CRANMER COUNTRY COTTAGES
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OUR GREEN CHARTER

PLANET

GREEN ENERGY FOR HEATING & ELECTRICITY

When the sun is shining, we generate electricity from the sun and during the winter or at night, when the pool pumps are still running, we generate electricity from the wind.

- We supply a contribution of electricity to our original cottages and pool from a 20kW wind turbine installed in 2009.
- Heating to the Eco-barns is supplied by the 16kW Ground Source Heat Pump with a coefficient of approximately 3.75:1 installed in 2009.
- A 10kW solar thermal array serving Swallow & Woodpecker Cottages and the Pool showers was installed in 2010.
- A 40 kW Solar PV system was installed to the Eco Barns in 2011.
- In 2014 we installed a 100kW biomass boiler district heating system to provide heat & hot water to a large part of the site and the older properties.
- Grid electricity to the Eco Barns is supplied by Ecotricity "Britain's greenest energy company"

3 ECO BARNS

- Heating to the 3 Eco Barns is supplied to an underfloor heating system by a 16-kW ground source heat pump installed in 2009. Hot water is supplemented by the solar thermal system, with a small LPG back up eco boiler, for use mainly in the winter. The Eco barns are extremely well insulated and Garden House a new infill property has a passive ventilation system in the main living area & main bedroom and argon filled glazing to minimise heat loss.
- Underfloor heating stays on for low heat throughout the winter

season. It takes 12 hours to heat up a floor from cold!

ORIGINAL COTTAGES, POOL, LAUNDRY & OFFICES

- 40 kW Solar thermal array fitted to the south facing roofs of the pool and Swallow & Woodpecker Cottages in 2010.
- Fossil fuel reduction: Heating to the main site including 5 original cottages, games room, office & laundry is supplied by an 100kW biomass woodchip boiler installed in 2014. The boiler uses certified waste woodchip derived from crushed transport pallets. The biomass district heating system replaces 5 LPG gas boilers and 3 oil boilers.
- Heat is set to come on for a short time to keep the properties aired when we do not have guests staying onsite.
- There are 2 emergency pay as you go efficient LPG tumble driers. *(To be replaced by heat pump driers in 2024)*

LIGHTING

- 2018-2019; As part of a carbon reduction project with BEE Anglia and Groundwork East, all lighting throughout the site, both internal and external was reviewed and updated from CFL lamps to exclusively LED sources apart from some very energy efficient fluorescent tubes imbedded in the beams of our original cottages.
- External lighting is on timers to go off at night, which saves energy and is better for wildlife.
- Flood lighting in the pool was updated to use LED fittings.
- The replacement of lighting fittings is estimated to save 5.7 tCO2e per year, from 2019 on completion of the project. Small things that can go a long way!

RESPONSIBLE WATER USE

- Water reduction: Bathrooms were fitted with tap aerators or flow restrictors, dual flush W.C.'s and Eco Camel low flow showerheads. Tap water pressure was adjusted down to reduce excess flow and save water without compromise on quality of experience.
- The pool showers have a timed push button to eliminate the showers being left on by mistake or being used for long periods.
- The 24-hour guests' laundry is supplied with water from our borehole. The Bosch washing machines have been selected for energy and water efficiency

- The courtyards and terraces are planted with grasses and drought resistant plants.
- Plants are watered at the coolest times of day, early morning and evening using water from our borehole and recycled via the SuDS drainage system including run off from roofs and via a drainage pond.

THE POOL

- Our luxury indoor heated swimming pool is open all year for guests use and is available for fitness use by members of our community on a private hire basis.
- Pool water is supplied from our private borehole and recycled back through the aquifer for re use.
- The temperature within the pool is carefully controlled, with pool water consistently around 29°and air temperature at 30°, with relative humidity at 55 - 60%. Saving energy for the water and heat.
- The pool water and space heating are managed via an efficient Calorex heat recovery system which was updated in 2023.
- The pool, pool water and changing rooms are now heated as part of the biomass district heating system. Removing Clyde, the 55-kW oil fired boiler in 2014.
- The original solar system, installed in 2009 did not meet the original energy saving targets. It has been retained to contribute heat for the showers during the summer months.
- The water is sanitised using a UV salt system rather than dosing with liquid chlorine.
- Water is recycled form our borehole via an onsite SuDS drainage system.
- LED lighting is used throughout the pool building.
- The pool is heated year-round. It takes more energy to lower the temperature particularly in the winter months when the cottages are quieter. The pool is also used by the local community year-round.

WASTE - REDUCE REUSE & RECYCLE

- Our guest booking communications are all communicated online.
- We have replaced hospitality miniatures with pump dispensers and locally made soaps and shampoos.
- We separate our waste into recycling and household waste and ask our guests to do the same.

- We have a glass recycling collection bin.
- We use a registered waste & recycling service.
- Paper products are FSC certified or 100% recycled.
- We print double sided as much as possible & reuse waste paper where we can.
- Dated furniture fixtures and fittings are sold locally or donated to local charity shops.

