

s p a c e s

Neighbourhood led retrofit. Lessons learnt from retrofitting at scale in South Birmingham - delivering more than just decarbonisation.

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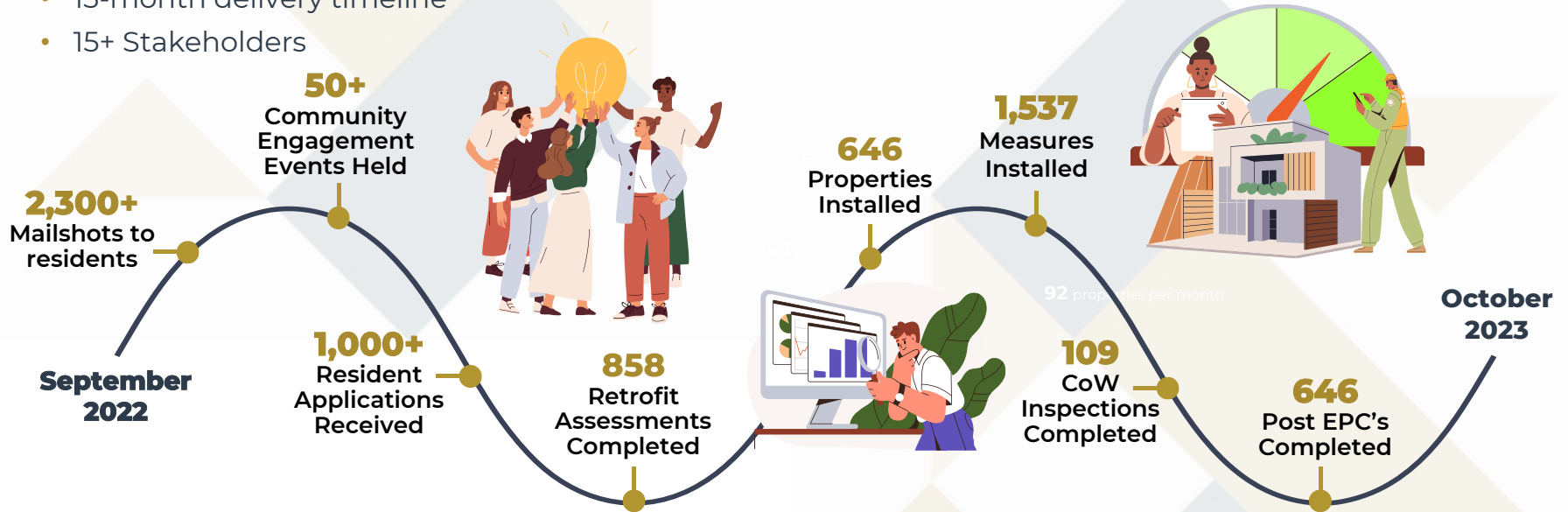
JUNCKERS
Walking on Danish design

Monodraught

SAV

LAD3 Overview

- Complex multi-disciplined domestic retrofit project across Birmingham
- Delivered as part of the Midland Net Zero Hub (MNZH) regional consortium comprising **43 members** across **East and West Midlands**
- Place based **neighbourhood-led** approach; Balsall Heath, Acocks Green, Tyseley
- 13-month delivery timeline
- 15+ Stakeholders



Customer Journey

STAGE: 1 SIGN UP AND APPLICATION APPROVAL

WHO'S INVOLVED:



STAGE: 2 ASSESSMENT



COMMUNITY ENGAGEMENT:



