

Retrofit Energy Efficiency Projects

Appendix 1 - Roxby Close

Before and After



Appendix 2 – Lovells and Moor Grange Court Project

Current and proposed (Artist's impression) for the three Lovells buildings



Appendix 3 - Holtdales Project

Before and After (Artist impression)



Appendix 4 - TIBB Project

During the construction phase and After completion of work



Appendix 5 – Roxby Close - Feedback from residents

This project has improved 60 flats with measures including concrete repairs, external wall insulation, and balcony replacements.

Tenant A testimonial

This household comprises of one adult who works full time.

“Visibly there has been a massive improvement. Also, the flat feels a lot warmer with the new insulation compared with before. There has been an improvement on the forecourt as well. The concrete slabs were a trip hazard and have been replaced with tarmac which is level and smoother. The Operatives / workmen were friendly and approachable. Overall, this has been a positive experience.”

Tenant B testimonial

This household comprises of one adult who works full time as a Security Guard.

“The work is quite good. The flat is now warmer with the insulation. The whole block looks much better than before. Also due to the insulation there has been a reduction in the noise levels particularly traffic noise especially at night. This has improved sleep and quality of life. The balconies should have been higher but they’re okay. The only other point is the work took longer to complete than advised”

Tenant C testimonial

“I like the work. The new insulation is good. The flat looks better. The flat is warmer. The balconies are good, and I like the design. The block looks much cleaner and newer. The signs on the building are well designed”

Appendix 6 – GSHP - Feedback from residents

GSHP Phase 1 – Heights East and West

The household comprises a retired couple in their 70's. They have managed with electric storage heating since the beginning of their tenancy in 1995. GSHP was installed October 2020. The GSHP technology within the property took up less space than the traditional hot water cylinder.

- The contractor (Cenergist) liaison team met with tenants to:
 - Provide instructions and demonstrate how to operate the new system
 - offer advice on tariff changes to maximise savings

Tenant A testimonial

“When we had storage heaters, only the living room really got warm but now all the flat gets warm. It’s really nice to have the option to just turn it on when you want it, like on an evening when we’re sat watching TV. The storage heaters didn’t give out much heat on an evening so it’s great to have that. It’s a bit colder today so I might turn it on for a bit later on. It’s a lot easier to use, the storage heaters were awkward to use. I am really happy with the work. The new systems have definitely made a marked and welcome difference to the heating in my flat – just in time for the winter months!”

GSHP 2 Westerley Croft and Rise

Household comprises of two adults mid 30's and one child aged 6. Family moved into the property in 2016, tenant works fulltime as an engineer, currently working from home. Change from electric storage to renewable energy February 2021.

Tenant B testimonial

“The electric storage heaters were a pain, expensive to run, uncontrollable, hard to set to the desired temperature and too hot overnight causing disturbed sleep. The new system is a dream, really happy with it. I was worried it was going to be more expensive but my spend has reduced from £150-180/month to £90/month. It was worth every minute of the disruption. I would have happily paid for the system if I had to. There was minor disruption for a couple of days during the works, but the guys were really helpful, and I was amazed at the speed they worked. They were efficient, clean and made as little mess as possible.”