

Examples of Training Options



1. Get up to speed with Net Zero - a one day interactive training ideally done in house but can be delivered online over the course of two half days if needed. It includes:

1. Net Zero and Wales:

Time scales, expected costs, challenges and opportunities: What's happening now in Welsh Government and the housing sector, where Welsh Gov and sector are at.

2. EPC and SAP points:

How they are calculated, why they matter, what they mean in housing.

3. Common Approaches to Net Zero

- i. Fabric first
- ii. Heat pumps
- iii. Alternatives to heat pumps
- iv. Which option is the right one for you?

4. Welsh Housing Quality Standard

- i. Differences between WHQS1 and 2
- ii. What tenants and landlords should expect from it
- iii. Who pays for it?

5. Starting your Pathway to Net Zero

- i. Whole Home Survey
- ii. Benefits to your community
- iii. Benefits to tenants

6. Tenant Engagement and Voice

- i. Reasons for resistance to Net Zero
- ii. How to handle it and redirect biases

7. Breakout sessions to create Net Zero solutions for engaging



2. Net Zero Basics- a one hour session. It covers:

- 1. Context of Net Zero – what is it? Why Wales needs to do this?**
- 2. How do the Wales targets compare with the rest of the UK?**
- 3. The challenge of Energy Performance Certificates, energy costs, and Net Zero**
- 4. Principles of Net Zero – new build vs. retrofit, fabric first, etc.**



3. Retrofit and WHQS2- a one hour session. It covers:

- 1. Context of Net Zero**
- 2. Welsh Housing Quality Standard 2023**
- 3. Optimised Retrofit Program – what it is? + lessons learned to date**
- 4. Common approaches to retrofitting homes**



4. Tenant Engagement in Net Zero- a half-day session. It covers:

- 1. Context of Net Zero**
- 2. Overview of common approaches to retrofitting homes**
- 3. What are the challenges and opportunities for tenants in relation to Net Zero?**
- 4. Findings from our 2022 Tenant Pulse on Net Zero and the energy crisis**

5. Why tenants should be included in the Net Zero discussion
6. How to engage tenants in Net Zero
7. Lifestyle and behavioural changes that are linked to Net Zero come with going Net Zero
8. What are social landlords doing?



5. Moving into a Net Zero Home

1. What tenants need to know, when and how.
2. Practical advice for staff on what information is important, options for communication formats, timeline for tenant communications (before they move in, after moving in etc)



6. Retrofitting and Works in Homes

1. What tenants need to know when their home is being retrofitted.
2. What information is important, what needs to be included in a brochure, and what is the timeline?

Costs

We offer a range of very cost-effective options to suit your needs for online or in-house training. Get in touch to discuss.

www.tpas.cymru

