



Loft and cavity wall insulation programme

Client's objectives

It is well documented that the physical impacts of living in a cold home cause unnecessary suffering and premature mortality. Studies have even shown that living in a cold home is a bigger killer than smoking, lack of exercise and alcohol abuse. In addition, the financial stress and anxiety over energy bills can cause or exacerbate mental health problems, leading to depression and even suicide.

Our client, Network Homes, identified the need to implement energy conservation measures in a large number of properties across London and Hertfordshire in order to reduce fuel bills for their residents and mitigate the risk of fuel poverty.

By increasing the thermal efficiency of their building stock, Network Homes would also benefit from better energy and environmental performance from their dwellings (SAP scores).

The project

Following a series of sample surveys we determined that the most efficient and cost effective energy conservation measure was to install a programme of cavity wall and loft insulation across 1,400 of Network Homes' properties.

Utilizing our approved contractor network we identified the most suitable and cost-effective provider for the works and then project managed the insulation programme to ensure a smooth and efficient service with minimal disruption for residents.

In addition we also organized Energy Company Obligation (ECO) funding to reduce the capital cost of the project for qualifying installs.

Key services delivered

- » 1,367 homes received loft insulation.
- » 66 homes received cavity wall insulation.

Project impacts

The insulation measures reduced wasteful heat loss, lowering fuel consumption and energy costs whilst achieving consistent internal comfort conditions for residents.

Following completion of this project residents who received loft insulation saw a reduction in their annual energy bills by, on average, £117. Residents who received cavity wall insulation also saved an average of £102 per annum on their energy bills.

In total, the programme saves residents £166,671 a year on their fuel bills and to date, the programme has saved 12,882 tonnes of CO₂.

What the residents said

"The installer came exactly as arranged, was extremely pleasant and very efficient. Many thanks."

Mr Lazarus, Network Homes resident

What our clients said

"The insulation works were carried out to a high quality and the feedback from residents has been very positive. Our dedicated project manager coordinated all communication with the contractors and was supportive and flexible to work with. We are planning to continue the insulation programme to deliver warmer homes and cost savings to our residents. I would happily recommend Sustain to others."

Suraj Shah, Head of Strategic Asset Management, Network Homes

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