

Winchester City Council's Retrofit Journey

Retrofitting Council houses to create warmer, healthier
and energy efficient homes

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CONTENTS

1

2022 Retrofit Commitments

 IWI – Void Properties

 The creation of ‘Retrofit Ready’

2

 The Swedish Cottages

3

Retrofit Lessons Learnt

 Winchester City Council’s EPC Status

 What Works for us


 Minimising Disruption

4

 What Next?



Winchester Climate Commitments

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- A large, light blue curved arrow on the left side of the slide, pointing downwards from the top of the list to the bottom item.
- ❖ **Winchester City Council declared a Climate Emergency in 2019 – Development of CNAP**
 - ❖ **Property Services were tasked at Retrofitting Council homes to reduce Carbon Emissions and Make Homes Warmer**
 - ❖ **2021 Internal Wall Insulation to Void Properties Proposed and Passed at Cabinet**
 - ❖ **Retrofit Coordinator appointed 2022**



IWI VOID PROPERTIES

BRIEF:

- ❖ Average 80 void houses annually
- ❖ Average time for a void 4 weeks, target time to retrofit 8 weeks
- ❖ Target number of properties 100/year
- ❖ Founding Principles:
 - ❖ Fabric First
 - ❖ Improve EPC Rating from D to C
 - ❖ Allocated budget £15 – 20k

AGREED APPROACH :

- ❖ 5 x Pilots
- ❖ Term Contractor Variation
- ❖ 'Day works' rates
- ❖ Trial and Test Systems : Insulation, Heating, Renewables



GOVERNING FACTORS....



IWI VOID PROPERTIES



Mid terrace
2 Neighbours
Timber clad

Gas, small radiators, large windows

Asbestos soffit tied to main electrical cable

Rear extension thermally vulnerable



Bungalow
2 Neighbour
Hanging tile + block

Electric storage heaters

Access convoluted

Conservatory & Shared window



End of terrace
1 Neighbour
Hanging tile

Gas, small radiators, large windows

Asbestos soffit tied to main electrical cable

Side extension thermally vulnerable



Semi-detached
1 Neighbour
Hanging tile

Gas, small radiators

SSE Electric cables, Adjusted layout

Side extension thermally vulnerable

IWI VOID PROPERTIES

PILOT OPPORTUNITIES:

- ❖ Set foundations for accelerated retrofit delivery: Processes & Procedures
- ❖ Test and implement Retrofit PAS 2035 specific data software
- ❖ Pilot: Humidity and Temperature monitors
- ❖ Pilot Heating system combinations
 - ❖ ASHP + Mixergy Tank + Solar
 - ❖ Quantum + Mixergy Tank
 - ❖ ASHP + Sunamp + Solar
 - ❖ Infrared + Mixergy + Solar
- ❖ Test various insulation IWI specifications and techniques



IWI VOID PROPERTIES

Lessons:

- ❖ IWI Whole house retrofit, unfeasible approx. £70k/property, average completion time 9months – Not necessary to meet EPC C target
- ❖ Heating systems paired correctly provide greater efficiency than heating systems in isolation, understand the home and choose a spec
- ❖ Humidity and Temperature monitors can lead to data overload and struggle to provide a clear reflection of the home's true condition, occupant relationship and awareness is essential
- ❖ Over heating can be a by byproduct of insulation especially IWI
- ❖ Retrofit data software that automatically carries out SAP calculations should be tested and checked, inaccuracies in the system or set specifications make it difficult to ensure accuracy and variation in spec

THE CREATION OF RETROFIT READY

2023

 The combination of Political Targets and slow 'Whole House Retrofit' delivery instigated the decision for 'mass impact'

 Data inaccuracies

 Increase in damp and mould

 Impending funding opportunity SHDF Wave 2.1

 **Retrofit Ready**

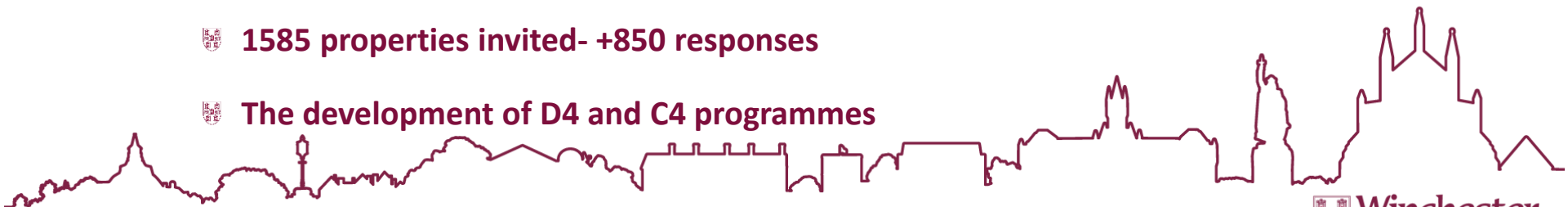
 Use PAS 2035 Energy Assessments to gain knowledge and data on our homes

