,000	3	<b>C</b>
Under-floor insulation	£1000	3	<b>D</b>
Heating controls	£300-£400	2-4	
Compact fluorescent lighting	£60	3	<b>E</b>
Storage heaters	£3,500	8	<b>F</b>
Internal Wall Insulation	£5,000	8-12	

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<sup>21</sup> Developing regulation of energy efficiency of private sector housing: modelling improvements to the target stock - Main Research Report, table A8.6, <http://www.gov.scot/Publications/2015/11/4536/15>



Measures	Indicative Cost	Est. SAP points	Note
Solid wall insulation (external, post 1919 construction)	£7,500-£9,000	8-12	<b>G</b>
Water Waste Heat Recovery System	£300-400	4-6	
Thermostatic radiator valves	£400	2	
Cavity wall insulation	£700	6	<b>H</b>
Hot water tank and pipe insulation	£50	1	<b>H</b>
Replace secondary heating	£500	5	
Room-in-the-roof insulation	£2000	10	
Overall benefit of switching from storage heaters to ...			<b>I</b>
... electric wet	£6,000	23	
... gas	£6,500	24	
.... air source heat pump	£8,500	29	
... Quantum storage	£3,000	14	

**Note A.** This estimate is for a condensing boiler replacing an existing electric heating system. The cost will be lower (c. £2,500-£3,000) for replacing an older existing gas boiler, but the impact on SAP will be also lower (est. 4 points).

**Note B.** The impact of this measure will vary with the level of existing insulation. There are diminishing returns from increasing insulation thickness.

**Note C.** The cost of windows is significantly higher if there are restrictions on design, e.g. sash-and-case required in conservation areas.

**Note D.** Under-floor insulation is disruptive and may be impractical unless it can be combined with other work scheduled during voids. Insulation will require a minimum existing cavity depth. Additional work may also be needed to alter skirting boards, doors, electrical wiring and plumbing, and this will increase the cost of the measure significantly and may make it unreasonable.

**Note E.** The benefits are for moving from zero to 100% energy efficiency lighting. Landlords may also consider LED lighting, which may incur increased initial costs but can result in greater long-term efficiencies.

**Note F.** Cost will vary with the size and number of panels needed. Benefits are reduced (to around 4 points) if replacing older existing storage panels.

**Note G.** Solid wall insulation is an expensive measure and landlords should carefully consider whether it is cost effective in individual cases.

**Note H.** Cavity wall and water tank insulation are current SHQS measures, so are likely to be in place as standard.

**Note I.** The overall benefits are for a complete replacement of an existing system with a new heating system, including ancillary measures such as heating controls and thermostatic valves.

## 7 Additional Measures

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**7.1** The EESSH does not prescribe which measures are to be installed so **social landlords are free to meet the EESSH minimum ratings as they see fit, using any available measures. It is for landlords to identify the most cost-effective measures, in their individual operating context, and use these to achieve the standard.**

**7.2** It is anticipated that social landlords will generally look to install reasonable measures **first** before looking at other additional measures. This will follow on from an initial consideration of what Business as Usual (BaU) work (i.e. cyclical replacement of existing elements, for example boilers, windows and storage heaters) is planned to occur anyway. In most cases, the use of BaU and reasonable measures should achieve the relevant EESSH rating. Social landlords, subject to cost/benefit decisions, may also decide to install measures which achieve significantly higher ratings at the outset.

### ***Additional measures***

**7.3** Additional measures are likely to be required for the minority of properties where social landlords cannot achieve the minimum EE rating using only reasonable measures. Landlords are encouraged to be creative and innovative in their approaches to improving energy efficiency and to assess all available options. A range of renewables solutions may be considered, such as Biomass, Solar Hot Water, PV, Air or Ground Source Heat Pumps, Micro Combined Heat and Power. Options such as district heating, heat recovery and flat-roof insulation may also be appropriate in specific circumstances. As noted previously, the decision on what measures are installed to ensure compliance with the standard lies with the individual social landlord.

