

Carbon Neutral Cornwall | February 2020

Whole House Retrofit Cornwall Project Information for Residents

The **Whole House Retrofit Pilot Project** is a programme of work that will install new energy efficiency measures in 83 of Cornwall Housing's homes.

This is a pilot project and will be funded by the Department of Business, Energy & Industrial Strategy (BEIS) with Cornwall Council, Cornwall Housing and SSE Energy Solutions contributing to the improvement measures and working together in partnership.

Introducing energy efficiency measures will reduce the amount of carbon produced in each property and help us to work towards the target of becoming carbon neutral. It will also help reduce the amount you have to spend on fuel.

Becoming carbon neutral means only taking as much carbon dioxide from the atmosphere as we put in.

Your house has been selected to take part in this pilot project and to benefit from the retrofit measures.



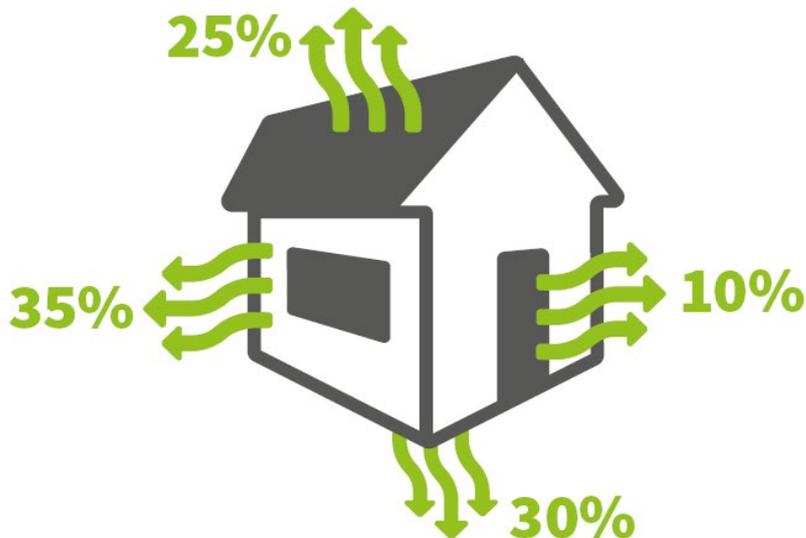
If you would like this information in another format, please contact:

Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY

Email: equality@cornwall.gov.uk Telephone: **0300 1234 100**

A house loses heat through the roof, walls, doors, windows and floors unless it is well insulated