HAZARDOUS WASTE

- Hazardous waste is returned to suppliers through the WEEE scheme.
- Batteries can be handed in to the office. We take them to our local B&Q for disposal.
- Lighting CFL or LED lamps should be replaced by our housekeeping team or handed in to the office. The lamps are returned to the suppliers via the WEEE scheme. They contain toxic mercury and should not go in the red glass bin.
- Any paints, inks, garden chemicals etc. are separated and collected by our waste supplier Baco Compak.

SINGLE USE PLASTIC

- We have reduced our reliance on single use plastics by decanting most of our housekeeping cleaning products purchased in bulk, into reusable bottles.
- We provide our guests with a complimentary reusable jute bag as part of their welcome gift, for shopping during their stay.
- Guests can fill up their reusable drinking bottles from our tested private water supply available from the kitchen tap.
- We provide heavy duty reusable green waste bags to collect guests clean dry recycling waste.
- We provide locally made paper wrapped soap bars in place of plastic packed hospitality miniatures.

PHOSPATE FREE CLEANING PRODUCTS

We only use phosphate free cleaning products supplied by Delphis Eco, Ecover & Method as part of our routine housekeeping procedures.

- We provide our guests with the same products for use during their stay.
- We have also been known to make our own home-made cleaners for

use in our properties.

SUSTAINABLE PROCUREMENT

- Our welcome hampers are supplied with local produce and fair-trade items.
- We work closely with suppliers to reduce plastic waste from housekeeping products by refilling containers where possible.
- All cleaning products are plant based, phosphate free and environmentally friendly. Better for our guests and better for our rural drainage!
- Our Laundry supplier has a Green Policy and have made a 50% reduction to their water consumption and manage their waste materials in a responsible way. They do not use any Phosphate and do not use Chlorines for stain removal.
- We work with other like-minded businesses.
- In the office we adopt a reduce, reuse recycle policy: waste paper is used for notepads, printing is double sided where possible. Electrical items are turned off when not in use. We have a drinking water supply on site to negate the need for bottled water in most cases.
- Laminate flooring replaced by sustainable bamboo flooring & FSC oak flooring in Swallow Cottage.

PLACES

PRESERVATION - HERITAGE - OUR BUILDINGS

With our sensitive conversion of our farm buildings, we have maintained the character of the original Victorian farmstead to fit in with the natural surroundings of our rural location.

- Interiors have been designed to keep the structural elements of the original ceiling trusses. Materials used in the redevelopment of the site have largely been recycled and reused as part of the buildings repair process. Non- toxic & low VOC paint has been used throughout the buildings.

TRANSPORT

In our rural location the provision of public transport is sparce. Our local transport hub is Fakenham 5 miles away.

- We provide Electric Vehicle charging points for use during our guests stay.
- We provide secure cycle storage in our cycle store to encourage cycling as a greener mode of transport.
- We work with a local bike hire company who will deliver bikes to site for guest use during their stay.
- We provide local transport information and promote the experience of using the Coastliner bus service or the North Norfolk Heritage railway along the north Norfolk coast.
- Our staff share lifts to work.

NATURE MONITORING

- We provide nature identification books and posters in our games room to encourage our guests to report their sightings on the nature blackboard.
- We provide information on seasonal nature events on the noticeboards in the games room.
- We have carried out RSPB farming alliance Farm bird surveys on our farmland. Information on our local species is provided to our guests.

CONSERVATION AT HOME FARM CRANMER:

- As part of our commitment to Green Tourism and responsible land management farmland at Cranmer Country Cottages has been managed in a sustainable way with the help of conservation body Natural England and the Higher-Level Stewardship scheme since 2010.
- Our HLS scheme was originally designed specifically to integrate sustainable and environmental farming methods to enhance the wildlife and the landscape of the area, which is shared by the visitors to Cranmer Country Cottages.
- This has benefitted farmland birds, helped to preserve biodiversity and protect farmland bird species in decline in Britain. Species identified at Cranmer Country Cottages include stone curlew, grey partridge, lapwing, tree sparrow and turtle dove.

PEOPLE

ACCESSIBILITY

- We provide detailed access statements for all our properties and the pool.
- We are able to accommodate guests with mobility issues subject to their requirements, which we are happy to discuss prior to booking.

COMMUNITY

- We promote local community events to our guests via social media and on the noticeboard in the Green Room.
- We have raised money for our local community reserve at Sculthorpe Moor. We continue to collect donations for recycled books for guests to take home in a collection box in the office. https://sculthorpe.hawkandowltrust.org/
- We support our local charity Rescue Wooden boats and promote their events and activities. http://www.rescuewoodenboats.com/
- We donate old textiles and towels to the RSPCA West Winch wildlife centre Seal Sanctuary https://www.rspca.org.uk/local/east-winch-wildlife-centre.
- We employ local people year-round and have a gender equality policy.
- We work with local partners to support the local environment and help build and sustainable future for our community.
- We aim to encourage healthy lifestyle and wellbeing amongst our staff though free use of our onsite swimming pool and tennis courts. Our indoor pool is available for community use on a timeshare membership basis.
- Our Green Room meeting room is available for community use. Subject to availability.

Lynne Johnson 01/02/2023