

PRACTICAL TIPS & ADVICE

Help your property



& GUESTS

— TO BE MORE —

Sustainable &

ENVIRONMENTALLY

F R I E N D L Y

BOOST YOUR
BOOKINGS &
REVIEWS

• SAVE
CARBON
& MONEY

• HELP TACKLE
CLIMATE
CHANGE

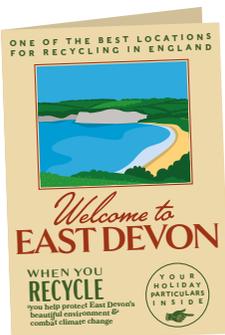
Contents

Introduction page 3

1 Help guests to be more environmentally friendly page 4

2 Make your holiday property more environmentally friendly page 7

3 Funding and support page 14



With this booklet
We've prepared handy recycling guides for you and your guests

Introduction

We've made this guide for you to help make your holiday accommodation property more eco-friendly. We're all aware of the environmental problems associated with climate change as it attracts almost daily media attention. The good news is that by implementing some of the ideas in this guide you can save money and improve your businesses reputation as well as helping to combat climate change.

Your guests will appreciate the measures taken to help reduce the carbon footprint of their stay. This could increase your chances of receiving a great review after a guest's stay and help to boost your bookings.

A recent survey indicated that 86% of UK consumers had made greener choices in the last five years and were willing to pay more for genuinely sustainable products and services (Simon - Kucher and Partners, 2021).

1

Help guests to be more environmentally friendly

It's easy to be environmentally friendly in our own homes, but it can be more difficult when away and out of the routine. You can make it easier for guests with these tips.

Recycling

We've prepared a handy recycling guide for you to help your guests, which is with this booklet. Please put it in your welcome pack or another place that's easy to see so they know what to do.

Please encourage your guests to recycle as much as possible. They'll appreciate instructions inside the property that are easy to follow so they know what to do with their recycling and waste. If you make it easy for your guests to recycle they will put less waste in the black bin. Smaller black bins cost less money too.

Travel

Electric vehicles: why not consider installing electric vehicle charging points for your guests. An energy saving trust case study said: 'As electric vehicle ownership grows, a destination charging facility is a market differentiator when it comes to searching for overnight accommodation, whether for a longer holiday or short break. Guests use the charge points

when they are in the cottages for part of the day, the evening or overnight, so it is very easy for them to relax and use their time as they wish.'

It would be a good idea to signpost local electric vehicle charging points to help your guests. Go to zap-map.com/live for an up-to-date list of locations. Go to eastdevon.gov.uk/parking for a list of public car parks which have electric vehicle charging facilities.

Public transport: you could also encourage your guests to use public transport by providing information about bus or train routes. If guests could walk or cycle to some local attractions why not make this clear to them – as well as being good for the environment it could save them money on parking and fuel.

Electric bike hire: East Devon has several electric bike hire locations supplied by Co Bikes. For locations go to co-bikes.co.uk. Some of the locations are close to the Exe Cycle Trail which would allow your guests to explore this beautiful area without using polluting vehicles.

Shopping

If you provide your guests with a welcome pack, why not suggest that they support local businesses and buy organic fresh products from your favourite local shops, farm shops or street markets. This is an enjoyable part of a holiday experience for many people. Encourage your guests to use reusable bags for shopping rather than buy single use plastic carrier bags.

Reusable containers

If you provide reusable food storage containers for your guests to use this may cut down on the amount of foil or cling film they use. You could also provide or encourage guests to take reusable drinks containers when going out for the day.

Reducing energy

You could politely request that your guests try to reduce their carbon footprint by asking them to turn lights, devices and heating off when leaving the property.

2

Make your holiday property more environmentally friendly

You can make changes to your property so it is more energy efficient and environmentally friendly. Some of these things can save you money too and will help your guests to reduce the environmental impact of their stay.

Insulation and draught-proofing

Installing insulation is a cost-effective way to reduce your energy use and bills. By keeping heat in the property, your heating system doesn't have to work so hard and your energy use is significantly reduced. There are several places around properties that could benefit from insulation, including lofts, cavity walls and ceilings.

