



Wates Living Space

# Wates Retrofit





Our aim is to help customers reduce their carbon emissions, but within this vital objective is another pressing issue; families are facing rising energy costs. Helping to address this makes our retrofit work even more important.”

David Morgan, Executive Managing Director,  
Wates Property Services

## INTRODUCTION TO WATES RETROFIT

In 2020, Wates Living Space - the Wates Group's dedicated social housing maintenance business - launched its social housing retrofit service, an end-to-end, fully compliant, whole-house retrofit service to enable social housing landlords to meet the Government's target for all social housing to achieve an EPC (Energy Performance Certificate) rating of C and above by 2030.

Wates Retrofit is designed to guide customers through every step of their retrofit journey, from initial planning, through to final install and monitoring. Our ethos is to work collaboratively, supporting customers with applications for funding, helping them to understand and adhere to compliance, selecting the most suitable energy efficiency measures and supporting residents through essential works.



# OUR WORK



	Organisation	Project value	No. of homes	Funding source
1	London Borough of Brent	£150k	3	Direct funding
2	Stevenage Borough Council	£500k	330	LAD 1b
	Stevenage Borough Council	£2,7m	399	SHDF Wave 1
3	London Borough of Enfield	£3,2m	118	LAD 1b
	London Borough of Enfield	£1,3m	70	SHDF Wave 1
4	Northampton Partnership Homes	£4,1m	80	SHDF Demonstrator
	Northampton Partnership Homes	£9m	250	SHDF Wave 1
5	Citizen Housing and Rooftop Housing Group	£3,4m	80	SHDF Demonstrator
6	Nottinghamshire County Council	£1,5m	26	SHDF Demonstrator
7	Leeds City Council	£10,1m	750	European Regional Development Fund (ERDF)
8	Stonewater	£1,8m	130	Direct funding
9	Wrexham County Borough Council	£200k	2	Other
10	Berneslai Homes	£50k	2	Direct funding
11	Thurrock Borough Council	£3,45m	75	Direct funding
12	Dacorum Borough Council	£500k	22	SHDF Wave 1
13	The Guinness Partnership	£1,2m	52	SHDF Wave 1
14	The Community Housing Group	£500k	22	SHDF Wave 1



# OUR OFFER

Wates has developed a market leading end to end PAS 2035 compliant retrofit solution to support clients towards their zero carbon targets. The service includes:

## Stock analysis

We support our clients by identifying suitable homes within their portfolio for retrofitting, whilst also identifying appropriate funding streams.



## Funding support

We support clients identify and access available Government funding including The Social Housing Decarbonisation Fund (SHDF) and Energy Company Obligation (ECO) and provide dedicated teams to support with bid applications.



## PAS 2035 services

We provide an end to end PAS 2035 compliant service including retrofit assessments, retrofit coordination and retrofit design.



## Energy and BIM modelling

We ensure homes achieve specific heat targets, including 90kWh/m2/ pa for SHDF Wave 1, whilst also providing customers with a BIM model to integrate into asset management systems.



## Delivery

We have highly experienced and trained delivery teams that work alongside Wates' leading quality management processes to ensure effective delivery of a successful project.



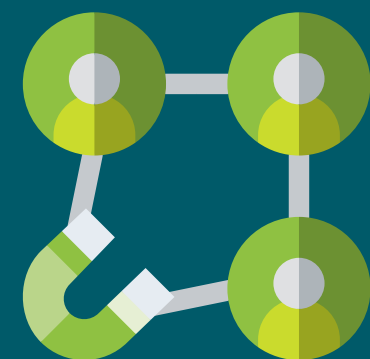
## Accredited supply chain

We have developed partnerships with local and national supply chain partners, accredited to PAS 2030/MCS to deliver quality at scale.



## Resident engagement

Our dedicated team of Customer Service Managers ensure we deliver a world class end to end customer journey, keeping residents both engaged and informed throughout the project.



## Asset management strategies

We have extensive experience in developing retrofit strategies and projects alongside other planned investment works, generating efficiencies and minimising disruption for residents.



## Reporting and evaluation

We implement innovative and smart technologies to ensure we understand how the properties are performing – pre and post project, linking into customers asset management systems.



## Compliance

We have dedicated teams and partners to manage the strict compliance requirements of PAS 2035, including satisfying Trustmark and BEIS.



# FUNDING SUPPORT

## £100 billion

The cost of retrofitting all social housing in the UK to zero carbon standards is currently estimated at over £100 billion.

With decarbonisation costs having to be factored in with the substantial investment already needed to meet other key legislation such as the Building Safety Act 2022, securing external funding is critical to support social housing landlords on the path to Zero Carbon.

The Government has already earmarked £3.8 billion of funding for energy efficiency upgrades through a Social Housing Decarbonisation Fund (SHDF), with £800 million available for Wave 2.

Wates Living Space has a 100% success rate in supporting housing providers secure funding, with over £10 million of SHDF funding secured through the Wave 1 process in early 2022.

Our experienced and dedicated team, which works alongside external consultant partners to support with SHDF Wave 2 applications, can support in the following areas:

- Stock analysis and eligibility
- Pre-bid surveys and archetype design
- Bid management
- Bid writing and method statements
- Pricing/cost information



We also have experience and partnerships across a range of other funding schemes including:

- The Energy Company Obligation
- Green Homes Grant Local Authority Delivery Scheme
- The Sustainable Warmth Competition

We can work with you to ensure all funding avenues are explored and maximised according to the eligibility criteria of your homes and residents.