The graph below represents typical heat loss in a house



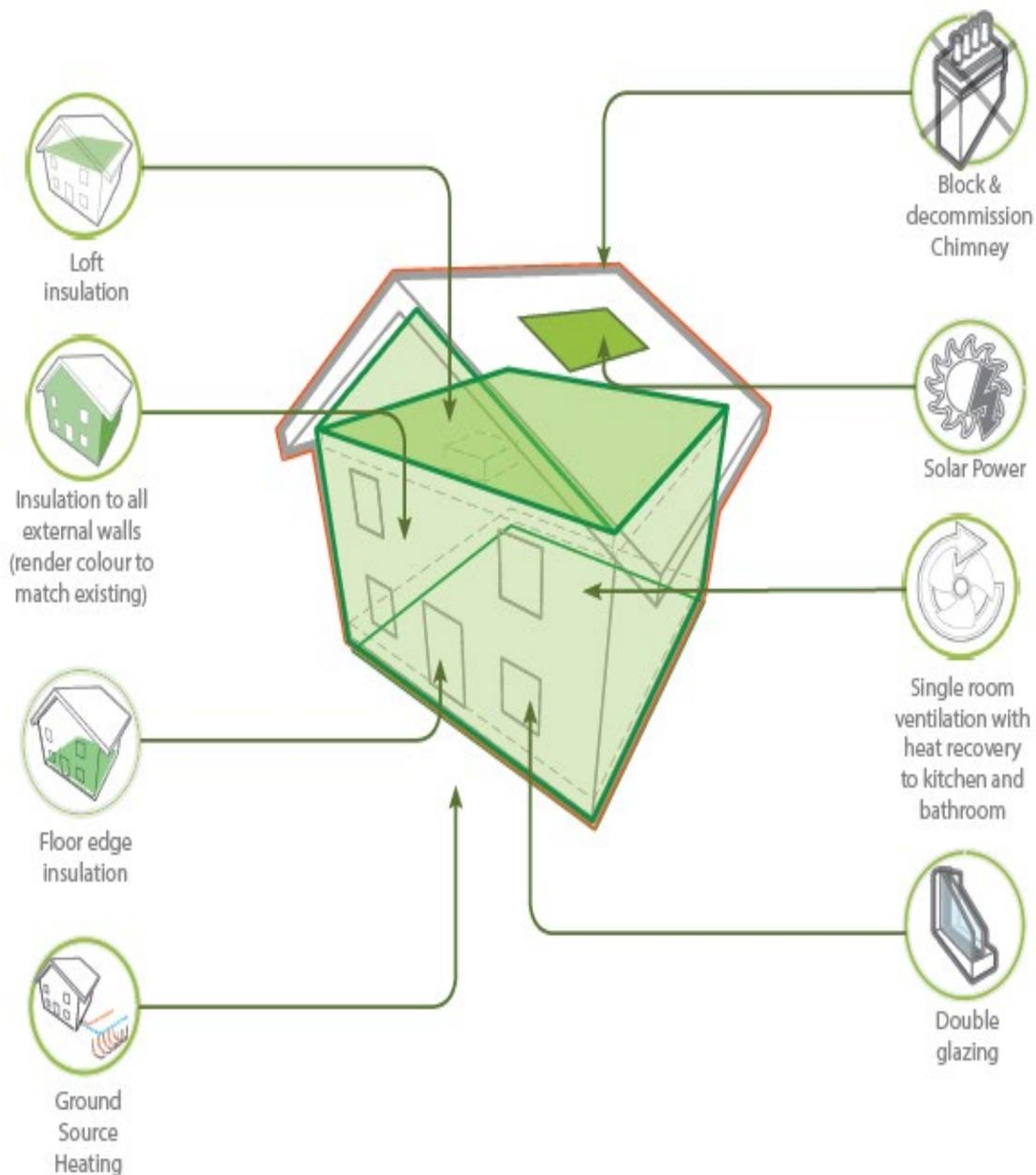
To help reduce this heat loss energy efficiency measures will be retrofitted to your property. These measures will improve how your home feels to live in throughout the year and will reduce the amount of energy needed to heat it. This could also reduce the cost of heating your home by up to half* and will help us to become carbon neutral.

*The project is designed to increase the energy efficiency of your home. Calculations completed in accordance with the UK Government's National Calculation Methodology for assessing the energy performance of dwellings i.e. the 'Standard Assessment Procedure' (SAP). SAP analysis suggests that the energy performance band of your home will increase from an Energy Performance Certificate (EPC) rating from a Band D to a Band B - an improvement that could result in an annual saving of 50% on heating and hot water for an average household. The UK Government's assessment methodology is based on a number of assumptions, i.e. a fixed occupancy level, set temperature levels, and a set heating schedules, etc. and as a result you may save more or less depending on how you use and heat your home.

What will happen next?

The energy efficiency measures will be identified by carrying out a survey on your home. This will determine which measures will be used to maximise the efficiency of your home and to achieve the required energy performance target. These measures will vary from home to home and cost in the region of £45,000 per property all fully funded by the project so you won't have to pay towards the work. The work will be carried out by specialist contractors who will partner with us to deliver the improvements to your home.

