



# Our Retrofit Journey



**Wes McGeeney**  
**Net Zero Technical Manager - Thirteen**

# Building Physics

## External Wall Insulation and windows/doors

Switchee

Cavity Wall Insulation

Loft Insulation

Ventilation



# Building Physics

## Cavity Wall Insulation

Switchee



External Wall Insulation  
and windows/doors



Loft Insulation



Ventilation



# Building Physics

External Wall Insulation  
and windows/doors



Cavity Wall  
Insulation



Loft Insulation



Ventilation



Switchee



# Building Physics

## Ventilation

Cavity Wall Insulation



Loft Insulation



Switchee



External Wall Insulation and windows/doors



# Building Physics

Switchee

Loft Insulation



Ventilation



External Wall Insulation  
and windows/doors Cavity Wall Insulation



# Occupancy/Behaviours

## Occupancy evaluations

On site support

Tailored communications

Monitoring and evaluation

Advice and guidance



# Occupancy/Behaviours

Monitoring and evaluation

Occupancy evaluations

Advice and guidance

On site support

Tailored communications





# Occupancy/Behaviours

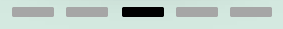
Advice and guidance

Monitoring and  
evaluation

On site support

Tailored communications

Occupancy evaluations



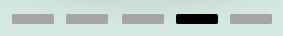
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Monitoring and evaluation



# Occupancy/Behaviours

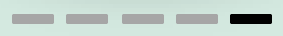
Tailored communication

On site support

Occupancy evaluations

Monitoring and evaluation

Advice and guidance



# Any Questions?



# Making homes warmer through insulation

Gemma Voaden – Delivery Manager for Renewable Heat and  
Retrofit, Together Housing  
Alice Hammond – Retrofit Project Officer, Together Housing



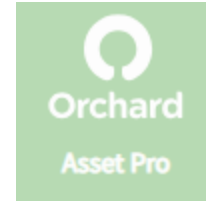
# Journey to Retrofit

- In 2020 Together Housing produced a **Carbon Reduction Strategy**.
- The why, how and the when is clearly mapped out
- A dedicated Together Net Zero department was created.



# Data and its importance

- Types of data; calculated, modelled and actuals



- Importance of accurate data

- EPC programme created



# Being Bid Ready

- Formulate programmes ahead of time
- Light vs Deep retrofit
- Geography x energy performance
- Proactive procurement

Score	Energy rating
92+	A
81-91	B
69-80	C
55-68	D
39-54	E
21-38	F
1-20	G





# Pilot projects / Lessons learnt

- Green Homes Grant projects
- Steep learning curve for delivery and tenant engagement
- Evaluation session conducted and outcomes shared



GREEN  
HOMES  
GRANT



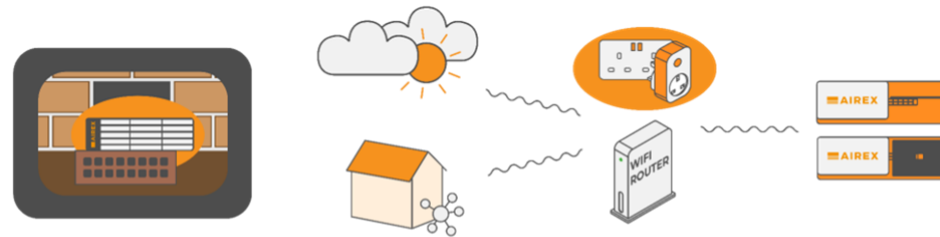
# SHDF Wave 1 – case study

- 68 low rise flats receiving EWI
- Resident benefits
- Event day with residents and local politicians to raise awareness via press engagement



# Future plans

- SHDF Wave 2.1 completion / SHDF Wave 2.2/3 / ECO4
- Out the box thinking / innovation
- Insulation, insulation, insulation





**Any questions?**

# Heartwarming Homes



**PlaceShapers**  
Together we help communities thrive



TENANT ENGAGEMENT EXPERTS  
**tpas**

## COMMUNICATING WITH CUSTOMERS ABOUT RETROFIT



# THE HEARTWARMING HOMES TOOLKIT

Heartwarming  
Homes

The NHC Social Housing Tenants' Climate Jury and the Placeshapers and Tpas report 'Residents' Voices in the Net Zero Journey' highlighted the need to get communication right.