# EASE OF PROCUREMENT

## Quick and compliant

Wates Living Space is on several procurement frameworks, which offer social housing providers quick and compliant routes to market to deliver whole house retrofit and asset management programmes.

Customers can use a number of these frameworks to direct award Social Housing Decarbonisation Fund Wave 1 projects due to the tight delivery timeframes.

The benefits include:

- OJEU compliant
- Cost and quality certainty
- Quick route to market
- National coverage across the UK
- Direct award option to meet tight project timescales.
- Open to all public sector bodies



# OUR WORK IN PRACTICE



## CASE STUDY 1: Stevenage Borough Council

<b>Client:</b>	Stevenage Borough Council
<b>Project title:</b>	Local Authority Delivery Phase 1b Project
<b>Funding:</b>	Local Authority Delivery Phase 1b
<b>Procurement route:</b>	South East Consortium

Number of properties:

**140**

Project value:

**£1.6m**



In 2022, we completed the PAS 2035 Compliant retrofit of 140 semi-detached and mid-terrace homes for Stevenage Borough Council, following a successful funding application of £950,000 secured through the Local Authority Delivery (LAD) Phase 1 scheme.

The contract saw a blended approach of fabric first and energy efficiency technology, including cavity wall insulation, loft insulation and photovoltaics (PV), the success of which has enabled Stevenage Borough Council to make great strides in their journey to net zero.

The properties, some of which had damp issues, were moved from an EPC Band D or E to achieve the targeted EPC C.

Working collaboratively on the road to net zero



# OUR WORK IN PRACTICE



## CASE STUDY 2: London Borough of Enfield

<b>Client:</b>	London Borough of Enfield
<b>Project title:</b>	Local Authority Delivery Phase 1b Project
<b>Funding:</b>	Grant Local Authority Delivery Scheme (LAD) Phase 1B
<b>Procurement route:</b>	South East Consortium

Number of properties:  
**50** 34 funded and  
16 non-funded

Project value:  
**£1.5m**



Our delivery of the London Borough of Enfield's first PAS 2035 retrofit programme has seen a fabric-first whole-house approach adopted to install energy efficiency measures for 50 semi-detached and mid-terrace homes, part-funded by the Local Authority Deliver Scheme (LAD) Phase 1b. The energy efficiency measures included external wall insulation, fans and loft insulation.

As the first social housing retrofit project delivered in Enfield, the project was a collaborative journey where lessons were learnt and best practice developed in a multitude of areas, including PAS20:35 compliance, resident engagement, and supply chain management.

The properties were taken from Band D to C to meet the project objectives.

## Learning in Partnership in Enfield





# OUR WORK IN PRACTICE



## CASE STUDY 3: Northampton Partnership Homes

<b>Client:</b>	Northampton Partnership Homes
<b>Project title:</b>	SHDF Demonstrator
<b>Funding:</b>	Social Housing Decarbonisation Fund Demonstrator
<b>Procurement route:</b>	Fusion21

Number of properties:

**80**

Project value:

**£4.1m**



In Spring 2022, we completed one of the first Social Housing Decarbonisation Fund (SHDF) Demonstrator projects, adopting a collaborative approach to social housing retrofit delivered to PAS 2035 Standards. Northampton Borough Council were successful in securing £2 million from the SHDF.

The team worked closely with Northampton Partnership Homes to develop a programme that would first and foremost reduce heating demand but would also help inform any future investments in energy efficiency measures.

Energy efficiency measures included external wall insulation, loft insulation, ventilation, and new windows and doors as part of a whole house approach. Air source heat pumps and Photovoltaics were also installed, while Switchee devices were installed to monitor the performance of the homes.

With work undertaken in occupied properties, our resident liaison strategy was vital to the project's success, with residents engaged with from the outset.

The properties were taken from Band D/E to achieve Band B or C – with the minimum requirement for the SHDF Demonstrator scheme Band C.

Working collaboratively  
in Northampton



# OUR WORK IN PRACTICE



## CASE STUDY 4: London Borough of Brent

Client:	Brent Council
Project title:	Retrofit Pilot

Number of properties: **3**      Project value: **£150k**



In 2021, we completed a PAS 2035 pilot housing retrofit project on behalf of Brent Council, laying the foundations for the council to develop its wider housing retrofit strategy.

Using a fabric-first approach, the pilot saw the team undertake deep retrofit of a void property, allowing Brent Council to understand various energy efficiency measures in unoccupied properties, giving them valuable insight to inform their future retrofit investments while causing no disruption to tenants.

Energy efficiency measures include external wall insulation, internal wall insulation, photovoltaic panels, flat roof installation, new windows and doors, electrical storage heating, electric water heating and loft insulation.

Reducing predicted carbon emissions from 6.8 tonnes to -0.5 tonnes per year, the project exceeded all expectations and took the properties from an EPC F rating to an EPC B rating, exceeding the Government's targets for housing retrofit. The predicted annual savings to energy bills per household were £425.

Exceeding energy performance certificate targets in Brent





Wates Living Space

# Wates Retrofit

Contacts:

Find out more

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