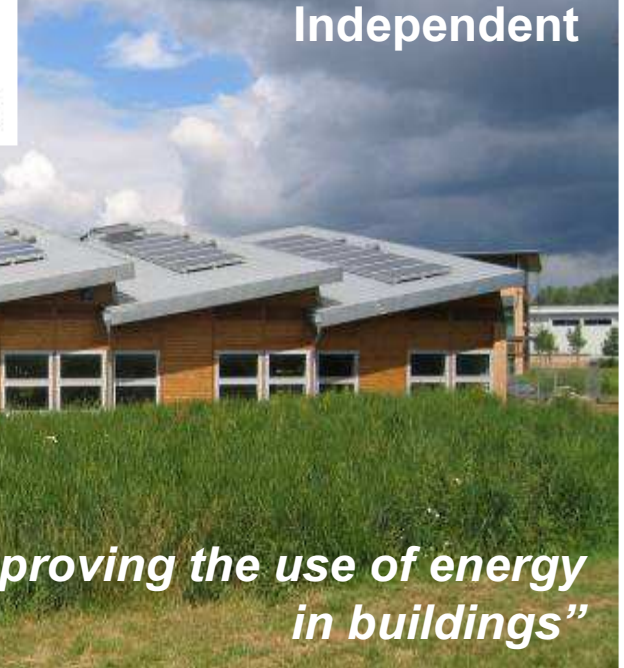




The Challenges of Solid Wall Insulation

25th November 2015
Sandra Hayes, Senior Project Manager

The National Energy Foundation



SBDC Green Deal Communities

- A £2.5m project funded by DECC
- £2.1m (including VAT) to pay for capital works
- To support the delivery of Green Deal Plans through a street by street approach
- 15 Local Authorities, 24 areas
- Target number of properties 924/727/629/586
- Had to use a Green Deal Provider



Funding Issues

- ECO & then GDHIF – changing not once but twice
- An offer that is attractive to customers – better than they will get from GDHIF (original grant £2,100)
- Delay whilst the offer is revised – everything on hold
- Green Deal Loans end without notice
- Shift of focus to Fuel Poverty

The Challenge of Street Selection



Better Success - Wolverton



Last chance to get up to £7,000 grant for a warmer homes in Wolverton, Bletchley and Fenny Stratford

By [jessica.duncan](#) | Posted: February 24, 2015



Better Success – Boundary Way



The GDP/Installer Wants

- Volume – social housing
- One archetype
- Generic quotes (lots of 'if applicable....')
- To change install dates & timescales to suit their business requirements
- To get the work done at the lowest cost
- To deal with snagging issues as and when
- Not to deal with pesky customers!!

The Customer Wants

- Re-assurance that they are doing the right thing
- An easy customer journey
- Questions answered
- A detailed quote
- Respect for them and their property
- An install start & end date they can rely on
- Minimum upheaval
- Good levels of communication



Customer Expectations

- Need to be managed
- Customers may assume that they will get the same as customers of a previous phase
- The need for clear & accurate quotes evidenced in writing – a signed technical survey/commitment of works
- Customer guidance on what to expect

Technical Issues

- Customers will pick up on aesthetics but may be unaware of technical issues
- The IWI return
- One off installs can cause issues around site supervision/Quality Assurance Inspections & logistics (as well as increase cost)

Insulation installed on to carpet



Cold Bridging



Soil Pipes & Flues

- System manufacturer's guidance may be silent
- Different system manufacturer's may deal with detailing in different ways
- Challenging to keep on top of whether work is being done properly



A Role for Energy Assessors?

- Energy Assessments
- Quotations
- Technical surveys?
- Customer liaison
- Retrofit Co-ordinators (*as recommended by Peter Hansford in Solid Wall Insulation – Unlocking demand and driving up standards – November 2015*)

Summary

- Government policy is constantly evolving and presents many challenges
- Using a national company to do one off installations does not work well
- Larger installers and ECO providers are looking for volume
- Managing customer expectations is key as is good communication and customer service

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