

Installing retrofit measures allows us to make your home more energy efficient.

## What is retrofit?

Retrofit means adding energy efficient upgrades to an existing home, helping to keep it warm by replacing fossil fuels with renewable energy. We follow a whole house retrofit approach, and will consider the building fabric (walls, roof, windows and doors) as our first priority, while making sure we manage ventilation. We follow the PAS 2035 framework, which ensures that retrofit work is completed to a high standard.

## Why do we retrofit our homes?

Installing retrofit measures allows us to make your home more energy efficient, creating a healthier home while reducing carbon emissions.

## The benefits

- Reducing the risk of damp & mould
- Improving ventilation to create better indoor air quality
- Preventing draughts and heat loss
- Decreasing impact on the environment
- Less energy is needed to heat your home, which may lower your energy bills
- Reducing the risk of health problems associated with cold homes

## What retrofit measures may be installed

- Insulation (wall & loft)
- Airtightness (doors & windows)
- Ventilation
- Renewable technologies
- Heating controls
- Efficient lighting
- Low carbon heating

## Your retrofit journey

Your journey will be led by our expert retrofit team, who will work with you based on your needs. A dedicated tenant engagement officer will act as your point of contact throughout. We'll share with you a plan for your home, and keep you updated on contractors that will also be in touch.

While the aim of each retrofit journey is to improve energy efficiency and reduce carbon emissions, every home will be unique, and improvements will be tailored to the needs of your property.



## You can expect the following steps during your retrofit journey



### STEP 1: Retrofit assessment (visit)

To begin the process, you'll be contacted by one of our retrofit assessors to book in your whole house energy assessment. This will give us an insight into the energy efficiency of your home as well as any relevant repairs that may be needed. This will last around three hours and will include giving you energy saving advice, an opportunity to answer any questions you may have, and for us to make note of any specific requirements you need.



### STEP 2: Technical surveys (visit)

Following your retrofit assessment, you'll receive an update letting you know which measures may be suitable, and which of our contractors will be in touch to arrange the technical surveys. This might include surveys on your current insulation or heating system. The retrofit team will report any outstanding repairs that were identified during the initial assessment of your home. Some of these repairs or upgrades may need to be completed before the retrofit work takes place, while others can take place after.



### STEP 3: Making a plan

Once the surveys have been completed, your tenant engagement officer will be in touch to provide you with a plan for your home. This will explain all the planned retrofit work, which contractors you'll hear from, and what outcomes we expect following the improvements. Your tenant engagement officer will be available to answer any questions throughout your retrofit journey.



### STEP 4: Installation (visit)

Depending on which measures your home needs, contractors will call you directly to book in these installations. They'll confirm a suitable time and date with you in advance. Depending on how much work is needed, these installations may be on separate days, but we'll minimise disruption as much as possible. At the end of the installation, the contractor will make sure you understand how to use any of the measures that have been installed, such as the heating controls.



### STEP 5: Completion and feedback (visit)

Once the work has been completed, an assessor will call you to book in one final survey to assess how the measures have benefitted your home and made it more energy efficient. Please note this survey is mandatory to ensure compliance. We'll also ask for feedback on the entire process and answer any questions you may have. Your comfort and wellbeing are important to us and we want to make sure you're happy with the end result.

## Track your progress

You can use the below to keep track of your home retrofit process.

### Retrofit assessment - Step 1



Time/Date: .....

Surveyor name: .....

Notes: .....

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### Technical surveys - Step 2



Contractor 1: .....

Time/Date: .....

Contractor 2: .....

Time/Date: .....

Contractor 3: .....

Time/Date: .....

Contractor 4: .....

Time/Date: .....

Notes: .....

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### Installation - Step 4



Measure 1: .....

Time/Date: .....

Measure 2: .....

Time/Date: .....

Measure 3: .....

Time/Date: .....

Measure 4: .....

Time/Date: .....

Notes: .....

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### Completion survey - Step 5



Time/Date: .....

Surveyor name: .....

Notes: .....

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For further information please visit your housing association website or email

[RetrofitTeam@flagship-housing.co.uk](mailto:RetrofitTeam@flagship-housing.co.uk)