



FORTEM

Every Home Matters

> Greatwell Homes

Overview

The SHDF Wave 2.1 project is a partnership with Greatwell Homes as part of the Midlands Net Zero Hub consortium, aimed at advancing sustainable housing through retrofits. The project is focussing on retrofitting 66 homes in Wellingborough.

The primary scope of work includes installing external wall insulation (EWI) with cladding to improve energy

efficiency, enhancing ventilation by trimming internal doors for better airflow, adding roof insulation by removing the first three rows of tiles, and replacing boiler flues for improved functionality. Residents have the option to choose from three cladding colours each backed by a 25-year colour guarantee, offering both sustainability and aesthetic choice.

Project Highlights



SPEEDY COMPLETION:

All works completed within two weeks.



SMOOTH INSPECTIONS:

2 stage inspection programme.



FUNDING ALLOCATION:

£664k SHDF funding secured.



EPC C:

Energy efficiency upgrading to all properties.



TRUSTMARK

IT systems utilised to capture and folder all documentation for 100% on-time Trustmark lodgement of works.



COMPLIANCE

HardiPlank inspection shows 100% compliance to all recommended details for shiplap cladding system installation.



2024 > 2025

CLIENT: Greatwell Homes

WORKSTREAM: Retrofit

Challenges and Resolutions

- **Challenges during the three-week pilot:** The previous window replacement scheme included concrete panels that were not accounted for in the retrofit design.

Resolution: Adjustments were incorporated into the programme so each home could be completed in one week.

- **Gaining access to homes:** A recurring challenge has been securing access to properties as residents sometimes miss scheduled appointments.

Resolution: The team prioritised consistency in appointments building consistency and strong relationships with tenants. This trust-based approach has made it easier to gain access and keep work on schedule.

- **Limited space for waste management:** Many properties lack adequate space for skip placement, especially as the houses are spread out and project turnaround is quick.

Resolution: To maintain a clean and organised site, waste is collected at the end of each day and transported back to the main site by truck. This approach minimises disruption and keeps properties free from debris.

- **Resident liaison across diverse nationalities:** With residents representing a variety of nationalities, clear communication is essential to ensure effective resident liaison.

Resolution: Our team has implemented straightforward and culturally sensitive communication strategies. These efforts have enabled smooth interactions, with no communication issues reported.

- **Weather-related delays:** Insulation work is weather-dependent, and wet conditions can delay progress.

Resolution: Our Resident Liaison Officer played a key role in managing resident expectations during these periods, providing timely updates to keep residents informed and engaged.

Social Value Impact Headlines

10

Stay warm this winter packs distributed to customers living in fuel poverty part funded by our supply chain partner Travis Perkins

6

Repurposed Laptops to local community centre

1

Estate Litter Pick

1

CV Workshop



Over the past few months, it has been a true joy to work alongside each of you, and I have seen the genuine compassion you show towards our customers. Your dedication does not go unnoticed, and I am grateful for the effort you put in every day. You are making a difference and showing our tenants kindness and care."

Chloe Wilson –
Retrofit Delivery Officer Greatwell Homes

