

**MAYOR OF LONDON**

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# **RE:NEW – Helping to make London’s homes more energy efficient**



# Helping to make London's homes more energy efficient



Established in 2009, RE:NEW is the award-winning programme to help make London's homes more energy efficient.

The aim of the RE:NEW programme is to reduce carbon emissions and energy bills in London's homes. These account for around 36 per cent of the capital's total carbon footprint.

RE:NEW helps organisations such as London boroughs, housing associations, and universities to implement retrofit projects and alleviate fuel poverty. It is doing this through:

- the RE:NEW Support Team, an expert team providing the end to end support needed to get projects up, running and successfully implemented
- the RE:NEW framework of suppliers, which saves time and resources for organisations that are procuring retrofit services and works

RE:NEW is helping to achieve the ambitious target for London to be a zero carbon city by 2050.

As of January 2017, RE:NEW has helped improve over 127,500 of London's homes, saving around 46,000 tonnes of CO<sub>2</sub> a year. Coupled with wider market delivery, over the lifetime of the programme over 593,000 homes in London have been retrofitted.

# The benefits

## Helping to reduce repairs and maintenance costs

The RE:NEW Support Team provides expertise and guidance to help optimise current repairs and maintenance budgets to allow significant energy efficiency improvements.

In our latest research 'Positive Energy – the business case for retrofit', we have shown how Orbit housing group can save £4m from their repairs and maintenance costs by investing in energy performance improvements.<sup>1</sup>

Levering energy efficiency into both reactive and planned maintenance programmes can help to minimise the cost of delivery.

## Reducing fuel bills, tackling fuel poverty and providing occupants with safer and warmer homes

The RE:NEW Support Team will analyse current housing stock and prioritise retrofit improvements to those properties with an urgent need.

High energy bills, resulting from the low energy efficiency of many homes, mean financial hardship and fuel poverty for many Londoners. This can often lead to poor health and, in the worst cases, winter deaths. Tackling fuel poverty not only improves health, it also saves money – with every pound spent on reducing fuel poverty, a return of 42 pence is expected in NHS savings.<sup>2</sup>

## Financial benefits from housing stock improvements

Feasibility studies, investment modelling and procurement support are just some of the services provided by the RE:NEW Support Team to enable a return on investment.

We continue to help organisations to identify and secure financial returns where they are available. These include communal heating efficiencies, RHI and FIT.

## Reducing carbon emissions

The RE:NEW Support Team will help London boroughs and landlords to achieve carbon emission reduction targets by helping to maximise the energy savings of retrofit.

Improving energy efficiency and reducing carbon emissions go hand in hand.

1. [https://www.london.gov.uk/sites/default/files/renew\\_positive\\_energy\\_-\\_the\\_business\\_case\\_for\\_retrofit\\_online\\_0.pdf](https://www.london.gov.uk/sites/default/files/renew_positive_energy_-_the_business_case_for_retrofit_online_0.pdf)

2. Building the Future: The economic and fiscal impacts of making homes energy efficient (Vertco / Cambridge Econometrics, October 2014)

RE:NEW provides a highly skilled and experienced Support Team which offers FREE support to social landlords and mixed tenure schemes to increase the scale of domestic retrofit.

The support is tailored to each organisation and comprises:

- A review of retrofit potential
- Formulation of retrofit projects
- Funding and procurement support
- Support through the procurement process

The RE:NEW Support Team can support projects involving all types of efficiency measures.

Typical measures include:

- Loft and cavity insulation
- Internal and external solid wall insulation
- Heating upgrades
- Water efficiency measures
- Double glazing and draught proofing
- Communal heating systems

The team can also provide support with district heating upgrades, whole-house retrofit and renewable schemes that provide opportunities for revenue generation.



## SUPPORT TEAM

### SKILLS AND CAPACITY TO HELP WITH RETROFIT PROJECTS

Our team of retrofit experts can offer support under ten service areas – carefully designed to assist our partners at every stage of the process from initial strategy to project delivery.



## INNOVATION HUB

### STRUCTURED APPROACH TO OVERCOME CHALLENGES

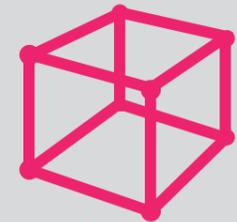
We work with partners to identify challenges and opportunities, generate ideas to meet those challenges, develop the best ideas into a solid business case, and help our partners make the business case pay.



## ENABLING TOOLS

### CONTINUALLY DEVELOPING TOOLS AND SERVICES TO MAKE RETROFIT EASIER

Key tools include a user-friendly technical risk tool to help achieve better quality retrofits and specific support for the private rented sector.



## RE:NEW FRAMEWORK

### PROCURE YOUR RETROFIT PROJECT QUICKER

The RE:NEW framework is fully OJEU compliant and designed to help you procure energy reduction and generation measures efficiently, effectively and economically.