The measures will be chosen to best suit the type of property you live in and could include some or all of the features below:





What is involved

If you decide to go ahead and be part of the Whole House Retrofit Pilot Project, the following will give an outline of what is involved:

- We will need you to sign a privacy notice to give us permission to share your contact details with our partners who will be carrying out the work.
- We will do a detailed property survey to see if your home is suitable and what improvement measures can be carried out
- We will carry out detailed design drawings to identify which of the eight energy efficiency improvements, outlined on page 3, will be installed
- The Resident Liaison Officer, appointed specifically to work on this project, will be in touch to explain what improvement measures will be made and the process in which these will be carried out
- We will agree a start date with you which is likely to be around four to six weeks after the property survey has been done, keep you informed throughout the work and ensure you understand how these new measures will work in your home

More information

The Resident Liaison Officer, Helen Buckley, will be working closely with you throughout the entire process to help ensure the project runs as smoothly as possible and to answer any questions you may have.

Our Frequently Asked Questions on the following pages may help with any queries but if you have any concerns or questions please contact

Helen Buckley

by email: Helen.Buckley@cornwallhousing.org.uk

by phone: 01208 262888 or mobile: 07484 029273

Whole House Retrofit Cornwall Project Frequently Asked Questions (FAQs)

The Frequently Asked Questions and answers below may help with any queries or concerns that you have, but if not the Resident Liaison Officer, Helen Buckley will be happy to help you. Her contact details are in the 'Your point of contact' section below.

What is the Whole House Retrofit Cornwall Project

The programme will retrofit 83 social houses for residents in fuel poverty with innovative energy efficiency solutions. The project will be funded by the Department of Business, Energy & Industrial Strategy (BEIS). Cornwall Council, Cornwall Housing and SSE Energy Solutions are also providing funding towards the pilot project.

What is carbon neutral?

Becoming carbon neutral means only taking out as much carbon dioxide from the atmosphere as we put into it. This is also known as 'Net Zero Carbon'.

Do I have to have the work done to my home?

You don't have to have the retrofitting work carried out if you don't want, however you won't benefit from the energy efficiency improvements and

investment which the Whole House Retrofit Project will deliver.

If I agree, will the work definitely happen?

We have selected your home to be part of the Whole House Retrofit Project because we think it would benefit from the energy efficiency improvement measures however, we won't know for certain if your property is suitable until the survey has been carried out.

Who is paying for the works?

The work is being funded by the Department of Business, Energy and Industrial Strategy (BEIS). Cornwall Council, Cornwall Housing and SSE Energy Solutions will also contribute towards the improvements. You won't have to pay anything towards the retrofit work.

What are the benefits for me?

- £45,000 worth of improvements to your home
- Reduced heating bills
- A more comfortable home

Who is involved in the Whole House Retrofit Cornwall Project?

The project is being led by Cornwall Council who are working in partnership with Cornwall Housing, the BRE Group, SSE Energy Solutions, PRP Architects and the department of Business, Energy and

Industrial Strategy. There is a dedicated Resident Liaison Officer for the Whole House Retrofit Project who will ensure the project runs smoothly and answer any questions you may have about any of the work.

Will I need to leave my home while the work is done?

No, you won't need to leave your home while the work is done.

Will there be any disruption while the work is done?

As with any construction work there will be some disruption involved while the work is being done, but it will be kept to a minimum.

If you have any concerns or problems please contact your Resident Liaison Officer, Helen Buckley – her contact details are in the section 'Your point of contact' below.

How long will the work take?

The work is expected to take around six weeks per house but may take longer depending on the work involved.

What is involved?

A detailed survey will be carried out and full designs drawn up to see what improvement measures will work for your home. From this we will be able to tell you exactly what work will be carried out and what this will involve. We will also be asking you to answer questionnaires that will be sent to you by the BRE (one of the partners) before and after the work is carried out.

Where can I get more information?

More information on Carbon Neutral Cornwall and the Whole House Retrofit Pilot Project is available on the Council's website

www.cornwall.gov.uk/climatechange

Your point of contact

Helen Buckley is the dedicated Resident Liaison Officer for the Whole House Retrofit Pilot Project and will be your point of contact to answer any of your questions, give you updates and address any concerns you may have. You can contact Helen

by email: **Helen.Buckley@cornwallhousing.org.uk**

by phone: **07484 029273** or **01208 262888**