



WHITE HERON ENVIRONMENTAL and SUSTAINABILITY POLICY:

Whilst you enjoy your stay at the White Heron Estate we ask you to please consider the environment around you. We are a responsible business in one of the most beautiful parts of England and we ask you to help us to look after that environment. No one can doubt climate change. If we all play our part, however small, we *can* make a difference.

Heating

In our joint responsibility to the environment, we are asking you to work with us to minimise the usage of heating in your property.

The heating that is at the Colloquy is run from a Biomass boiler, this burns wood chip which is a sustainably sourced product. The timber is sourced from our 96 acres of farm woodland sustainably managed to supply 300 tonnes of woodchip per annum. The timber is air dried for 12 months to around the 30% moisture content before being chipped by a local contractor. This form of heating helps in reducing our carbon foot print on the environment.

So please do not turn the radiators up to more than 3 (this equates to 22 degrees). If you turn them up to 5 (full) they will just constantly ask for heat and even burning biomass that is not needed still has a negative impact, not to mention the cost.

There is a battery-operated thermostat in every ground floor room (if it is blank please ask us for more batteries). Use the thermostat to adjust the underfloor heating in each separate room. Turning this up high won't heat the property quicker, and if you want to increase the temperature do it by degrees.

In the upstairs bedrooms we have thermostatic radiators. We will leave these at between 3 and 4 (this is approx. 21 degrees). You shouldn't need any more than this especially overnight. Can we please ask you not to turn them up to maximum as again they will just constantly ask for more heat.

Heating control room. Please do not touch any of the boiler controls unless you have spoken to the property manager, we have set a programme that will keep the property warm all day. All controls are set so that the heating is not on constantly overnight.

If you are cold think about putting on another layer or closing windows! Please don't have windows open and all heating blasting!

Sewage

A BioDisk BD sewage treatment plant serves the Colloquy and surrounding properties for this to work to its full potential we ask that no sanitary products are disposed of in the toilets but to use the sanitary bags that are provided in every toilet, we even use toilet paper that is compatible with the system in use. This is a dual chamber treatment plant that discharges clear water into a series of soakaways. Sheriffs and Field have septic tanks that are regularly cleaned and emptied.

Recycling

Green recycling bins are provided at each property, these are marked as dry recycling, and these can be filled with glass, paper, cardboard, tins, virtually anything that you know can be recycled. Food waste at the moment isn't an option in Herefordshire but is something that we are looking at this year from a company perspective. Food waste will be composted along with our leaf mould and put back onto the gardens and into the tubs. Please minimise what you put in our black bins.

Sustainable Transport/EV charging

If you can, please car share if possible, but we fully understand if this isn't feasible all the time due to our remote rural location. EV charging at present isn't an option with the local charging points being in Kington or Leominster, however we do have solar charging points being installed for our electric bicycles which will be available shortly for your stay, and we encourage you to use them for short local trips and even to the pub!

Electricity

Please switch off all lights in rooms that aren't being used as well as the outside lights as these are often forgotten. Please also check on the day of your departure they are all switched off too. You (the guests) will be given the option to swap bath towels for bottles of fizz to reduce our electricity costs as towels take an awful lot of drying in the winter months, easier when the sun is shining and they can be dried outside. We use LED bulbs in all rooms, we have purchased the most energy efficient white goods. We also have outside sensor lights wherever possible.

Responsible purchasing

Nobody likes wasting money so here at white Heron we acquisition goods and services that meet our business needs. We do our research on products while being environmentally friendly, using ethically sourced products where we can, even our apple juice that we provide as part of the welcome hampers is made from some of the apples from the Colloquy orchard.

Socially responsible

If guests are to leave items of non-perishable food stuff we take these to the local food bank, items of clothing that aren't claimed are also taken to the local community charity shop. When we replace furniture those being removed are also given to charity. We also give annually to a local circus charity as well as offering regular days to charities – for example this year we have a day for a Cancer Charity Yeleni where they will be offering therapies. We have regularly exhibited local artists in aid of charity and we have hosted meetings of farming groups and more. All paintings in the Colloquy are for sale as all are painted by local artists.

We also request of all our guests to use local shops and suppliers. Our welcome pack comes from the deli, but you can also consider the butcher, the baker and the candlestick maker in Kington. Kington needs you!

Have a lovely stay with us, enjoy our beautiful county of Herefordshire!
Jo Hilditch, Mel George & Team

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