Mailshots



Community events/briefings



Leaflet Drops



Door to door canvassing



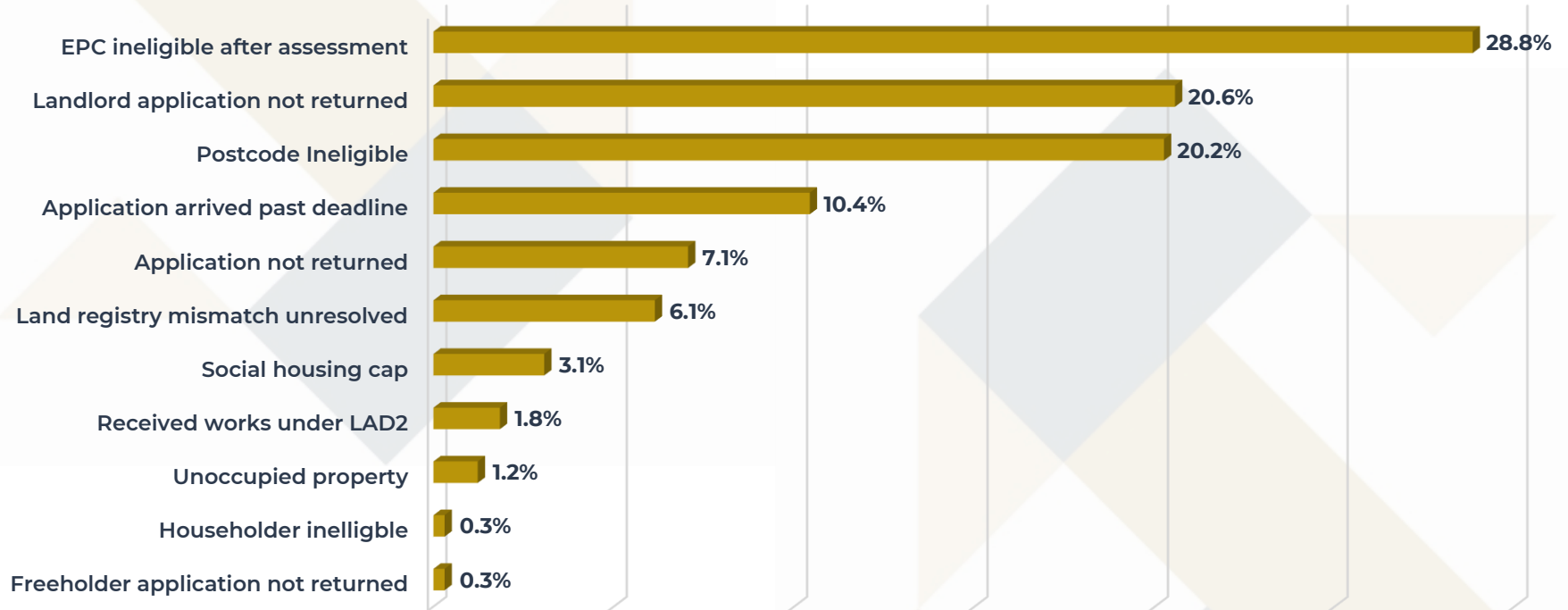
Drop in energy cafés



Resident liaison

Reasons for Attrition

20% of applications received could not be progressed.

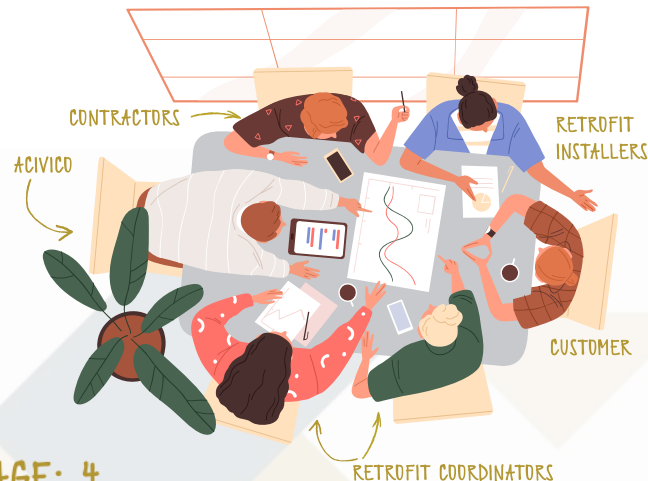


Customer Journey

STAGE: 3 TECHNICAL SURVEY



STAGE: 4 INSTALL & HANDOVER



COMMUNITY ENGAGEMENT:



