

DOMESTIC RETROFIT

COORDINATION AND RISK MANAGEMENT

Client Case Study: How The Diploma Created an Even-More Intelligent Retrofit Client

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Haringey Council are leading a large scale retrofit project on behalf of 5 north London boroughs - Islington, Camden, Hackney, Waltham Forest and Enfield – funded by the Department of Energy and Climate Change to fund improvements to existing housing stock by end of 2016.

Smart Homes, highlighted the challenges of delivering retrofit at scale across a large geographical area through a complex network of actors – installers, community groups, Council Officers etc. Challenges between partners over detailing, installation techniques, costing and responsibilities exposed issues of trust, co-operation and design responsibility within the domestic energy efficiency sector.



What was your motivation to take part in the Retrofit Coordinator course?

I have been looking for a technical retrofit course that cross cuts all professions – engineering, architecture and building. The course met these criteria and more!

Have there been any tangible benefits that you can directly attribute to the course?

This course has been hugely beneficial when managing the Smart Advisor contract, overseeing the delivery of over 1000 domestic retrofits and mediating between residents and installers where on site issues have arisen.

Smart Homes has piloted a Retrofit Coordinator – to advise residents, approve grants and ensure quality delivery. This has been a very successful element of the project.

Would you recommend that other local authorities adopt the training?

Yes of course - this training is invaluable to anyone working, managing or specifying building projects – especially in energy retrofit.

What benefits could local authorities expect to get from it?

A better understanding of unintended consequences for poor design and installation such as thermal bridges, overheating, the impact of substituting materials on site, ventilation, condensation and so on.

Also being better able to specify contracts to deliver a performance specification at design stage that can translate to achieving targets on site is so important.

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