### ***Traditional housing***

**7.4** Older housing, especially housing built before 1919, may fall into the “hard to treat” category for energy efficiency improvements. Housing of this age may be in a poor state of repair, sometimes exacerbated by poor knowledge of appropriate repairs in older construction. Energy efficiency improvement can also be more problematic in properties in mixed tenure blocks, including those where sub-division has occurred. Historic Environment Scotland have carried out extensive research on this issue. It is accepted that thermal improvement is important and that all categories of building should be improved where possible, but there is often a condition deficit as well as a thermal one in traditional buildings, and improvements should be appropriate to the construction of the building.

**7.5** In traditional buildings it may not be appropriate to select measures on the basis of minimising U-values and maximising air tightness. Technically appropriate measures mean that materials used are vapour and capillary open, allowing dispersal of water vapour in the fabric. In general existing building elements are improved with additional materials, as opposed to their removal and replacement. This fulfils the wider sustainability agenda as well reducing disruption, waste to landfill and to some extent costs. Historic Environment Scotland's research has shown successful projects on traditional buildings can include double glazing, floor insulation, warm and cold roof measures, internal wall insulation and ventilation improvements.<sup>22</sup>

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<sup>22</sup> <https://www.historicenvironment.scot/archives-and-research/publications/?q=Refurbishment>

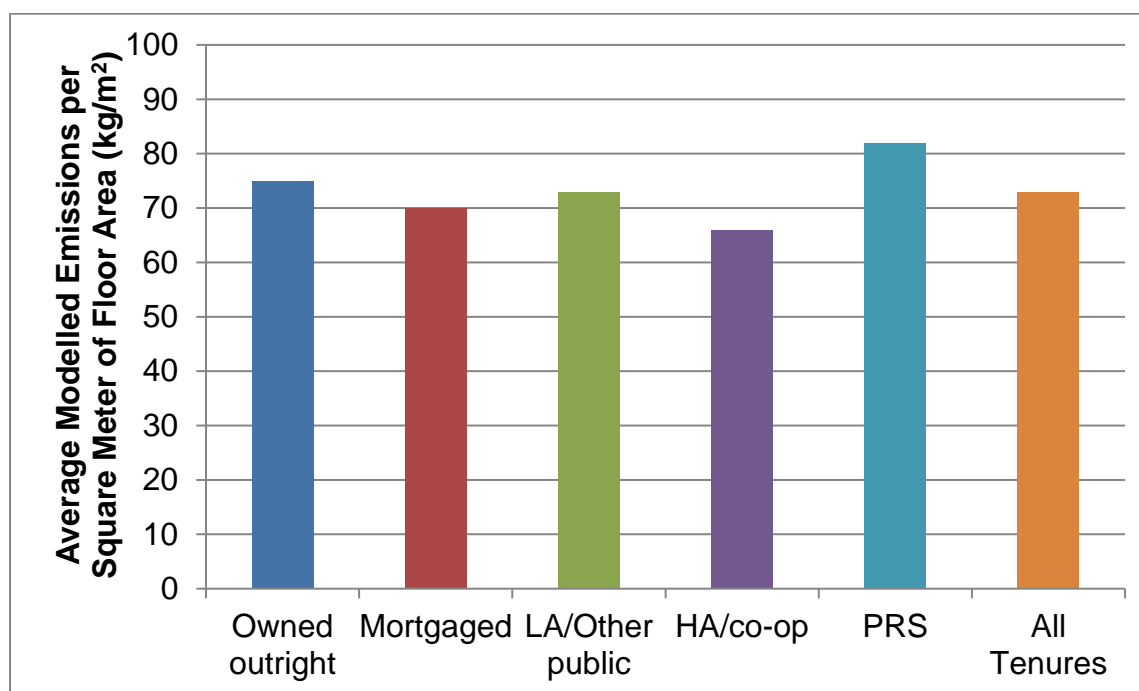
## 8 Costs and benefits of the EESSH

### *Benefits of delivering the EESSH*

**8.1** For tenants, attainment of the EESSH will mean that in the main no social property will be lower than a C or D band energy efficiency rating. Tenants should benefit from a warmer home, which could mean lower fuel consumption, lower energy bills and fewer tenants in fuel poverty. Attaining the EESSH, in addition to regulations specifying minimum energy efficiency of new boilers, is projected to provide benefits to social tenants of around £127m each year in reduced fuel bills due to improved energy efficiency. This is equivalent to an average of around £210 per year per household.

