



Our Climate Plan 2022-2026

Improving your home and reducing emissions



Why is it important?

It's really important that Riverside plays its part in reducing harmful emissions and pollution that affect the environment.

Nearly a quarter of all greenhouse gas emissions from the UK come from houses. This is because they can be inefficient, expensive to run and can lose warmth in the winter. Riverside looks after thousands of homes that contribute to the problem of climate change.



What is it?

Our Climate Plan is to make sure that your homes are warm, affordable to run and free from damp and mould. Our Climate Plan will take us up to 2026 and will deliver lots of exciting new changes to your homes if they need to be upgraded.



What does it mean to me?

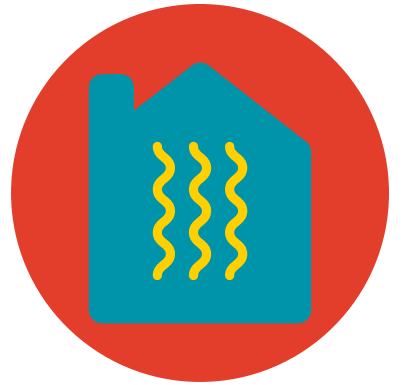
For many of our customers, there will be no change at all, or no change for a long time.

Many of our homes are already up to a good energy standard and have recently had new insulation and more efficient gas boilers fitted.

However, your home may need some upgrade work. This will happen over a few stages and will mean different things to different customers and different types of home.

If works are completed, it will mean that your home will become more energy efficient.

It will also mean that harmful emissions are reduced.



Green Spaces

Our Climate Plan also thinks about green spaces near your home. It is important that we look after green spaces responsibly.

This may include planting new trees, working with customer groups to create community gardens and making better use of areas that have been neglected.

Creating green spaces help to remove greenhouse emissions from the atmosphere, help to promote healthy spaces for you and encourage biodiversity.





What comes first?

Some homes are not energy efficient enough and so these will be the homes we focus our efforts and investment on first. For the first years of Our Climate Plan, we will focus on keeping heat in your home through insulation.



Insulation

Improving how well insulated your home is, will be one of the most important and earliest steps we take.

Insulation keeps warmth from your heating system in your home, rather than let it leak outside bringing the temperature of your home down with it. Insulation can come in many different forms.

- Sometimes this will mean putting thicker insulation into your loft or roof.
- This may mean adding insulation to your walls, either inside the walls or on the outside of your home.
- If your windows are older and inefficient, they may let cold air in and warm air out and so we may look to replace these.
- If your front-door is older, we may replace it.

All of these steps will mean that you require less gas or electricity to heat your home.

Your home is unique to you and so the work we need to do to insulate it will be different for everyone. If work is needed though, one of our members of staff will consult with you in detail so that you understand what is needed.

What comes later?

In the later years of Our Climate Plan, when we've completed the work to make homes more insulated, we'll start to replace the heating systems in your home if they require it.



Heating

Eventually, all homes in the UK will need to switch over to a different type of heating system that uses electricity instead.

This may sound like it will be more expensive but we won't start to install electrical heating systems until they are affordable.

What system is needed will depend upon the type of home you live in. These new heating systems will only be installed after the insulation in your home has been improved. This will mean that a new, more energy efficient system will keep more of the heat created in your home inside.

We're also planning to work with electricity and gas suppliers to fit Smart Meters into homes that do not already have them. Smart Meters provide much more accurate information about what energy you are using and how that translates into energy bills.

Finally, some of our homes will have new 'smart' thermostats installed which will allow you to control the heating in your home remotely using your smartphone.



What can I do to save on my energy bills?



Reduce draughts

Close your curtains to stop heat escaping through the windows and check for draughts around windows and doors.

Switch off unused appliances

Don't leave appliances on standby as they will continue to use electricity. Make sure you don't leave devices like laptops and phone chargers on when you're not using them as they will still use energy, most phones and small devices are fully charged within just two hours.

Don't waste water

Only boil as much water as you need but remember to cover the elements if you're using an electric kettle. A dripping hot water tap wastes energy. If you do ever find a leak, please report it to us straight away via My Riverside.

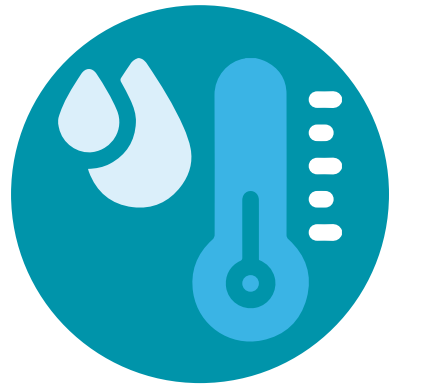
Smart meters

Smart meters mean accurate energy bills and they allow you to see your usage and how much money you have spent. You also won't need someone to enter your home to read your meter. They also allow you to identify any appliances that are consuming energy even when you're not using them

Only heat your home when needed

You can set your heating and hot water to come on only when required rather than all the time.

Preventing condensation, damp and mould



— Try to avoid drying clothes inside and over radiators.

If you can't do this place the clothes on a rack in a room next to an open window, with the door closed and where possible the extractor fan switched on.

— Ensure ventilation devices are used, leaving them continuously on if they are background ventilation, and using the boost function or turning on extractor fans when cooking or washing.

— Keep lids on pans to prevent the moisture in the air from going into colder rooms which will cause condensation to form if it touches a cold surface.

How do I access help if I need support?



The Affordable Warmth Team can support Riverside customers who:

- are struggling to pay electricity and gas bills
- have no supply and need help to reconnect
- have received an incorrect energy bill.

Due to the energy market conditions and price cap the team is currently unable to assist with switching supplier. If you need to speak to us about energy bills, please click the link:

[Affordable warmth team | Riverside](#)