Drop in energy cafés

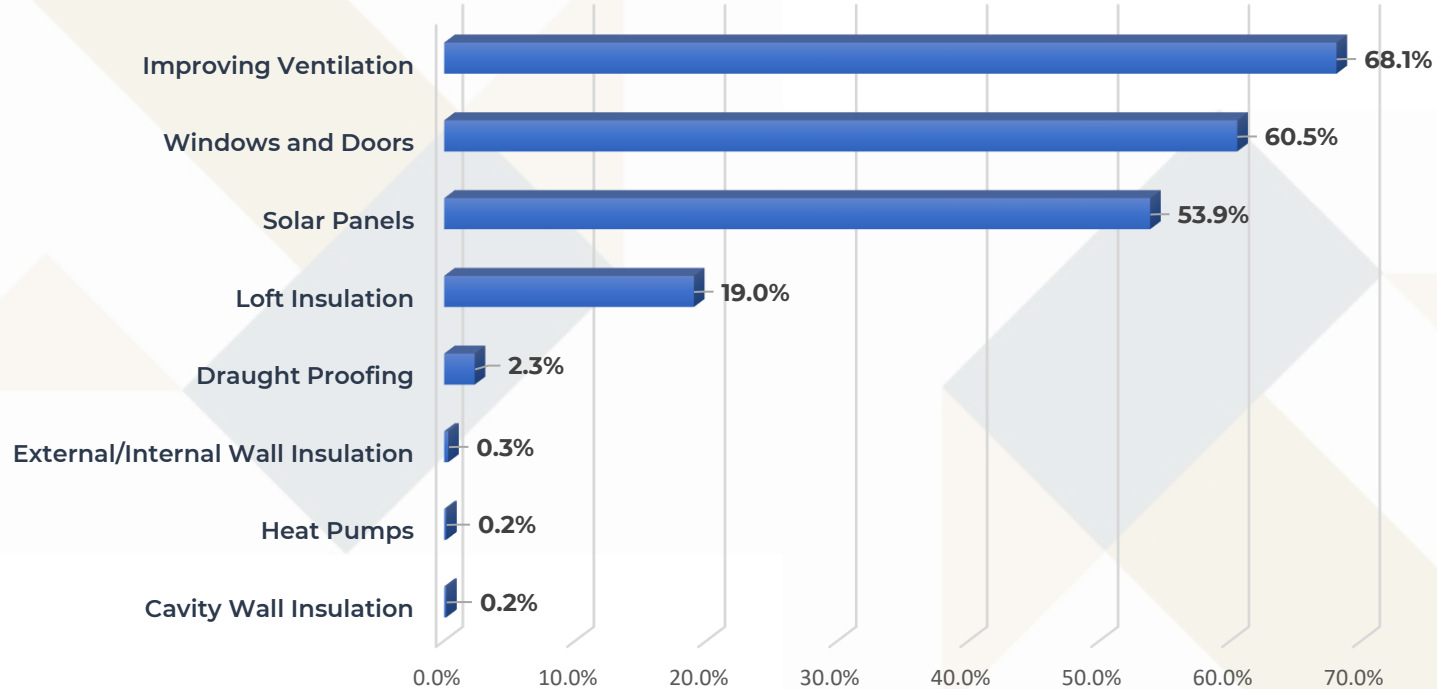


Resident liaison

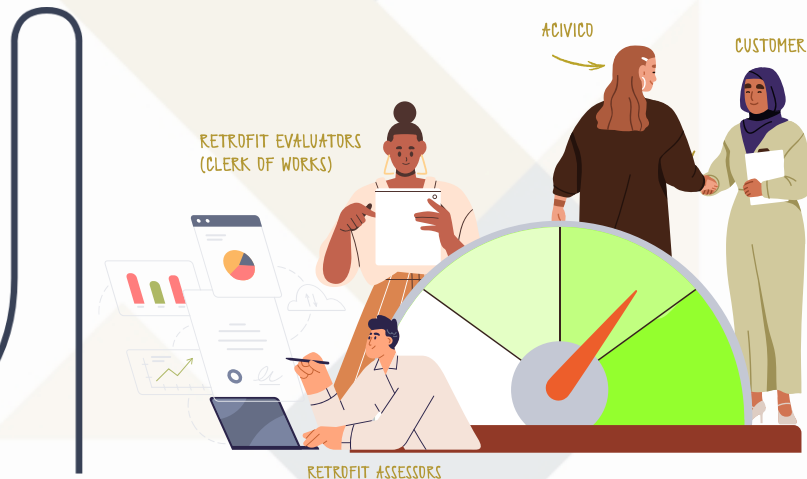


Resident liaison

Most Common Installs in Homes



Customer Journey



STAGE: 5 POST EPC & INSPECTION

STAGE: 6 CUSTOMER USE & EVALUATION



COMMUNITY ENGAGEMENT:



Resident liaison

Neighbourhood-Led Outcomes



Reduced carbon emissions – equivalent absorbed by **16,673** oak trees in a year



Improved energy efficiency of local housing - **75%** increased by 1 or more energy efficiency band



Improved living standards in the most deprived areas of Birmingham



Educated and upskilled local people through mentoring and formal training



Turbocharged community response to climate action



Stimulated growth of PAS and TrustMark accredited supply chains



Kickstarted new initiatives and attracted local investment - £860K LEAD Project



£53k reinvested into local community



Thank you

QUESTIONS?