



Gravesham's learning from SHDF Wave 1

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Delivering a Gravesham to be proud of

Agenda

- Our project
- Challenges experienced
- Resident engagement advice
- Solutions to refusals

Our Wave 1 Bid

- Wave 1 bid consisted of 473 homes – loft and cavity wall insulation and ventilation measures
- Modelled the programme using Parity Portfolio system
- All properties initially rated EPC D all reaching EPC C post measures
- Dedicated project team of 4 including a GBC employed Resident Liaison Officer

Address List

Browse your address list to view results at a property level. The list can be filtered by reference number, address, address group, or by metric. If you wish to change which metrics are visible, visit your account settings.
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Filter Address Groups: and or not

Ref #	Address	Postcode	Confidence	Known Lodged EPC		Calculated Results		EPC	Area
				SAP	Lodged Date	SAP	ICO ₂		
03010010			6.5	88 G	05/05/2018	71.91 C	1.676	🔍	
03010020			6.8	81 D	18/05/2016	76.08 C	1.598	🔍	
03010030			6.5	74 C	05/05/2018	76.91 C	1.464	🔍	
03010040			6.5	75 C	05/05/2018	75.42 C	1.634	🔍	
03010050			6.6	78 C	05/05/2018	77.25 C	1.307	🔍	
03010060			6.5	78 C	05/05/2018	75.00 C	1.479	🔍	
03010080			6.7	89 D	18/12/2011	82.25 C	1.743	🔍	
03010090			6.5	75 C	05/05/2018	77.34 C	1.378	🔍	
03010110			6.6	81 D	12/08/2013	74.94 C	1.53	🔍	
03010120			6.5	74 C	05/05/2018	74.70 C	1.412	🔍	
03010140			6.5	80 D	17/06/2013	74.17 C	1.519	🔍	
03010160			6.5	76 C	05/05/2018	74.24 C	1.55	🔍	
03010180			6.6	81 D	08/08/2013	74.81 C	1.424	🔍	
03010190			6.5	78 C	05/05/2018	75.55 C	1.454	🔍	
03010210			6.6	82 D	12/08/2013	74.14 C	1.566	🔍	

Challenges we faced

- Access issues for surveys and retrofit assessments
- Resident refusals – ventilation, concern around upheaval, outstanding complaints
- Lofts full of items making it difficult to survey and install
- Vulnerable and elderly tenants who need further support to allow the install to proceed

Resident Engagement Advice

- Implement a retrofit specific engagement strategy
- Identify hard to access properties from an early stage (i.e. gas servicing)
- Where possible, tie in with other planned works at the property such as kitchens or windows
- Keep it simple – where possible avoid confusing technical language
- Identify and make allowance where required to assist tenants with clearing or moving items to facilitate install
- Identify tenants who cannot provide access during the week and explore whether the contractors can be flexible with appointment times/days
- Identify properties with outstanding D&M cases and whether they would benefit from being included in the retrofit programme

Solutions to Refusals

- Identify why the tenant is refusing – is it part of a bigger problem? Such as outstanding repairs or hoarding cases
- Can the contractor be more accommodating to allow the install to proceed? e.g. helping the tenant move items or flexible appointments
- Outcomes, benefits and what the work of the retrofit programme involves should be clearly explained to the residents
- Encourage tenants who have had the work done already to promote to other tenants to share their experiences