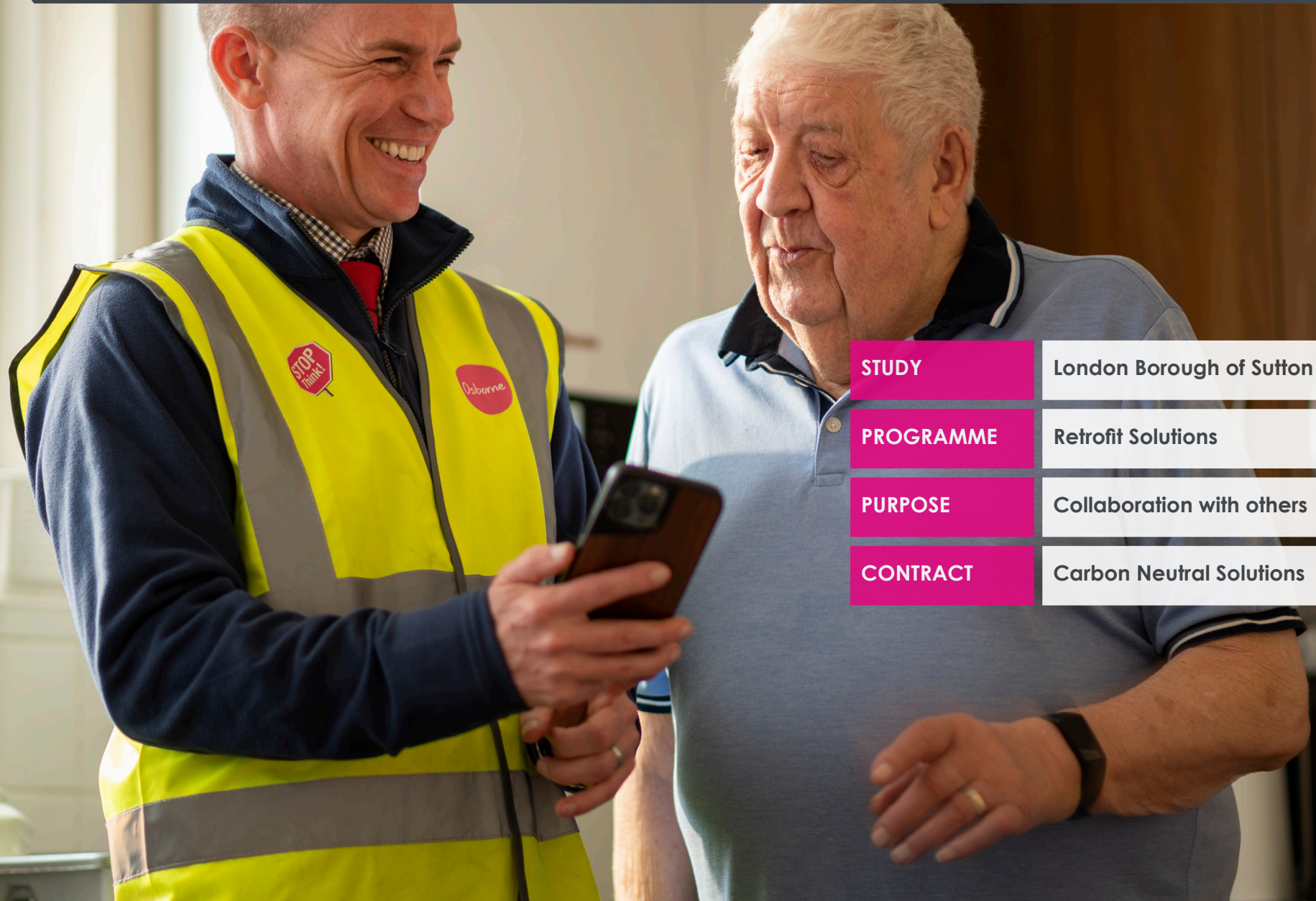


Osborne

# Retrofit Solutions



**STUDY**

London Borough of Sutton

**PROGRAMME**

Retrofit Solutions

**PURPOSE**

Collaboration with others

**CONTRACT**

Carbon Neutral Solutions



## Issue

London Borough of Sutton (LBS) want to reduce carbon emissions, whilst at the same time providing more comfortable homes and lower energy bills for their residents. Osborne Carbon Neutral Solutions were appointed to work in partnership with LBS following the Energiesprong solution to deliver whole house deep retrofits to 1928 to 1936 terrace properties.

## Solution

We worked with LBS to understand what they wanted to achieve with the retrofit works, then held online engagement events speaking with residents to understand their thoughts, feelings and concerns regarding the work. When we started engaging with the residents it was during Covid, so due to the restrictions, we carried this out via videocalls. The main thing the residents were concerned about was how the upgrades would look and would they see a saving in their energy bills.

Osborne are working in partnership with Bow Tie Construction, who designed the concept. The new retrofit works include traditional external wall insulation with a brick effect

render finish, underfloor spray foam insulation, mechanical ventilation, an air source heat pump for the new heating and hot water systems, solar PV and loft insulation.

Due to lack of availability of our initial system that would house the air source heat pump and ventilation systems, we carried out a reassessment and found the Monodraught Homezone would be a suitable alternative. Another key benefit of the Monodraught unit is it allows for access to carry out the servicing to the systems without needing access to the residents' homes.

Osborne sent out frequent newsletters to residents to keep them updated. When there were changes to the design or systems, Osborne created an informative booklet which was delivered in person by the Resident Liaison Officer and Project Manager in a 1-2-1 visit with the residents to explain the changes with the resident. This approach works well, as the residents feel comfortable in their own homes to ask the questions they want.

On these visits the Project Manager would also mark out areas where systems would go, to give the customers a visual aid for them to understand the works better.

## Outcome

This is an ongoing live project and Osborne continue to work with all stakeholders to achieve successful delivery of this project.

Keeping the residents informed throughout the journey is key. Residents can be sceptical about the works, benefits, and the energy savings so it's important to keep residents engaged to ensure they don't pull out of the programme.

Collaborative working with the Resident Liaison Officers and Surveyors in Sutton at every stage to deliver these works has also been a key part.

