

A Guide to Retrofitting Your Home



0300 365 1111*



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ovh.org.uk

Your home, but better.

At One Vision Housing, we provide affordable and high-quality homes to create thriving and inclusive communities.

We presently manage and maintain over 13,600 homes across the Liverpool City Region, Cheshire and Lancashire, with a plan to deliver a further 1,000 new homes over the next five years.

As part of our commitment to creating a better future for our customers and their communities, we are delivering vital energy saving works to our homes, known as retrofit works.

This leaflet will serve as a comprehensive guide to retrofitting, providing you with all the information you need to know about the works we seek to complete on your home.

What are retrofitting works?

Retrofitting works consist of making alterations to an existing property to reduce energy consumption and improve its energy efficiency.

The proposed works will take a 'fabric-first' approach, with the aim of:

- Managing ventilation
- Controlling moisture
- Retaining heat

Retrofit works are essential to the UK Government's mission of achieving Net-Zero Carbon emissions by 2050 and our own Net-Zero Carbon Commitment.

The works form a key part of our strategy to create more sustainable homes for our customers – because we want to, not because we have to.



How does this benefit me?

Retrofit works provide a wealth of advantages to residents. Here are some key benefits:

- **Reduced energy bills:** Improved heating systems, insulation and windows significantly reduce energy consumption needed to keep your home warm. This results in lower energy bills, leaving you with more money in your pocket.
- **Improved comfort:** Poor insulation and inefficient heating can make a home uncomfortable to live in. As retrofit works address these issues, they create a warmer living environment for you to enjoy.

- **Improved health and wellbeing:** Cold homes with poor ventilation can exacerbate health issues. Retrofitting can help to mitigate these issues by creating a healthier living environment for you to thrive in.
- **Environmentally friendly:** Retrofitted homes emit fewer emissions that contribute to climate change, with works that may incorporate renewable energy sources for some homes

How will my property be modified?

The retrofit works will mainly centre around external wall and roof insulation, and could also include additional works to improve energy efficiency, such as ventilation.

The type of insulation suitable will depend on the wall construction in your home. Solid-walled properties may receive external or internal wall insulation, whilst walls with cavities may be filled with an insulation material.

Other retrofit measures may include the installation of solar panels and air source heat pumps.

Our contractor will conduct a survey on your property prior to commencement of works to determine what work is necessary, and this will be confirmed to you prior to any works being undertaken.





What is the likely disruption?

As retrofitting is classed as major improvement works, there will inevitably be some disruption. The appointed contractor will be confirmed to you at the start of the process, and will try their utmost to ensure any disruption is kept to a minimum.

They will need access to your property prior to commencement of works to carry out a minimum of two surveys to confirm suitability and the most appropriate works. This will include an asbestos survey to ensure work is carried out with the highest level of safety for the contractors and you.

All sites will be protected with dust sheets, and furniture and floor coverings will also be covered, where possible. They will attempt to keep dust to a minimum and will tidy up each day before they leave your home.

Dependant on the works agreed, scaffolding may be erected outside your home for the duration of the works.

The number of days expected to complete the works is dependant on what is being carried out, and will be discussed with you prior to commencement on site. We will notify you as soon as is practicable if we are made aware of any changes or expected delays once works have commenced.

Once the works are complete, the contractor will access the property again to complete a handover and conduct an EPC survey.



How can I prepare?

- **Clearance:** Dependant on the areas affected by the works, it may be necessary for you to move furniture or clear out belongings. For example, if we are increasing loft insulation, the area will need to be cleared as much as possible. This will ensure easier access for contractors and minimise the risk of any damage.
- **Decorations:** We would recommend that you remove pictures and any decorations that could potentially fall or be damaged during the works.
- **Valuables:** Ensure any valuables kept in your loft or in an affected work area are locked away in a safe place.

What do I do whilst works are ongoing?

- Follow all health and safety advice provided to you by contractors.
- If you have a pet, please ensure they do not roam freely within the areas where works are taking place.
- If there are children under 18 in the property, please do not leave them unattended or allow them to touch any equipment or materials, as they could cause harm to themselves.
- You may find it more comfortable to spend time out of the home whilst works take place, however this is not necessary as works can be completed whilst you are at home.
- If you do choose to leave your home, please inform our contractors and advise them when you expect to return.



Frequently asked questions

Do I need to leave the house during the works?

Whilst you may find it more comfortable to vacate your home whilst works are undertaken, it's not compulsory and they can be completed whilst you are there.

What about my decorations and flooring?

Our contractors will attempt to minimise any disturbance and will ensure all furniture and flooring is covered, where possible. If carpets or flooring needs to be lifted, this will be discussed with you prior to works commencing.

What happens after the works are complete?

A surveyor will attend to inspect the works and confirm you are satisfied.

We will ensure that you understand how to use any new systems integrated into your home, with demonstrations carried out as necessary and user guides provided for new equipment, where applicable.

A new energy efficiency survey will be carried out in your home to provide you with a new EPC rating.

What if I don't want these works to be completed?

We would encourage you to allow these works to be completed, as they will provide you with a range of benefits and will make your home a more comfortable place.

However, if you do not wish for these works to be completed, please contact us directly to discuss this.

Get in touch



ovh.org.uk



0300 365 1111*



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One Vision Housing



The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit ovh.org.uk



One Vision Housing is part of The Sovini Group

*8am - 6pm, Monday to Friday excluding bank holidays. Emergency repairs, 24 hours, 7 days a week

INVESTORS IN PEOPLE
We invest in people Platinum



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息, 請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.