

Your Housing Group: Taking the complexity out of energy management



Your Housing Group is a new generation of housing provider striving to build as many quality houses as possible to play their part in solving the national housing crisis. With more than 28,000 homes across the North West, Yorkshire, and the Midlands, Your Housing Group holds a large and diverse portfolio. We support the organisation's ambitious plans to build a minimum of 1,000 new homes a year and invest in sustainable communities.

Challenge

Your Housing Group was dissatisfied with its previous energy consultancy and sought an energy partner that could provide better visibility of its accounts and a clear schedule of contract terms across its portfolio of sites.

Solution

We undertook a full review of Your Housing Group's accounts, comparing billing rates against the contractual agreement and cleansing all data.

We compiled and updated the schedules for gas, and for non-half-hourly and half-hourly electricity meters.

With a clear schedule of all meters we then tendered new supplies across the portfolio on the OJEU framework in order to unify contracts and procure the best value energy supplies.

We built new models to manage pre-existing reporting requirements and scheduled regular review meetings with key stakeholders to ensure we were providing the required information in an easy-to-understand, transparent format.

Our service for Your Housing Group includes a dedicated account manager who is a first point of contact for any queries. We have also provided specialist site works services for meter installations and new connections. Our bill validation service for Your Housing Group ensures that the housing provider's energy bills are validated ahead of payment. Each component of the invoice is reviewed to ensure contract rates and consumption match with invoice details. Any errors are queried with suppliers and followed through to resolution, providing peace of mind that Your Housing Group is only paying for the energy used at the rates agreed with the supplier.

“ We get exceptional standards of service from Apollo. The monthly management information dashboards are of high quality and incredibly insightful to us as an organisation. Apollo's team is professional, supportive and attentive, and always available to deal with queries or issues. Their account management is second to none.”

Jen Hartshorn, Head of Category Indirects, Your Housing Group