

# Home retrofit

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



## What is a retrofit?

Whole House Retrofit is a complete approach to making your home more energy efficient, focusing on the fabric of the house first including the walls, roof, floors, windows, and doors, to reduce heat loss. Alongside these fabric measures, retrofit also considers improving your home's ventilation, heating efficiency and cooling in the summer months.

## Why do we retrofit?

Installing retrofit measures allows us to make your home more energy efficient, creating a healthier home that cuts your bills and reduces carbon emissions.

### The benefits

- Reducing the risk of damp & mould
- Ensuring adequate controlled ventilation to create better indoor air quality
- Preventing draughts and heat loss
- Decreasing impact on the environment
- Less energy needed to heat your home and therefore reduced costs
- Reducing the risk of health problems associated with cold homes

## What retrofit measures may be installed

- Insulation (wall, floor & loft)
- Airtightness (doors & windows)
- Ventilation
- Renewable technologies
- Heating controls
- Efficient lighting

## Your retrofit journey

During your journey you will be assigned an expert Retrofit Coordinator based on your needs, who will act as your single point of contact throughout – though there will likely be other contractors involved depending on the expertise needed for your home specifically.

Whilst each retrofit journey has the same aim to improve energy efficiency and savings, every property will be unique, and measures needed will be tailored to the needs of your property.



# The following steps are what may be expected within your retrofit journey



## STEP 1: Initial contact

An introductory letter sent to your home outlining which measure(s) you may receive, and how this is funded by Flagship.



## STEP 2: Retrofit assessment takes place (visit)

To begin the process, you will be contacted by one of our Retrofit Surveyors to book in your whole house energy and condition assessment. This will give us an insight into the energy efficiency of your home as well as any relevant repairs that may need to take place. This will last around 3 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 3: Contractor assessments and repairs (visit – if required)

After this assessment, we will be in contact with you to confirm you are still happy for the works to go ahead. Dependant on what measures need to be installed we may require further assessments to take place through contractors. For instance, this might include assessments on your current insulation. The Retrofit Coordinator will refer any outstanding repairs they identified during the initial assessment of your property. These will be completed at the earliest convenience.



## STEP 4: Making a plan

Once surveys have been completed, the Retrofit Coordinator will endeavour to keep you up to date with the next steps of your retrofit journey, detailing all the measures we will install to make your home as energy efficient as possible. We will keep you informed on which measures will benefit you the most in reducing your energy bills and carbon output.



## STEP 5: Retrofit works proceed (visit)

Depending on which measures your home needs, contractors will call you directly to book in these installations. They will confirm a suitable time and date with you in advance. Depending on how much work is needed, these installations may be on separate days. We will minimise disruption as much as possible. All works will be overseen by your Retrofit Coordinator who you can contact if you have any queries. Where appropriate at the end of the installation the contractor will ensure that you understand how to use any energy efficiency measures that have been installed, such as heating controls.



## STEP 6: Completion and feedback (visit)

Once works are completed, your Retrofit Coordinator will call you to book in one final survey to assess how the measures have benefitted your home and improved energy efficiency. We will also ask for feedback on the entire process and answer any questions you may have as your comfort and wellbeing are at the forefront of what we are aiming to achieve.

# Track your progress

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

## Retrofit assessment - Step 2



Time/Date: .....

Surveyor name: .....

Notes: .....

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## Contractor assessments - Step 3



Contractor 1: .....

Time/Date: .....

Contractor 2: .....

Time/Date: .....

Contractor 3: .....

Time/Date: .....

Contractor 4: .....

Time/Date: .....

Notes: .....

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## Retrofit works - Step 5



Measure 1: .....

Time/Date: .....

Measure 2: .....

Time/Date: .....

Measure 3: .....

Time/Date: .....

Measure 4: .....

Time/Date: .....

Notes: .....

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## Completion survey - Step 6



Time/Date: .....

Notes: .....

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For further information or if you have any queries please use the following resources or contact a member of staff, email - [RetrofitTeam@flagship-housing.co.uk](mailto:RetrofitTeam@flagship-housing.co.uk)