Gravesham's learning from SHDF Wave 1

Joshua Arthur, Gravesham Borough Council
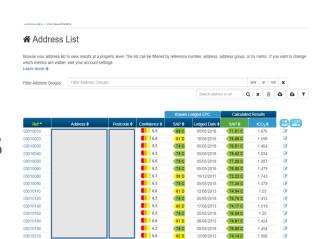
Delivering a Gravesham to be proud of

Gravesham Borough Council

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

Delivering a Gravesham to be proud of

Gravesham
Borough Council

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

Gravesham
Borough Council

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