

Creating a phased retrofit schedule to reduce energy consumption

The story

The approach taken by Nottingham Energy Partnership is to target houses within the conservation area, those off the gas network and/or those with a low Energy Performance Certificate (EPC) rating. Tailored in-person advice is provided to homeowners through a range of activities that are scheduled each month, including events, workshops, home visits, and future fit plans for homeowners.

The client's wanted to seek advice on how to treat their home, find reputable companies to contact, and which products or materials to purchase for retrofit measures. The HEAT Hub's approach is to promote the project to areas across the region that meet the eligibility criteria.

This property is a 1900s traditional two-storey semi-detached house located within the village of Darley Abbey, near Derby city centre. It is considered hard to treat because it is a Grade II listed building in the Derbyshire conservation area. According to results of the home survey, the property also has a low estimated EPC score of E.

Opportunities

At events, registrations are generated for a retrofit assessment of the home to complete a Future Fit Home Energy Plan. Homeowners can also request a 30-minute consultation following the receipt of their plan if they have any questions.

Given the low energy performance rating of the house, the client was advised to improve the energy efficiency by installing fabric insulation measures, upgrading the ventilation and heating systems to low-carbon technologies, and implementing better heating controls.

This guidance prompted the client to sign up for future workshops on renewable energy technologies.

After consultation with her local council, she plans to contact Nottingham Energy Partnership for a recommendation for installers who carry out insulation using natural materials like hempcrete.



Testimonial

"Good advice about what to do and which contractors for the job... The work you do is especially important as global warming is increasingly happening and people need to be more aware and conscious about more comfortable homes now rather than later".
-Homeowner

Approach

For this client, her in-person advice journey started when she attended one of the events held in Darley Abbey. Following the event, an in-person retrofit assessment of her home was booked by the HEAT Hub team and completed by a trusted Retrofit Assessor who visited their home to complete the survey.

The data from the retrofit assessment enabled the Future Fit Home Energy Plan (FFHEP) to be compiled. Essentially, the FFHEP includes a phased 15-20 year retrofit schedule that illustrates a potential 78% reduction of her energy consumption, provided the guidance is followed.

The main challenge this client faced during the process was the long wait between the assessment being completed and receiving her plan. This concern was alleviated when she received an update on the progress, reassuring her that the plan was still on its way.

Another challenge that the client faced was that the plan was initially shared digitally, making it harder for her to read. To solve this, a physical copy of the plan was printed and posted to the client.

Outcomes

Altogether this client had two in-person experiences with industry experts, totalling four hours. She has expressed interest in attending the in-person technology workshops and have a further 30 minute in-person consultation about her Future Fit Home Energy Plan.

Milestone update

- Client Registration: 26 November 2023
- Retrofit Survey Date: 8 March 2024
- HEAT Hub Introduction Event: 23 March 2024
- Future Fit Plan Update: 24 May 2024
- Future Fit Plan Date Sent: 26 July 2024
- The client has expressed interest in attending a workshop on Renewable Technologies so that they understand the concepts better.
- They will also be in contact again for recommendations on insulation.

Find out more about the Local Energy Advice Demonstrator projects in the Midlands.