# Support Team services



## CROHM stock assessment

RE:NEW offers a market leading stock assessment service – Carbon Reduction Options for Housing Managers (CROHM). CROHM helps design and implement strategic retrofit programmes by making use of your housing data and ensuring that the analysis accurately reflects the retrofit potential of your stock.



## Programme optimisation

Programme optimisation is linked strongly to a stock assessment and funding and finance support. It is designed to ensure the best return on investment from existing and planned programmes and ensure all opportunities to increase energy savings are explored.



## The business case for retrofit

The Support Team can provide in-depth data analytics services to help identify where robust savings from wider housing cost areas (for example, reduced repairs and maintenance, customer contacts, rent arrears and voids) can be realised.



## Funding and finance support

RE:NEW will help organisations to identify and secure the right mix of funding and finance for retrofit programmes.



## Technical risks

Protecting retrofit projects from technical risk and unintended outcomes is vital to achieving a return on investment and maintaining confidence in retrofit. Assessments at all stages of your project help you to understand, manage and mitigate these risks. RE:NEW has developed a comprehensive technical risk toolkit to help protect your investment. RE:NEW's review of energy performance related risks includes thermal bridging, ventilation and any associated potential for damp, mould, condensation or energy performance issues. The RE:NEW service does not cover, certify or in any way replace the need for appropriate measures to address health and safety, structural integrity, electrical or other risks that are subject to regulatory compliance.



## Low carbon technology

RE:NEW can provide support with implementing low carbon technologies, identifying the potential for communal heating systems and installation of solar PV.



## Planning support

Planning requirements are recognised to be a significant obstacle to retrofit, particularly in traditional buildings. The RE:NEW Support Team eases engagement with planning authorities and helps develop an understanding of planning requirements and how they affect the technical aspects of retrofit.



## Marketing and engagement advice

RE:NEW offers specialist marketing and communication services to help your retrofit schemes and projects achieve maximum uptake



## Procurement support

RE:NEW will support you through the retrofit procurement process, from providing procurement options, through to strategy development and specification review, to tender assessment and moderation.

Contact us for more information

[renew@london.gov.uk](mailto:renew@london.gov.uk)



# RE:NEW Expert Team

TEAM MEMBER	SPECIALISM	DESCRIPTION
 <p><b>Tom Vosper</b></p>	Energy management and district heating networks	<ul style="list-style-type: none"> <li>• Extensive knowledge of all forms of energy efficiency especially communal and district heating.</li> <li>• Conducted over 200 feasibility studies for communal heating projects both new build and existing developments.</li> <li>• CIBSE qualified heat networks consultant with Masters degree in Physics.</li> </ul>
 <p><b>Keith Von Tersch</b></p>	ECO funding, energy management and procurement	<ul style="list-style-type: none"> <li>• Previously ECO Business Development Manager for British Gas and Key Account Manager for the Energy Saving Trust's local authority programme in London.</li> <li>• Recent projects include the technical risks assessment for 400 installations of EWI, and raising the minimum SAP rating for 2,000 homes.</li> <li>• PGCert in Sustainable Development.</li> </ul>
 <p><b>George Simms</b></p>	Retrofit and energy management	<ul style="list-style-type: none"> <li>• 10 years' experience working in sustainable design and construction including five years as Energy Use Reduction Officer with Croydon Council.</li> <li>• Specialist knowledge of energy management, building integrated renewables, planning and policy, technical risks, energy data analysis and energy management.</li> <li>• MSc in Environment and Development.</li> </ul>
 <p><b>Jamie Abbott</b></p>	Solar PV	<ul style="list-style-type: none"> <li>• Combines environmental consultancy and project management to deliver large scale investments in social housing.</li> <li>• Specialist expertise in all aspects of solar PV, including ESCO arrangements and energy storage.</li> <li>• Led major investment programmes for social housing providers and MSc in Urban Development Planning.</li> </ul>
 <p><b>Karen Klomp</b></p>	Energy management, fuel poverty and district heating networks	<ul style="list-style-type: none"> <li>• Extensive experience of building-related energy projects and previously a Fuel Poverty and Energy Efficiency Officer with Lambeth Council co-project managing the £2.4m award-winning CESP project as well as the subsequent £12.0m ECO project.</li> <li>• Lead role in defining the borough's fuel poverty strategy and project managing the Big London Energy Switch.</li> <li>• MSc in Science &amp; Innovation Management specialising in Sustainable Energy.</li> </ul>