**8.2** For climate change carbon abatement, attainment of the EESSH is projected to reduce carbon output by 760kT per annum from the social rented sector – equivalent to the combined annual household emissions of Aberdeen and Dundee. Based on modelled energy use, the average Scottish home is estimated to produce 6.8 tonnes of CO<sub>2</sub> per year in 2018. Chart 1 shows the modelled average contribution of emissions from housing in different tenures.<sup>23</sup>

**Chart 1: Average Modelled Emissions per Square Metre of Floor Area by Tenure, 2018**



<sup>23</sup> Scottish House Condition Survey 2018: Key Findings, table 26, <https://www.gov.scot/publications/scottish-house-condition-survey-2018-key-findings/pages/5/>

**8.3** The estimates of the benefits of the EESSH were made during the development work for the Business Regulatory Impact Assessment and the EESSH case studies in 2014. Similar assessment has been undertaken as part of the development of the next EESSH milestone from 2020 onwards.<sup>24</sup>

***Estimated costs of compliance with the EESSH***

**8.4** The Scottish Government worked with case study landlords to produce estimates of EESSH compliance rates and associated additional costs. The EESSH modelling showed that compliance with the SHQS would mean that 64% of social housing would already meet the relevant EESSH rating at 1 April 2015. It was estimated that a further £310m would be needed to achieve 88% compliance using only reasonable measures (made up of £166m for local authority housing and £144m for RSLs), and that a total of £892m would be needed to achieve 99% compliance with the EESSH (made up of £478m for local authorities and £415m for RSLs).

***Actual costs in first two years of the EESSH***

**8.5** Tables 7a-b below collate data on investment from the performance returns made by social landlords to the Scottish Housing Regulator for the business years 2015/16 and 2018/19.<sup>25</sup>

**Table 7a: Local Authorities' investment to bring properties up to the EESSH (£m)**

	2015/16	2016/17	2017/18	2018/19	Total 2015-2019
Investment from subsidy	6.15	11.12	6.18	7.17	30.63
Investment from own resources	64.37	49.29	71.33	70.54	255.53
Investment from other sources	0.95	1.17	0.90	0.05	3.07
Total	71.47	61.58	78.42	77.76	289.23

<sup>24</sup> See EESSH2 Consultation [https://consult.gov.scot/better-homes-division/social-housing-post-2020/user\\_uploads/00534991.pdf](https://consult.gov.scot/better-homes-division/social-housing-post-2020/user_uploads/00534991.pdf) and Energy Efficient Scotland BRIA <https://www.gov.scot/publications/energy-efficient-scotland-partial-business-regulatory-impact-assessment/>

<sup>25</sup> EESSH data - all social landlords complete dataset all available years, <https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx>.

**Table 7b: Registered Social Landlords' investment to bring properties up to the EESSH (£m)**

	2015/16	2016/17	2017/18	2018/19	Total 2015-2019
Investment from subsidy	11.61	4.86	1.74	2.06	20.27
Investment from own resources	28.05	30.41	34.33	24.80	117.59
Investment from other sources	0.72	3.05	1.96	2.31	8.04
Total	40.38	38.33	38.03	29.17	145.90

