

MAYOR OF LONDON



L&Q case study

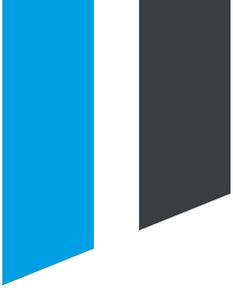
L&Q is one of the UK's leading housing associations, one of London's largest residential developers and forms part of the G15. L&Q owns and manages over 90,000 homes in London and the South East. L&Q launched a project in 2016 to increase the energy efficiency of more than 2,000 of its properties. We spoke to Liz Bell, Energy Efficiency Project Manager, to see how the plan is going.

Project description

We have a voluntary environmental policy which states that we need to bring all our properties up to a minimum Energy Performance Certificate (EPC) 'D' rating by 2020. Just over 2000 homes fall short of the standard, with a mix of E, F and G rated properties. Between now and 2020, we will be surveying each of them in turn and completing the recommended work to meet the target for each one.

We have identified various measures to improve the energy efficiency of the properties requiring improvement. Measures are being individually tailored to each property to ensure we adopt the optimal and most cost-effective approach for each. Measures range from LED lighting and draught-proofing through to solid wall insulation and heating upgrades.

Q&A



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Before this project, we ran various insulation programmes including loft and cavity wall insulations, over 450 solar panel installations and some solid wall insulation to blocks. The new project reflects our updated strategy.

The one per cent rent cut meant we had to make efficiencies across the business so we reviewed the project budget and took out anything that we could without affecting our original targets.

We did experience a slight set back with the cut in Feed in Tariffs. We had planned a number of solar PV installations in the first year of the project based on the Feed in Tariff (FIT) being in place, but we had to reduce this number to complete the installations before the FIT cuts were made.

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How did you fund the project?

We have a 10-year budget for property improvements, which includes everything from window projects to boiler replacements. We accessed this internal budget and our contractors, Keepmoat, access as much ECO funding as possible. The budget for the project is currently £5m.

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What was your experience of using the CROHM analysis?

The RE:NEW Support Team was very helpful and responsive. The team's work in estimating the cost of installing the improvement measures and tailoring the measures to individual properties was invaluable.

The main challenge was that our data was around five years old and contained many inaccuracies, so we were aware that the resulting recommendations were not always accurate. However, the CROHM analysis was useful in providing a starting point to get the project off the ground given the many variables in data quality.

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What was your experience of the technical risk analysis?

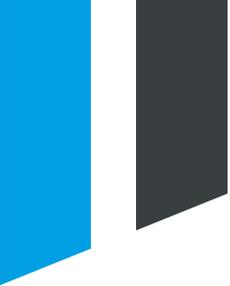
The technical risk analysis was extremely helpful as part of the process for taking the project forward. Lisa Pasquale, who led on this as part of the RE:NEW Support Team, is very knowledgeable and provided me with detailed information on request. It was very useful to have someone who could provide technical specifications for procurement as we didn't have this capability in-house.

The risk analysis was useful in flagging up areas on which to focus. One of the higher risk measures included in the project is solid wall insulation, which is a difficult measure to get right so RE:NEW's support in procuring a suitable contractor was very important.

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What was your experience in using the RE:NEW framework, including the specifications developed for the project?

The framework was really useful in providing specifications and adding in specialist knowledge that we didn't have in-house. We researched the best frameworks to use and the RE:NEW framework was best suited to what we wanted to achieve and offered appropriate contractors. The range of both small and large contractors was very useful.



One difficulty was the limited number of contract types that could be used via the framework. We had to join two different contracts together in a slightly complicated structure. We used a services contract which covered the visits, resident engagement, EPCs and project management and this led onto a Joint Contracts Tribunal (JCT) minor works contract for carrying out the measures.

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What benefits have you seen as a result of using the RE:NEW Support Team?

Specialist knowledge has been critical to delivering a successful project with the correct specification and risks identified and mitigated. Modelling our plans and accurate budgeting were key to project sign-off.

Probably the most helpful aspect of RE:NEW's support is reassurance that we're doing the right thing.

One of the big challenges in getting energy efficiency projects off the ground is the initial cost of consultancy, procurement, planning and other specialist knowledge. Having this service fully funded by RE:NEW made a real difference.

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What are the anticipated carbon and fuel bill savings from the project?

We have estimated savings of 1,690 tCO₂ through the project with annual fuel bill savings of £370,000.

Q&A

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