Insulation improvements are one of the cheapest improvements you can make to a property. Loft insulation pays for itself in under two years. The Energy Savings Trust can help explain the cost of installing insulation and the expected time to pay back what you spend. Go to energysavingtrust.org.uk/insulating-your-home-back-to-the-basics.

Draught-proofing is the cheapest and easiest way to keep heat in your property. You could replace seals around windows and doors where needed.

Energy and heating

Gas and oil boilers: heating your holiday home comes at a cost, both financially and environmentally. Gas or oil boilers are very expensive to run and contribute to a huge amount of carbon emissions that damage the environment.

If you have a gas or oil boiler, the first thing you can do is have your boiler serviced regularly. This contributes to the efficiency of its performance and ensures it is safe.

As part of the government's plan to reach net zero carbon emissions by 2050, fossil fuel heating systems are likely to be phased out over time. The government is banning the installation of gas boilers in new homes from 2025 and from existing properties from 2035.

You can still install a low carbon gas or oil boiler before 2035, but if it breaks and needs to be replaced you may need to install an eco-friendly heating system to replace it.

Renewables: heat pumps can make a big impact in reducing your carbon footprint so are well worth thinking about. Air source heat pumps extract heat from the air outside, (even when it's cold) and use it to heat the water in radiators, underfloor heating pipes, and hot water tanks. Pumps are installed outside the property and if you have radiators, you might need to install new ones with a larger surface area to provide the heat you need.

Ground source heat pumps are also an option. These take heat from the soil but you need the space in your land or garden for the pipes.

If you have electric storage heaters you could look to power them with solar photovoltaic panels. You

could install a solar heating system for your guests to use for bathing, showering or washing up. Find out more about renewables at energysavingtrust.org.uk.

Double or triple glazing

Properties with old single or double glazing could benefit from new double or triple glazing. Lots of the heat lost from properties is through windows that have poor insulation. New double or triple glazing can make your holiday home more energy efficient and reduce your energy bills.

For some properties you may want to consider secondary glazing panels for some windows. They have great thermal and acoustic properties and can be removed in the summer when you may want to easily open the windows.

Choose a green energy supplier

Some energy suppliers provide 100% green energy from renewable sources which can greatly improve your environmental credentials. Look at consumer champion websites like which.co.uk or one of the many price comparison sites to choose a green energy provider.

Choose energy-efficient appliances

When you buy new appliances for your property, it's worth investing in appliances that are energy efficient. Not only are they better for the environment because they use less electricity, but they reduce your electricity bills too.

Appliances have an energy label which goes from 'A' (the most efficient) to 'G' (the least efficient). Some appliances like washing machines and dishwashers are even more efficient and can be rated as 'A+++'.

When shopping for electrical items, look for products that are longer lasting and harder wearing. You're likely to save money in the long run as you won't have to replace them so often.

Energy saving lightbulbs

The sale of inefficient halogen light bulbs was banned in 2021. They've been replaced by energy-efficient light bulbs. It's estimated that by replacing all of the bulbs in your property you could stand to save around £35 a year on your electricity bill. Modern LED light bulbs last up to 25 years, saving even more money. The government estimates that the shift to using LED bulbs will cut 1.26 million tonnes of CO₂ – the equivalent of removing over half a million cars from UK roads.

Motion sensors

You can save electricity by installing motion sensing light fittings around your holiday home. These cut down on electricity wasted by lights being left on.

Lights are activated when your guests walk past and they switch off automatically. You can set up the time delay between switching on and off. These fittings are ideally suited to places that your guests frequently pass in and out of, where lighting often gets left on – for example, toilets, kitchens, stairways and hallways.

Soft furnishings

If you own an older property with single glazed windows and original exposed floorboards you can retain heat in the property by buying thick rugs and thick lined curtains to help keep the heat in.

Some properties may also benefit from a thermal door curtain during winter. Draught excluders are

especially useful by an outside door and can make a huge difference. In summer, recessed or blackout blinds are good for reducing heat ingress and can help keep the property cool.

Save water

There are several things you can do to reduce the amount of water that your guests use when staying at your property. This is good for the environment and saves money.

Reduced flow shower heads control the amount of water flowing from your shower. Aerated shower heads mix the water with air to give the impression that you are standing in a powerful shower but it uses less water. A non-aerating shower forces the water through tiny holes which produces a high pressure and also uses less water.