TEAM MEMBER	SPECIALISM	DESCRIPTION
 <p><b>Matt Cotton</b></p>	Design and engineering of sustainable building	<ul style="list-style-type: none"> <li>• In-depth knowledge of building physics, sustainable retrofit, low-energy design and energy systems and advises housing associations, commercial property developers and local authorities on retrofit.</li> <li>• Previously Technical Director at the National Energy Foundation and particular experience of large-scale low carbon funding streams including ECO and Green Deal.</li> <li>• Accredited CIBSE Low Carbon Consultant, ESOS Lead Assessor, Fellow of the Centre of Refurbishment Excellence (CoRE).</li> </ul>
 <p><b>Richard Beevers</b></p>	Marketing and engagement	<ul style="list-style-type: none"> <li>• 30 years' experience in strategic marketing and communications covering the private and public sectors and formerly Executive Director of Capita Property &amp; Infrastructure.</li> <li>• Strong track record in both creating behaviour change and in communicating with hard-to-reach audiences with extensive experience of social housing providers and local authorities.</li> <li>• Fellow of the Chartered Institute of Marketing and Non-Executive Director of Gentoo Group.</li> </ul>
 <p><b>Chris Newman</b></p>	Programme optimisation and planning applications	<ul style="list-style-type: none"> <li>• Director of Parity Projects and a recognised expert in stock assessment, programme optimisation (CROHM), mapping and planning.</li> <li>• Winner of GreenBuild Best Eco-Renovation 2014.</li> <li>• Non-Executive Director of the Ecology Building Society.</li> </ul>
 <p><b>Lisa Pasquale</b></p>	Technical risks	<ul style="list-style-type: none"> <li>• Building performance evaluation specialist with building physics, energy behaviour in buildings, quality control in construction.</li> <li>• Trained Architect, Chartered CIBSE Engineer, and Qualified Retrofit Coordinator (from CoRE).</li> <li>• Rising Star 2016 awarded by UKGBC following work on technical risks through the RE:NEW programme.</li> </ul>
 <p><b>Peter Rickaby</b></p>	Technical risks	<ul style="list-style-type: none"> <li>• 30 years' experience of energy and sustainability consultancy, including design advice, low carbon retrofit, housing energy efficiency and sustainability, environmental assessment, building performance evaluation, guidance and training.</li> <li>• Non-Executive Director of the Centre of Refurbishment.</li> <li>• Excellence (CoRE) and Member of the Board of Trustees of the National Energy Foundation.</li> <li>• Degree and RIBA qualified architect.</li> </ul>

Since the third phase of RE:NEW was launched in July 2014 the RE:NEW Support Team has assisted 88 London boroughs, housing associations and universities.

As of January 2017, RE:NEW has helped improve over 127,500 of London's homes, saving around 46,000 tonnes of CO<sub>2</sub> a year. Coupled with wider market delivery, over the lifetime of the programme over 593,000 homes in London have been retrofitted, through the programme directly and/or through receipt of the main subsidies.

Some success stories of organisations supported by RE:NEW are highlighted below.

RE:NEW is set to provide further support with many more projects in the pipeline.



### Ealing Council

Ealing Council is investing in energy saving measures to improve SAP ratings and value for money of its investment programme. Ealing has worked with the RE:NEW Support Team for two years on a £1m capital project to install solar PV on sheltered housing blocks, and establish a strategy to achieve a minimum EPC rating of 'C' for tenanted properties.

[Read the case study here](#)



### Tower Hamlets Homes

Tower Hamlets has worked with the RE:NEW Support Team since August 2014. With £180 million to invest in 13,500 homes over five years as part of the Decent Homes programme Tower Hamlets is looking to demonstrate value for money by carrying out retrofit works alongside external repairs.

[Read the case study here](#)



### Croydon Council

Croydon Council has devised an ambitious plan to deliver up to £42m of energy efficiency measures across its stock over the next five years, through its existing planned maintenance programmes. Working closely with the RE:NEW Support Team, Croydon has benefited from a comprehensive stock analysis to understand existing property performance and inform design, and improve its procurement.

[Read the case study here](#)



### Moat

Like many social landlords, Moat faces challenges in responding to the housing shortage. Moat has worked with the RE:NEW Support Team since 2013, mainly on its Pollards Hill project in the Borough of Merton where residents have seen many benefits.

[Read the case study here](#)



### AmicusHorizon

AmicusHorizon has recently completed the first of a series of area-based retrofit projects involving multiple energy efficiency measures at properties on and near the Lansdowne Green estate in Stockwell, South London. AmicusHorizon appointed Ecologic Energy to carry out the works following a competitive tender using the RE:NEW Framework.

[Read the case study here](#)



### Hackney Council

Hackney Council is in the process of completing a heating upgrade of 800 homes. The council has worked with the RE:NEW Support Team for two years and has already replaced 600 units with affected residents' fuel bills being halved.

[Read the case study here](#)

"The team are very good at what they are doing and we wouldn't be where we are now without RE:NEW"

[Waltham Forest Housing](#)

"The team are very efficient and responsive, we had tight deadlines and everything was achieved within those deadlines. We are very pleased with the service; the project went really well"

[AmicusHorizon](#)

"Very positive experience. The service was valuable to help develop our business thinking, and to increase clarity within our business"

[Orbit Group](#)

"RE:NEW have been very responsive to our requests, incorporating any changes that we have asked for. It is a very comprehensive service and we have been impressed with RE:NEW's professionalism and the quality of information provided"

[London Borough of Camden](#)

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Co-funded by the Intelligent Energy Europe  
Programme of the European Union

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