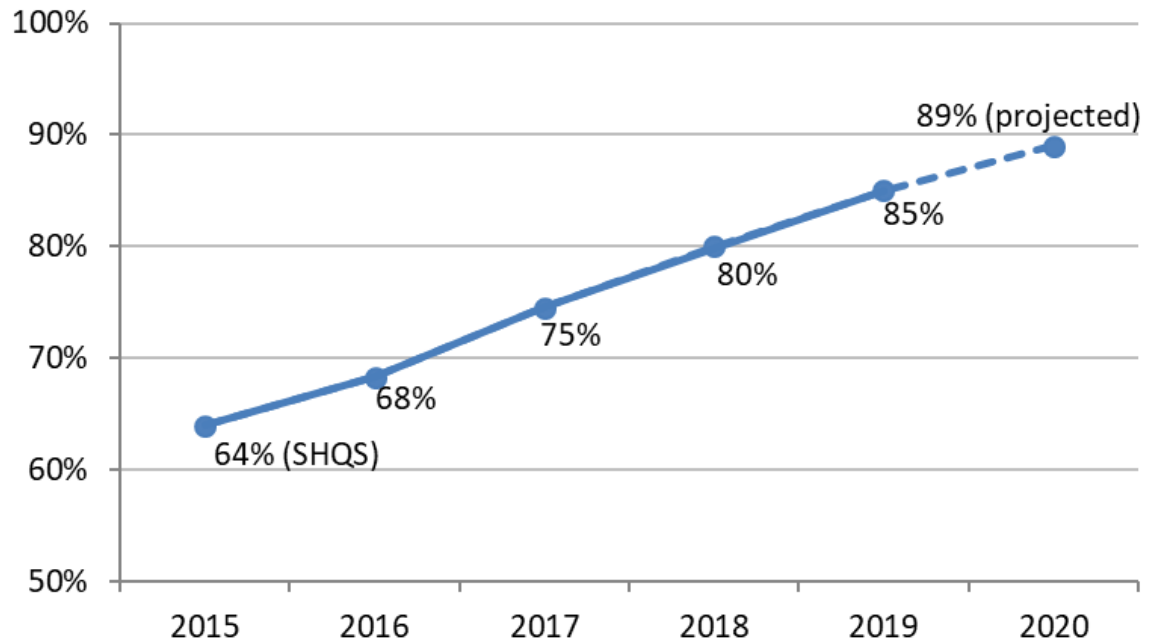
**8.6** Table 8 summarises the performance data. This shows encouraging progress towards the EESSH target for 2020, but with reliance on landlords' own resources to achieve it.

**Table 8: EESSH performance 2015/16 to 18/19**

	2015/16	2016/17	2017/18	2018/19
Social housing in scope of EESSH	593,936	592,007	595,449	600,072
Social housing meeting EESSH	407,698	441,252	475,625	507,179
EESSH compliance	68.6%	74.5%	79.9%	84.5%
Total investment in year	£112m	£100m	£116m	£107m
Investment from landlords' own resources	82.6%	79.8%	90.7%	89.2%
Number of homes improved in year	18,666	25,777	28,979	32,119
Average investment per home improved	£5,992	£3,876	£4,018	£3,329
Total anticipated exemptions to EESSH	9,428	17,213	20,394	23,374

8.7 Chart 2 illustrates progress towards the 2020 target, including landlords' estimates of the houses that will be brought up to EESSH during 2019/20 (based on landlords' anticipated exemptions).

**Chart 2: Progress towards the 2020 milestone**





## 9 Funding the EESSH

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**9.1** Data on investment to date indicates that most of the funding for meeting the EESSH has come from landlords own resources. The Review Group highlighted a number of practical difficulties faced by landlords in obtaining funding for energy efficiency works, including:

- The resource implications attached to applying for, and complying with, the Energy Company Obligation (ECO) are not always justified in terms of returns. By comparison, the capital acceleration programme is more effective.
- In some remote areas there is a shortage of local contractors which limits competition.
- There is a need for longer term planning on funding programmes, including HEEPS. Assurance of longer term funding would aid financial planning for both social landlords and contractors, and crucially would also encourage investment in building skills in local areas.

**9.2** The Review Group also highlighted examples of successful good practice including:

- Using a local contractor who takes on responsibility for ECO application thus reducing the burden on the social landlord, and similarly for the Renewable Heat Incentive (RHI). However, landlords may have to include the cost of this work in the tender.
- By using Home Energy Efficiency Programme for Scotland (HEEPS) loans including Area Based Schemes (ABS) funding, landlords could capitalise on ECO to deliver mixed tenure programmes.
- In order to take advantage of ECO it is essential to be able to identify housing stock which matches the eligibility criteria.
- By working together, social landlords can capitalise on available funding. There is evidence of frameworks already in place where housing associations are using a collaborative approach. Good working relationships between RSLs and local authorities are also evident.

**9.3** A variety of funding sources are available, including some that are useful in mixed tenure projects. One of the concerns is that funding sources are changing. Current funding sources (correct at January 2020) include:

- **Climate Challenge Fund (CCF)** Delivered by Keep Scotland Beautiful on behalf of the Scottish Government. CCF provides support to communities to take local action on the impacts of climate change.