Heartwarming Homes is an online toolkit which will support social landlords to engage with residents who are due to have energy efficiency work done on their homes.

It's been developed in partnership with social housing residents and housing professionals.

It's about the sector working together to overcome common challenges, it's time to collaborate not duplicate.



# Heartwarming Homes

Steve Mackenzie, Yorkshire Housing Climate Change Champion



TACKLING  
CLIMATE CHANGE  
TOGETHER



[www.northern-consortium.org.uk/the-social-housing-tenants-climate-jury/](http://www.northern-consortium.org.uk/the-social-housing-tenants-climate-jury/)

# KEY LEARNING

The toolkit uses behaviour change theory to encourage residents to welcome energy efficiency improvements and to create a better customer experience.

## REMOVE BARRIERS

- Disruption is the biggest tenant concern about energy efficiency improvements.
- Investment in making energy efficiency an easy choice pays off.



## BUILD TRUST

- Face-to-face communication
- Resident ambassadors – tenants trust other tenants most.
- Educate colleagues.



## PUT RESIDENTS AT THE HEART

- Communicate clearly, and be mindful of their circumstances
- Listen and respond to what they say.





# THE HEARTWARMING HOMES TOOLKIT

Heartwarming  
Homes

**Communication and engagement should be at the heart of your project plan. It can't be an afterthought.**

## **The toolkit includes:**

- Research and Theory
- Advice
- Channels and Resources
- Evaluation Framework
- Links to other resources

**The toolkit is for comms teams, and sustainability and asset management teams.**



# THE HEARTWARMING HOMES TOOLKIT

**Heartwarming Homes**

Home Research and theory Advice Channels and resources Evaluation Other useful resources

- Working with contractors
- Communicating with different groups - diversity
- Make energy efficiency an easy choice
- Communicating with the wider resident group

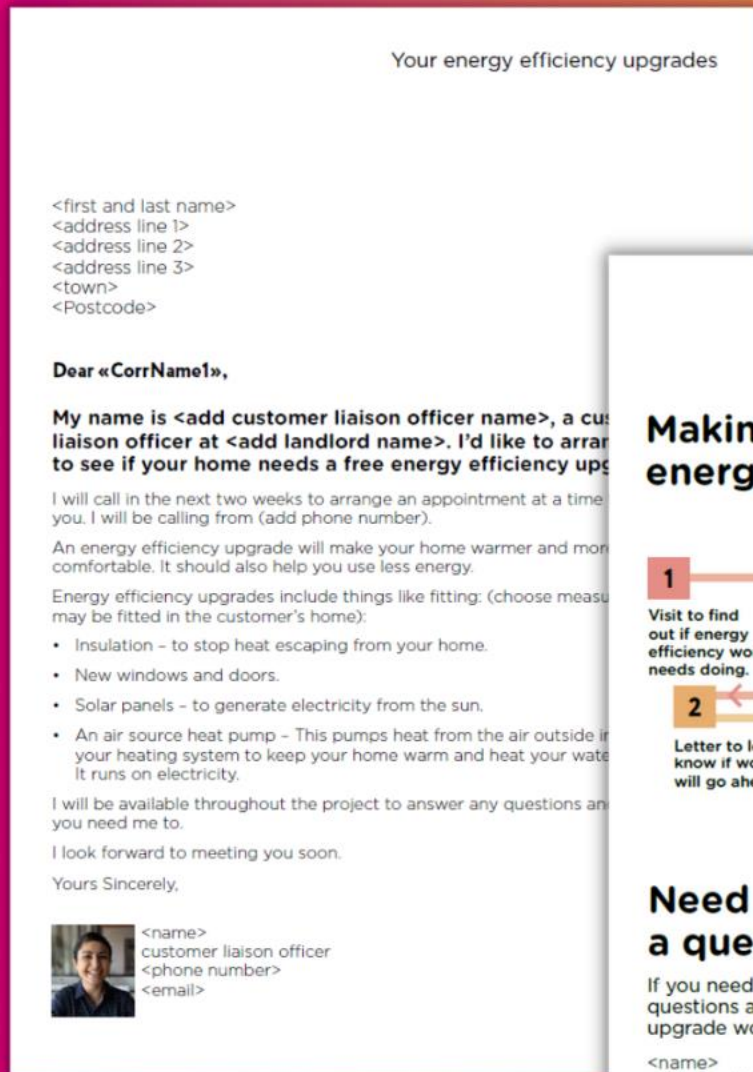
## Heartwarming Homes

A toolkit to engage residents in energy efficiency improvements.