Toilet cistern bags can be placed in the cistern and reduce the volume of water dispensed by the cistern on every flush.

South West Water can provide some of these items free of charge. For more information and useful tips go to southwestwater.co.uk/save-water.

Fixing leaks

Repairing leaky pipes is a quick way to avoid wasting water. A couple of simple checks can identify if you have a leak in your property.

Leaks from the mains: to check the mains supply into your property for leaks, switch off your water supply stop cock and check your water meter. If it continues to increase, you probably have a leak. Report it to South West Water at southwestwater.co.uk/report-a-leak.

Internal leaks: sometimes leaks occur inside the property. Make sure your stop tap is switched on, then switch off anything that's connected to the water supply like kitchen and bathroom taps, central heating and showers. Don't forget garden devices like hosepipes and pond pumps. If the water meter reading is still increasing you may have an internal leak. This needs to be located and repaired by a local plumber.

Eco-friendly and sustainable furniture

Instead of spending thousands of pounds on new furniture, think about furnishing your holiday let with furniture that's been pre-owned. Buying second-hand or 'upcycled' furniture carries a lower carbon footprint compared to buying new. Older items of furniture are often made better and will last longer, which can be cost-effective in the long run.

Check out local Facebook groups and websites like Freegle or Freecycle. You can also list items on these sites when you no longer need them. Check items have valid fire safety labels and don't remove them.

There are community furniture outlets all over Devon that sell previously owned furniture at reasonable prices. Here are some examples:

- RIO, Ottery St Mary: go to rioformyou.co.uk
- Trade and Donate Recycling Shop, Axminster: phone 01297 639988 or 01297 33075
- Devon's Domestic Recycling, Honiton: phone 01404 758082 or 07880 512327
- Devon County Council household waste recycling centres

Prevent junk mail

Stop wasteful junk mail from being delivered to your holiday let:

- Remove your name from up to 95% of direct mail lists by registering with the Mailing Preference Service: go to mpsonline.org.uk
- Say 'no' to junk mail without an address by registering with Royal Mail's 'door to door opt out service': email optout@royalmail.com
- Say 'no' to flyers and circulars by getting a free sticker for your letterbox at recycledevon.org/our-shop

3

Funding and support

For information about the latest funding and support available to make your holiday business more environmentally friendly, go to eastdevon.gov.uk/eco-stay.

South West Manufacturing Advisory Service

The South West Manufacturing Advisory Service (SWMAS) have a programme called ‘make it net zero’. They offer fully funded support and have some grants to make improvements. Go to swmas.co.uk/business-support/make-it-net-zero.

SWMAS offer resource efficiency grants to small and medium sized businesses in the south west and property owners can claim up to half of the cost of carbon saving investments such as the installation of LED lighting, solar power, electric vehicle charging points and insulation.

Cosy Devon

If you live in the holiday property yourself you may be eligible for up to 100% funding towards retrofitting your property with energy saving measures (subject to your household’s income and current energy performance certificate rating). Check your eligibility at cosydevon.com.

Decarbonise Devon

Decarbonise Devon is using a platform called ESCO-in-a-box® to allow businesses to improve their energy efficiency and affordably transition to renewable energy sources.

The Devon ESCO (energy saving companies) finance options will enable small and medium businesses to immediately reduce their energy bills by installing renewable energy solutions. Examples could include solar panels, LED bulbs and air pumps. Spending less money will improve financial resilience in a challenging time. It also unlocks carbon reduction opportunities. For more information go to devonenergycic.co.uk/our-projects/decarbonise-devon.

eastdevon.gov.uk/eco-stay

More resources to help you manage your holiday property and make it more environmentally friendly

eastdevon.gov.uk/recycle

Quickly find more information and an A to Z list of what your guests can recycle, tell us about a missed collection and request new recycling containers

Follow us on social media:    [eastdevon](https://www.facebook.com/eastdevon)

If you need to contact us and can't find what you need on our website, you can also phone 01395 571515

East Devon District Council,
Blackdown House, Border Road,
Honiton, EX14 1EJ

To request this in a different format phone 01395 571515 or go to eastdevon.gov.uk/contact