- **Energy Company Obligation (ECO)** UK Government scheme obligating larger energy suppliers to fund installation of energy efficiency and heating measures, which reduce fuel bills for households vulnerable to experiencing fuel poverty. Funding for measures delivered to eligible households is accessed through energy companies and their delivery partners.
- **Help to Heat** Subsidises mains gas connections for households that meet certain criteria relating to fuel poverty risk. This can include connections carried out by independent gas transporters.
- **Renewable Heat Incentive (RHI)** A scheme managed by Ofgem that provides annual payments over 7 years (domestic route) or 20 years (non-domestic route) to support the cost of installing some heat producing renewables (due to close to new applications at the end of March 2021).
- **Smart Export Guarantee** An obligation on licensed electricity suppliers to offer a tariff and make payments to small-scale low-carbon generators, including households, for electricity exported to the National Grid from 1 January 2020.
- **Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS)** Delivered by the Scottish Government via local authorities. Provides funding to private sector households for installation of energy efficiency measures. Can be accessed by social landlords to help owners/private landlords in mixed tenure schemes.
- **Community and Renewable Energy Scheme** Delivered by Local Energy Scotland. Provides grants and loans of up to £150k to not-for-profit community based organisations (including LAs and RSLs) to assist with the development and delivery of renewable projects.
- **District Heating Loan Fund** Delivered by the Energy Saving Trust. Provides low interest unsecured loans up to £1 million (and above) with repayment terms of up to 15 years, to support capital costs of delivering heat networks.
- **Renewable Energy Investment Fund** Delivered by Scottish Enterprise – Scottish Investment Bank. Key areas for support are marine, district heating and community energy.
- **Scottish Partnership for Regeneration in Urban Centres (SPRUCE)** The Scottish Government established SPRUCE using European Regional Development Funds in conjunction with the JESSICA (Joint European Support for Sustainable Investment in City Areas) programme. The fund manager is Amber Infrastructure. Social housing providers are invited to develop renewable energy projects and energy efficiency schemes as part of the retrofit of their existing housing stock.

**9.4** Further information on available funding, including criteria and timescales, will be made available through the online forum (see paras [1.7](#) and [13.2](#)).

## 10 Exemptions

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**10.1** The Scottish Government's starting principle is that all social rented properties in Scotland would benefit from being fully EESSH compliant by 31 December 2020. Furthermore, social landlords and tenants are part of the process that allows the investment to be carried out, and are expected to make every reasonable effort to allow the necessary work to take place. This is essential to ensure that the shared longstanding commitments to tackling fuel poverty and mitigating climate change emissions are achieved.

**10.2** In what should be a small proportion of cases, landlords are able to use temporary exemptions from meeting the EESSH minimum ratings. **It is for landlords to decide whether or not any property in their stock should be temporarily exempt.** However, they must be able to show evidence to support exemptions to their tenants and to the Scottish Housing Regulator. **Any property which has an exemption in place should not be treated as failing.**

**10.3** Where landlords decide that an exemption is required, **they should still aim to install measures which improve energy efficiency for tenants to the best possible energy efficiency rating in the circumstances** (unless the property is due for demolition) even if these measures will not result in the property achieving the EESSH minimum rating.

**10.4** The Scottish Government recognises the following circumstances in which an exemption may be appropriate:

### **A. Technical**

Some properties may have specific construction or design features for which existing energy efficiency measures are unsuitable and this may therefore prevent achievement of the EESSH within the target date. The incidence of this exemption is expected to be very rare as the EESSH provides flexibility for landlords on measures.

### **B. Social**

In circumstances where tenants or owner occupiers refuse to participate in the installation of energy efficiency measures necessary to achieve the EESSH by the target date, then an exemption may be appropriate. This situation can also arise in mixed tenure property if owners are unwilling or unable to contribute to the cost of common works. In such instances the landlord must have made every reasonable effort to inform and explain to the tenant or owner occupier why the work is necessary, when it is being done, and why their participation and co-operation is so important. In such cases landlords should review the exemption when the property becomes vacant or owners move. Landlords should liaise with their local authority if support is needed to allow owner occupiers to participate in common works, to establish if the local authority is willing to provide grant funding, or pay missing shares.<sup>26</sup>

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<sup>26</sup> Missing shares can be used for works which can be made by a majority decision under the Tenement Management Scheme, which includes installation of insulation, see guidance at <https://www.gov.scot/publications/missing-shares-powers-guidance/>, paragraphs 16-17

