

These professionals did it, when will you?



Target group:  
**Building  
Professionals,  
Housing Associations**

## Rosehill Housing Co-operative: External Refurbishment

Glasgow, Scotland

Year of construction:  
mid 1900s

Number of units:  
198

Current retrofit status:  
completed

### Overview

In December 2016, Everwarm successfully secured a contract to carry out significant energy efficiency and refurbishment upgrades in the Priesthill area of Glasgow. Working in partnership with both Rosehill Housing Co-operative and the local authority, Glasgow City Council, we upgraded a total of 198 flatted properties in the area. Privately owned, these were previously council-owned flats that had been refurbished by Barratt Homes, including the conversion of four to two and one apartments to increase the number of flats available for smaller families. All properties are of a traditional construction type; previous cavity wall insulation installed had failed to become effective due to the very poor condition of the building fabric. As such, external wall insulation (EWI) was identified as the most effective solution to maximise thermal improvements.

### Scope of Works

The full scope of works included:

- EWI (Wetherby's BBA-approved Epsicon 3 system)
- Fabric repairs
- Controlled door entry systems
- Communal window replacements

Due to the state of disrepair the properties had fallen into (particularly with regards to the condition of the fabric) a number of properties were unoccupied. In total, void properties accounted for 15% of all homes on the targeted address list. This project is the first of a three-phase programme, acting as a quality benchmark for the standard of installations on future contracts.



## Funding

To support the provision of HEEPS:ABS funding supplied by the local authority and the capital investment made by Rosehill HC, Everwarm secured ECO funding for the project through our bi-lateral agreements with the 'big six' utility companies.

Our 14-strong in-house claims team successfully ensued 100% compliance to maximise the funding leveraged – all within Rosehill's timescales. Everwarm managed the entire funding package from inception to close-out of the scheme, remaining a firm control over cost feasibility and value for money for both the council and the association.



## Programme of engagement

Due to the relatively high percentage of void properties, ensuring the buy-in of landlords as well as owner-occupiers was key to the success of the programme. Everwarm conducted a community open day at pre-start stage to make certain all those involved in the programme were fully aware of the timescales, scope of works and benefits of the measures to be installed.

From the early stage meetings with the Priesthill community, we knew that we would come into contact with many vulnerable groups: the elderly, disabled and families with young children. We designed our programme of engagement accordingly.

Crucially, the financial make-up of the scheme meant that little owner contributions were required – key to securing high levels of take-up. A full-time Resident Liaison Officer (RLO) was allocated to act as a source of comfort throughout the works and answer resident queries as they arose.



## Working with the Wise Group

To most effectively identify individuals who qualified for additional assistance, Everwarm worked closely with GHeat, part of the Wise Group – the area's local Home Energy Scotland (HES) agency. Throughout this, we identified several households who qualified for support under the current Warmer Homes Scotland programme for heating upgrades, further increasing energy efficiency and utility bill savings for eligible residents. As an area that includes properties within the poorest 5% in Scotland according to recent Scottish Index of Multiple Deprivation results, this additional support has contributed towards improved living standards overall.



## Realising carbon reductions

A key aspect of the programme was to ensure homes were more fuel efficient in keeping with improving standards for thermal performance. We surveyed each of the properties before and after the works to establish the impact made by the installations. In total we completed works to 197 flats in the Rosehill area and this returned a substantial 7000t carbon savings. This has had a significant impact on helping Rosehill meet their commitments to improve efficiency across their stock.



## Outcomes

Rosehill HC were delighted with the standard of works on completion. All installations were completed in line with our agreed programme, resulting in full compliance with the Scottish Government's HEEPS:ABS deadlines.

The use of multiple funding streams such as ECO, has significantly reduced the value of customer contributions necessary. In cases where this has been required, Everwarm has been engaged with the community to maximise the uptake of funding support available, like Support for Owners funding.

## any question?



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## Information



**Interreg ACE Retrofitting project:**

<https://www.nweurope.eu/projects/project-search/accelerating-condominium-energy-retrofitting-ace-retrofitting/>

Everwarm

<https://www.everwarmgroup.com/>

Saving Energy Aberdeen web platform

<https://www.savingenergyaberdeen.co.uk/>

Aberdeen City Council energy efficiency web pages:

<https://www.aberdeencity.gov.uk/services/housing/home-energy-efficiency>

### You too are facing the challenge of the energy retrofitting of privately-owned condominiums in your city?

The ACE-Retrofitting project aims to develop a governance model facilitated by cities linking owners and building professionals to accelerate condominium energy retrofitting. The French CoachCopro tool will be upgraded and adapted to other countries.

The consortium is composed of Agence Parisienne du Climat (France), Maastricht University (the Netherlands), Energy House Antwerp (Belgium), the City of Liège (Belgium), Aberdeen City Council (UK), Frankfurt Energy Agency (Germany), the City of Maastricht (the Netherlands), Changeworks (UK) and Energy Cities (coordinator). Study visits are organised in the partner cities of the consortium.  
[www.nweurope.eu/ace-retrofitting](http://www.nweurope.eu/ace-retrofitting)



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