[Get started](#) [Download the pack](#)

15°C Mostly cloudy 13:18 11/09/2021

# LETTER EXAMPLE TEMPLATE



## Heartwarming Homes



# Heartwarming Homes

## EXAMPLE OF THE FAQS ON THE HEARTWARMING HOMES WEBSITE

### General FAQs

How long will work take?

*You will need to update this with timeframes from your own programme.*

**Common timeframes include:**

- Solar panels: 2 days
- Air source heat pump: 5 days
- Floor insulation: 1 day
- Loft insulation: half a day

What disruption will work cause?

Will having energy efficiency work done affect my rent or service charge?

Will energy efficiency work reduce my bills?

The summers have been getting hotter and this trend is set to continue. How will homes that have had energy efficiency work done on them perform in the heat? Will they be warmer than before the work was done?

If my home is insulated and draught-proofed will there be a greater risk of damp and mould?

Will you cover the cost of redecoration or redecorate my home?

Will you cover the cost of new floor coverings if mine are removed or damaged during the work?

Will I be entitled to any compensation for any damage that occurs in my home?

# TEST AND LEARN

Heartwarming  
Homes

**“It made such a refreshing change that it is written in ‘speak easy’ language, it’s understandable. It makes it sound totally different to most of the stuff I’ve read before that’s been put out.”**

**“It takes away any sense of “them and us” which people sometimes have at times of change. It allows opportunities for questions to be asked.”**

## HOUSING SECTOR:

- 100% would use the toolkit.
- 91% think the recommendations are practical to implement.

## RESIDENTS:

- 94% would like their landlord to use the template letter.
- 88% would like their landlord to adopt the comms process.

**Heartwarming  
Homes**

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**REGISTER YOUR  
INTEREST IN THE  
HEARTWARMING  
HOMES TOOLKIT**



**TOOLKIT LAUNCHES ON THE 26TH SEPTEMBER**

**Heartwarming  
Homes**

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# HEARTWARMING HOMES WEBINAR



Book via [MyNHC.org.uk](http://MyNHC.org.uk)

Find out more about behaviour change theory, get practical tips about how to put the toolkit into practice, and ask questions.

PROSPER





# INTRODUCTION

- Prosper is a not-for-profit strategic business consultancy who specialises in procurement and new build.
- Prosper works with many housing providers and public sector organisations across England, Wales and Northern Ireland to find the best solutions for them and their business.
- Prosper provides Public Sector Partners with a range of procurement solutions through Regulatory Compliant Frameworks and Dynamic Purchasing Systems.