### **C. Excessive Cost**

Where it is only possible to achieve the EESSH by installing measures where the cost far exceeds any possible benefit to tenants, then an exemption may be reasonable. Landlords may decide to set an absolute cost in the context of asset management strategies or affordability to tenants across all stock, and are free to consider and apply different approaches to assessing excessive cost, including:

- Timescale to realise benefits – an alternative approach is to evaluate costs against the long-term benefits to tenants. For example, a landlord may consider that the total projected savings in fuel costs should exceed the cost of the measure within a defined period (e.g. 7 years). The period used for this evaluation might be linked to the repayment for loan finance to support the measure. Landlords should take consideration of the forthcoming standard beyond 2020 in this assessment.
- Relative cost – another approach is for the landlord to evaluate the cost of the measure against similar investment in other property. A significantly larger investment to achieve a broadly similar result in a comparable property might in some cases be considered excessive.
- Combined costs – landlords may also factor in the potential cost savings of combining several measures or with other works such as repairs or upgrades. Costs may be considered excessive if the same result can be achieved more cheaply if postponed to a later planned programme of works.
- Demolition or disposal – there may also be cases where the cost of work exceeds the cost of demolishing or disposing of the property.

### **D. New Technology**

As noted in para [5.12](#), landlords may want to invest in new technology that delivers improvements in energy efficiency considered to be at least equivalent to the benefits of meeting EESSH by established measures, even if the measures are not fully recognised in the SAP methodology. The evidence needed to support this is noted in para [5.12](#). Landlords should encourage suppliers to use the Annex Q route to ensure that the impact of new technology can be evaluated. An exemption may however be appropriate if there are reasonable grounds to consider that improvements in the evaluation of energy efficiency of buildings will recognise the impact of measures that have been installed.

### **E. Legal**

There may be legal problems to overcome when embarking on a programme of energy efficiency works. If the necessary work required to achieve the EESSH cannot be carried out legally, then there will be grounds for an exemption. An example of legal issues would be where properties are listed buildings or located in historically significant areas which place restrictions on the installation of specific energy efficiency measures, for example solar PV.

## **F. Disposal**

In the circumstances that a social landlord plans to dispose of a property, either through demolition or sale on the open market, and this has been formally agreed through the landlord's relevant governance arrangements, then the property will be exempt from the requirement to achieve the EESSH. If for any reason the landlord does not dispose of the property then it will be required to meet the EESSH.

## **G. Long Term Voids**

If landlords are aware of any properties which will be void for a long period of time, and energy efficiency investment would not be appropriate, then the property should be considered exempt from the requirement to achieve the EESSH.

## **H. Unable to Secure Funding**

If social landlords can show that funding for a necessary EESSH measure is not available, despite having made all reasonable efforts, and after consideration of the available funding sources, then the affected home may have a temporary exemption from meeting the standard (until such time as funding was available). In some cases it may be appropriate to seek an exemption where investment has been rescheduled to ensure compliance with the 2032 milestone, and this approach can be demonstrated to be cost-effective within an overall programme of work to improve the energy efficiency of the landlord's housing stock. **Landlords also need to consider the impact on tenants of taking this approach.** It is not appropriate to seek an exemption under this heading solely for delays in developing investment plans to meet the 2020 milestone.

### ***Monitoring exemptions***

**10.5** Exemptions must be kept continually under review, since changes in technology, funding streams and legal parameters will allow dwellings which were previously exempt to become compliant.

**10.6** Landlords should always consider alternative (and creative) ways to achieve the EESSH even if a temporary exemption appears to be the most obvious option. In the area of home energy efficiency, the technical and policy landscape is changing rapidly. Technologies can and will advance and new financial programmes, whether from government, energy providers or other sources, may come on stream and reduce the costs to the landlord of energy efficiency work which was previously considered disproportionate. Building and other regulations can and do change over time. Tenants and owners also change and this may present new opportunities.

**10.7** The temporary exemption process does not in any way absolve landlords from their responsibilities to their tenants regarding the EESSH. If a robust EESSH recording system is in place, it should be a straightforward process for landlords to inform individual tenants by 31 December 2020 that their property is likely to be: a) passing EESSH; b) failing EESSH (in which case remedial action would be expected); or c) temporarily exempt from meeting the EESSH (but may be required to pass EESSH in the future subject to changes in the underlying circumstances that have led to the use of the temporary exemption).

