

Involving tenants and residents in discussions and decision-making about net-zero works to their homes.

Principles and guidance for social landlords

1. There must be sufficient government funding for net-zero works to social housing tenants' homes to avoid any shortfalls in funding for essential fire safety works or day-to-day repairs. Net-zero works will provide wide societal benefit, so the costs must come from general taxation, not social housing tenants' rents and service charges.
2. Landlords must join with the lobbying of the UK Government in addressing the removal of VAT on retrofit. This is to stimulate the much-needed growth in the market (green economy/training/skills) and to incentivise social housing landlords' partners (contractors/sub-contractors) to join the rounded effort in the construction sector in meeting their own targets of decarbonisation.
3. Net-zero works must improve the conditions of social housing tenants' homes, including reductions in energy costs and addressing fuel poverty.
4. Net-zero works should also, as much as possible, contribute to the self-sufficiency of each estate and/or neighbourhood.
5. Demolition must not be considered an option to supposedly 'hard to retrofit' homes. It is environmentally, social and economically damaging, especially when embodied carbon is taken into account – which this must be – in seeking to attain net-zero.
6. Tenants must not be used as guinea pigs to assess systems for attaining net-zero. They must be assured of good quality and sustainable work – carried out by well-trained operatives overseen by landlord employed Clerks of Works.
7. Meaningful involvement of tenants and their associations and organisations is essential from the early stages of the development of plans for net-zero works to their homes. Tenants are too often recipients of things done to them, when they should be equals in the discussions and processes of decision-making about their homes.
8. Social landlords must develop communication and consultation strategies with their tenants about net-zero works to their homes. Strategies must

enable tenants to be informed as to the construction sector's widely acknowledged deficiencies of applying poorly functioning materials (e.g., steel and concrete) and made aware of the benefits of low carbon materials. Social landlords (and UK Government in turn) must incorporate funding incentives to schemes that utilise natural and ecologically-regenerative materials to tenants' homes (whether they are retrofitting or new build).

9. Landlords must offer tenants and their associations/organisations access to open and transparent information from their landlord - to facilitate their engagement in discussions and decision-making about net-zero works including -
 - (i) landlord stock condition surveys that identify homes/estates that don't currently meet net-zero standards and where tenants suffer fuel poverty and
 - (ii) comprehensive environmental and economic assessments/benefits of the before and after net-zero works – including the provision of calculations of both embodied and operational carbon.
10. Tenants and their associations/organisations must have opportunities to be involved at all stages of decision-making about net-zero works. This includes involvement in writing design briefs for the retrofitting of their homes and the selection and appointment of consultants and contractors who prioritise proposals as set out in *point 8*.
11. Landlords must offer opportunities for tenant associations and organisations access to independent technical advice, training and peer learning regarding net-zero works to facilitate their full engagement in the processes of net-zero works to their homes.
12. Tenants must be respected as experts when comes to intimate knowledge about their homes, estates and neighbourhoods. Both they and landlords must be seen equally as the caretakers of public and community owned and managed homes for existing and future generations.