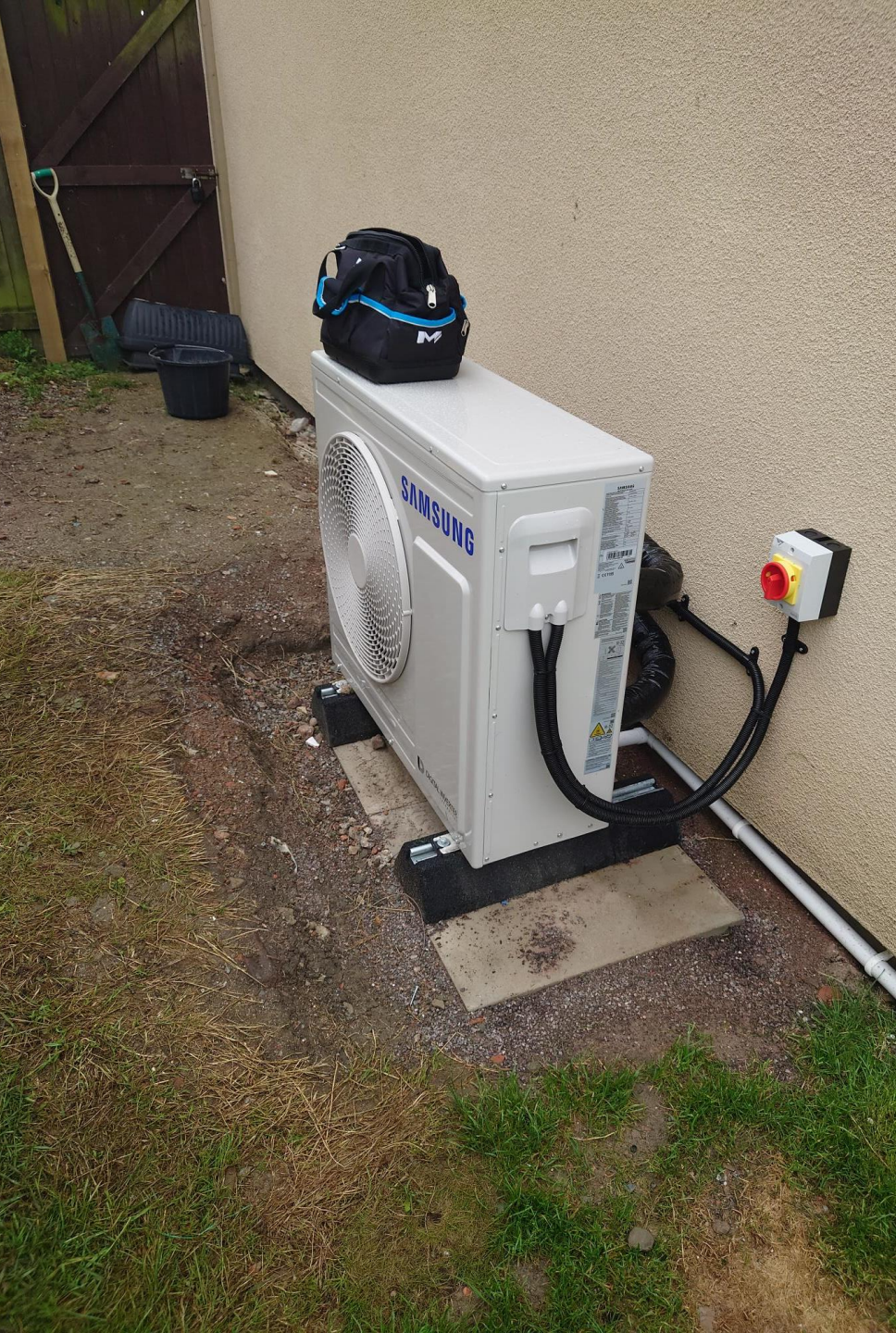


Vale of Glamorgan Council Optimised Retrofit Programme (ORP) - Year 1 Hybrid Heating Installations Project

Present by:

VOGC Housing D & I Manager – Mr. Richard Stopgate



Project Outline & Aspirations

- Work in Partnership with PassivUK Ltd to deliver the installation of 57 Hybrid heating installations within the Vale of Glamorgan Council's Housing stock.
- Install 100 Airwit Sensors and carry out 100 building passport assessments.
- Upskilling local installing contractor(s) (using ORP funding) to install the Air Source Heat Pumps (ASHPs) and PassivUK Ltd IES equipment, and obtain an extended warranty (7 years).
- PassivUK Ltd develop a building passport software package to hold our housing stock energy data.



Installation Process

- Procurement of a local contractor(s) within the Vale of Glamorgan.
- Arrange upskilling and development in conjunction with Bridgend College and PassivUK Ltd.
- Tenant Liaison Officers (TLOs) engaged relevant tenants to participate in the project.
- Surveying of the properties by PassivUK Ltd.
- The installs would take 6 days, 1 day for groundwork. 3 days for the plumbing and 2 days for electrical components.
- Commissioning usually took around 2 weeks after the last install date.

Tenant Experience Feedback

- Positive feedback overall from tenants
 - Installation process - 9.87
 - Quality of the work and final improvement - 9.64



boxes are placed as has
ems to take a long
ged in garden, but this w
as not worked
enant is disabled and needs path to
mess and had a fre
vering put on c

Challenges & Lessons Learnt

Pre Installation

- PAS2035 – initially very little in-house knowledge of PAS2035: *future retrofit projects will follow the standard from start to finish.*
- Tenant participation and engagement- scepticism and apprehension about potential savings: *Good communication and improved information materials for the contractor and TLO helped to encourage tenants to participate.*
- Training and upskilling of contractors and in-house staff – Although we had partnered with Bridgend College there was a delay in the delivery of the Samsung training rig: *ensure improved planning and time resources.*



Challenges & Lessons Learnt

Installation

- Impact of Covid-19 Pandemic- tenants refusing installation. 44/57 hybrid installations completed.
- Tenants not having strong network coverage, smart phones / email addresses - *WiFi boosters installed, exploring provision of a remote Hub, use of family member email addresses.*
- Retrospective Planning – 3m in Wales not 1m.
- Fuel levels and fuel poverty – affordability for some tenants in the rural Vale: *Provision of financial advice from a third party and provision of vouchers to help towards fuel costs.*



Challenges & Lessons Learnt

Post Installation

- Administration and staffing – underestimation of the support required for tenants after commissioning of the system: *Improved trouble shooting guides for customers and training of call centre staff.*
- System Monitoring – *PassivUK Ltd technical support team has worked with tenants to adjust the setting on the system and further educate on the use of the system.*
- Fuel costs – National increases in fuel costs. Tenants overriding the system: *Further education to tenants required.*





Any Questions