## 11 Risk management

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**11.1** There are a range of important factors which affect the costs attributable to EESSH, as well as the approach that landlords should take when determining their strategy for compliance with EESSH. Social landlords will want to carefully consider these when updating their business plans, determining their own estimations of cost and planning their EESSH investment strategy.

### ***Strategic asset management and financial planning***

**11.2** The rationale for setting EESSH in terms of an Energy Efficiency rating, rather than specifying specific measures which must be installed, is to provide landlords with the maximum flexibility to determine for themselves the most appropriate way to work towards compliance with the standard. In this way landlords will be able to take account of their individual circumstances when constructing business and financial plans for delivery of the standard.

**11.3** A landlord's strategic asset management plan will also reflect the individual priorities of the landlord in terms of decisions on investment and wider stock management. This will mean that a social landlord's strategic approach to achieving EESSH will need to consider the long-term future of any stock which is not considered to be contributing toward its strategic direction. This may mean that, for some social landlords, timing of investment will be an important consideration and options appraisals and cost/benefit decisions are likely to be made before investment to achieve EESSH is agreed.

### **Business as Usual (BaU)**

**11.4** When undertaking a costing for the EESSH, it is important to identify those costs which are **additional** to those which would have arisen in the business as usual (BaU) case. The BaU case as applied to energy efficiency in social housing would involve: a) complying with the energy-efficiency elements of the SHQS; b) complying with any other relevant regulations applicable to energy efficiency; and c) routine cyclical replacement of elements.

**11.5** With respect to b), the regulation of the energy efficiency of boilers is of particular importance in the context of EESSH. Even in the absence of EESSH, boilers would need to be replaced as they come to the end of their working life, and the replacement boiler would have to comply with relevant regulations. For example, since 2010, new gas boilers have had to meet the same level of energy efficiency that has been modelled when setting EESSH ratings. If a boiler life of 10-15 years is assumed, then over the decade to 2020 (the date of attaining EESSH), two-thirds to 100% of relevant boiler upgrades would have to be undertaken even in the absence of the EESSH, and some boilers compliant with the 2010 standards are likely to have been installed in the stock even before 2010. Thus by 2020 almost all boilers would either have been upgraded to the relevant standard or be within a few years of being upgraded.

**11.6** As with all its regulatory functions the Scottish Housing Regulator will take a proportionate approach to monitoring EESSH, and expects that social landlords have a robust approach to asset management planning. Where these plans show a commitment to replacing the boilers shortly after the 2020 target date as part of a life-cycle approach to asset management, social landlords will not be forced to incur new costs by unnecessarily accelerating carefully planned investment cycles. Similarly, the cyclical replacement of windows would also have occurred without the introduction of EESSH. It should be borne in mind that replacement windows account for a significant share of the total estimated cost of EESSH compliance. Where landlords have robust replacement programmes, it is also anticipated that landlords would not be expected to incur new costs by unnecessarily accelerating these programmes if the replacement date is shortly after the 2020 target date. If social landlords decide to make use of these provisions they need to ensure they keep good records of the reasons behind the decision and be prepared to explain, if required by the Regulator, why a property or group of properties cannot be brought up to the EESSH by 31 December 2020.

## 12 Regulation

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**12.1** The Scottish Social Housing Charter, issued under section 31 of the Housing (Scotland) Act 2010, sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. A revised Charter was approved by the Scottish Parliament and came into effect from 1 April 2017.<sup>27</sup>

**12.2** Charter Outcome 4 (Quality of Housing) states:

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; **and also meet the Energy Efficiency Standard for Social Housing (ESSH) by 31 December 2020.**

**12.3** The Scottish Housing Regulator is responsible for monitoring landlord's performance against outcomes in the Charter, including compliance with the ESSH. Social landlords are required to collect robust data on their progress in delivering the ESSH and to provide the Regulator with proportionate annual information on compliance.

**12.4** The Regulator will seek data from landlords in the Annual Return on the Charter. This will require landlords to provide the information summarised in Table 9.