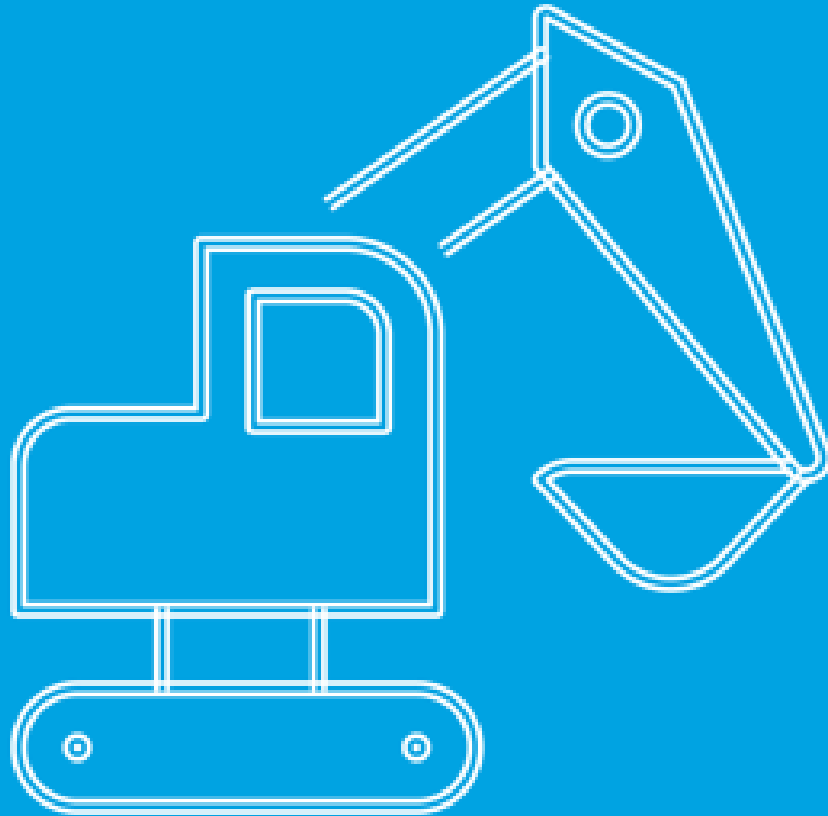


# Supply Chain



- Many of the works are specialist
- PAS2035 Assessors, Consultants and Co-Ordinators are not being trained at an appropriate rate which is creating project log jams and significant price inflation
- Installation Contractors are experiencing labour shortages due to insufficient trained resource and operative turnover is high
- Material costs continue to escalate due to high demand, economic inflationary pressure and some elements of profiteering

# SHDF Wave 1



- Large scale projects with low level measures have been delivered on time successfully, particularly where the measures to be installed were identified early . This enables Landlords to increase the percentage of their stock reaching EPC C more quickly
- More complex projects where measures were unknown at the point of bid submission have proved difficult to deliver
- Work is more complicated and costly to deliver than anticipated
- Requirements of PAS 2035 as a standard are significantly onerous

# Green Skills

- ❖ Limited PAS 2035 Specialist role training is ongoing
- ❖ Supply Chain Partners are working to increase the number of apprenticeship opportunities they create
- ❖ Existing specialists are being retrained to enable installation of new technology (e.g. Heating Engineers to Air Source Heat Pump installers)

**All of these activities a positive but not sufficient to meet demand now or in future years**

- A coordinated approach to upskilling and training is needed led by Government with involvement from all stakeholders



PROSPER

# PAS 2035 RETROFIT CONSULTANTS FRAMEWORK



## Scope of Works:

- Retrofit Assessor
- Retrofit Coordinator
- Retrofit Designer
- Retrofit Evaluator

The framework covers regional lots across, North East, Yorkshire and The Humber, North West, East Midlands, East of England, South East, South West, London, West Midlands and Wales.

# APPROVED DELIVERY PARTNERS

Baily Garner LLP

Pellings LLP

CoreLogic U.K Ltd

Storm Tempest Ltd

Karakusevic Carson Architects

Taylor Lewis Ltd

Keegans Ltd

TWC Consulting

LivGreen

YES Energy Solutions

PARCOR Ltd

PROSPER

# Decarbonisation Retrofit Framework

(including Refurbishment Works)

- Prosper undertook a long-term process of engaging the market to assess the delivery requirements of landlord and contractor partners
- This identified Decarbonisation & Retrofit works would be delivered in a 'fabric first' approach meaning multiple work streams would be undertaken together
- Consequently, it was clear the most effective approach would be to build a solution where delivery was through a network of Principal Contractors
- The Engagement process identified the need to incorporate traditional planned works to create efficiency in delivery and minimize disruption to residents
- Prosper produced the first framework in the country to include Decarbonisation & Retrofit works with planned investment works

PROSPER

# DECARBONISATION RETROFIT (INCLUDING REFURBISHMENT WORKS) FRAMEWORK



PROSPER

## Scope of Works:

- External HD-EPS Insulation Below DPC
- External Wall Insulation
- Loft Insulation and Cavity Wall Insulation
- Internal Wall Insulation
- Air Source Heat Pumps
- Ground Source Heat Pumps
- Domestic Electrical Works
- Photovoltaic and Battery Storage Installation
- Domestic Heating and Distribution Systems and Much, Much More

The framework covers regional lots across, North East, Yorkshire and The Humber, North West, East Midlands, East of England, South East, South West, London, West Midlands and Wales.



# APPROVED DELIVERY PARTNERS

Bell Decorating Group Ltd

Mercer Building Ltd

Diamond Build Plc

Novus Property Solutions

EQUANS Regeneration Ltd

PHS Home Solutions Ltd

Esh Construction Ltd

RE:GEN Group Ltd

LCB Construction Ltd

Sustainable Building Service Ltd

LivGreen

The Casey Group Ltd

Mears Ltd

TSG Building Service Plc

THANK YOU