**12.4a** The Regulator will consult in 2020 on indicators to inform the data sought from landlords on ESSH2 performance. Following confirmation of the indicators and publication of ESSH2 Guidance for Social Landlords, the Regulator will publish updated Technical Guidance to assist landlords in completing their return.

**Table 9: Charter indicators for ESSH compliance** <sup>28</sup>

Charter Indicator	Description
<b>C10.</b> Percentage of properties meeting the ESSH	<ul style="list-style-type: none"><li>• The number of self-contained properties</li><li>• The number that meet ESSH</li><li>• The number that do not meet ESSH</li></ul>
<b>C11.</b> Anticipated exemptions from the ESSH	<ul style="list-style-type: none"><li>• The number of self-contained properties</li><li>• The number of expected or actual exemptions</li></ul>
<b>C12.</b> Energy Performance Certificates (EPCs)	<ul style="list-style-type: none"><li>• The number of self-contained properties</li><li>• The number of EPCs</li></ul>

<sup>27</sup> <https://beta.gov.scot/publications/scottish-social-housing-charter-april-2017/>

<sup>28</sup> <https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/technical-guidance/how-to-complete-your-annual-return-on-the-charter-arc-may-2020-return>



Charter Indicator	Description
<b>C13.</b> Investment in the EESSH	<ul style="list-style-type: none"> <li>• Of the total amount invested in bringing properties up to the EESSH, please state how much came from <ul style="list-style-type: none"> <li>○ source Subsidy</li> <li>○ the landlord’s own financial resource</li> <li>○ another</li> </ul> </li> <li>• Total amount invested.</li> </ul>

**12.5** To assist landlords in deciding who to approach if the need arises, the respective roles of Scottish Government and the Scottish Housing Regulator regarding the EESSH are set out below.

The Scottish Government’s role is to:

- A.** Make a clear national policy framework for improving energy efficiency in social housing in Scotland.
- B.** Specify in guidance the minimum standard to be met, the timescale for achievement, the scope of the properties that are expected to meet the minimum standard, and the relevance of all aspects of that standard to social housing.
- C.** Subject to resources, answer any novel or contentious technical queries the public may have regarding the EESSH that guidance cannot answer.

The Scottish Housing Regulator’s role is to:

- A.** Take account of Scottish Government guidance in its approach to regulating the EESSH.
- B.** Monitor and regularly report progress on EESSH compliance and non-compliance.
- C.** Seek further information and explanation on aspects of reported compliance, including on exemptions, if necessary.
- D.** Ensure that results of EESSH monitoring are taken into account in its regulatory assessment of landlords.
- E.** Ensure that the provision of EESSH data used for monitoring follows the published process and that landlords are aware that they must satisfy themselves that the data provided is correct.
- F.** As individual issues arise, consult with Scottish Government policy colleagues regarding aspects of the EESSH policy that are novel or contentious.

## **13 Further Advice for landlords and tenants**

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**13.1** This guidance is correct at date of publication but landlords should note that it may be superseded by future changes. The next iteration of this document will be as guidance for social landlords to meet the EESSH2 milestone, and intended for publication by Winter 2020.

**13.2** The EESSH Review Group identified the need for an ongoing forum for landlords to share best practice and for update to key elements of this guidance – for example, to keep up-to-date with changes in sources of funding for improvements. The Scottish Government has set up an online forum through Knowledge Hub to flag issues and share ideas regarding the guidance and EESSH more generally. This can be accessed online at <https://khub.net/web/energy-efficiency-standard-for-social-housing-review-group>. Note that to access the forum it is necessary for a member of staff to join Knowledge Hub and this group. The group is administered by the Scottish Government who will assist with applications to join.

**13.3** The Scottish Government produced a tenant's guide to the EESSH in 2013. This guide is available online at <https://beta.gov.scot/publications/energy-efficiency-standard-social-housing-eessh-tenants-guide/>.

**13.4** The Scottish Government provides energy efficiency advice to support landlords, tenants and owner occupiers. This is delivered by Home Energy Scotland (HES) advice centres and managed by the Energy Saving Trust (EST).<sup>29</sup>

**Scottish Government  
March 2020**

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<sup>29</sup> More information on Home Energy Scotland is available at:  
<http://www.energysavingtrust.org.uk/scotland/home-energy-scotland>



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