 Better understand what energy improvements are required to achieve EPC C

 Set the foundation and property pool for SHDF Wave 2.1 & Wave 3

 1585 properties invited- +850 responses

 The development of D4 and C4 programmes



SWEDISH COTTAGES



Winchester's Largest Hard to Treat Whole House Retrofit Programme



- 21 Post War Timber Pre-fabricated Cottages
- 5 Pilots Completed under Planned Maintenance
- Whole house retrofit including Planned Works



- 🏰 **Works began September 2024**
- 🏰 **Ongoing, escalating costs, delays on site**
- 🏰 **How much do you invest in a home that was designed to last +/-15 years**
- 🏰 **Upgrading: Structural integrity, Fireproofing to current building reg standards with limited material warranties**
- 🏰 **Uncertainty for occupants and the council**



Retrofit Lessons Learnt



Lesson's Learnt:

Damp & Mould

- Prevents retrofit work until D&M are resolved

Asbestos

- **Essential and a non-starter if not managed**

Ventilation

- Reduced Ventilation in Roofs – reduced property pool

Pest Control

- Finding of nests, pests slows delivery

Specialist Contractors

- On the ground expertise is rare & lead to defects

Change in Scope

- Changes in Scope/Specification slows completion

Tenant Uptake

- Refusal of measures, refusal of work

Greener Faster

Mitigating Against Common Hurdles:

Damp & Mould

- Ensure we support 'Response Maintenance' to deliver quality improvement that enables Retrofit

Asbestos

- Safety and Quality based procedures

Ventilation

- Work with Planned Maintenance to Address Soffits and Eaves Ventilation in advance of a year's delivery

Pest Control

- Asbestos surveys become first flagging point

Specialist Contractors

- Work with SME's to procure and build skills

Change in Scope

- Ensure specification is consistent and backed by all teams, with consultants to aid if necessary

Tenant Uptake

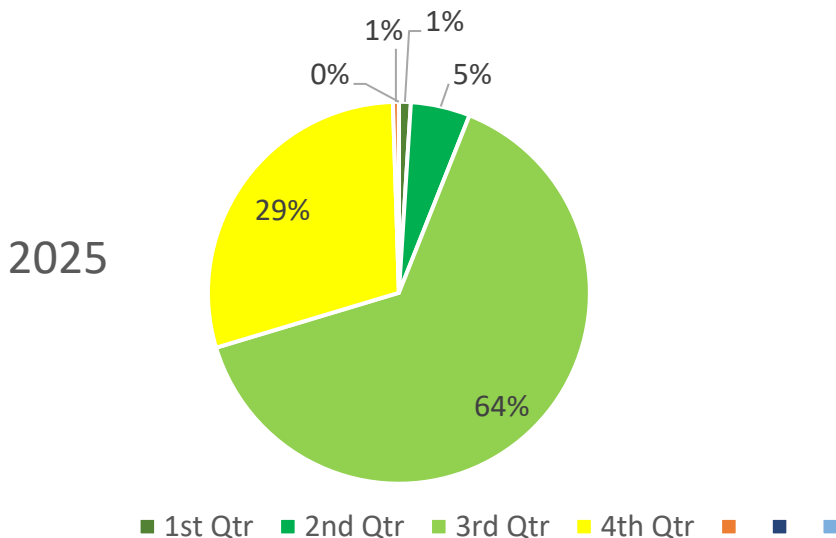
- Use the opportunity to engage with tenants in a more consistent manner

Go slow, to go fast

Winchester City Council EPC Status



WCC'S EPC STATUS:



Property Type	Number of Units	% of Stock
Bedsits	72	1.40%
Flats	1850	36.05%
Hostels (Bedsits, Flats & Houses)	64	1.25%
Maisonettes	50	0.97%
Rooms	2	0.04%
Bungalows	835	16.27%
Houses (Includes Linked Houses & Excludes Hostel Houses)	2182	44.02%
TOTAL	5055	100.00%

SAP BAND DISTRIBUTION IN WCC STOCK:

EPC	No.	Percentage %
A	34	1
B	254	5
C	3239	64
D	1487	29
E	38	1
F	2	0
G	1	0
Total stock in count	5055	100

What Works for Us?



Retrofit Programmes

Expanding D4 programmes

10mm Door Undercuts
& Trickle vents

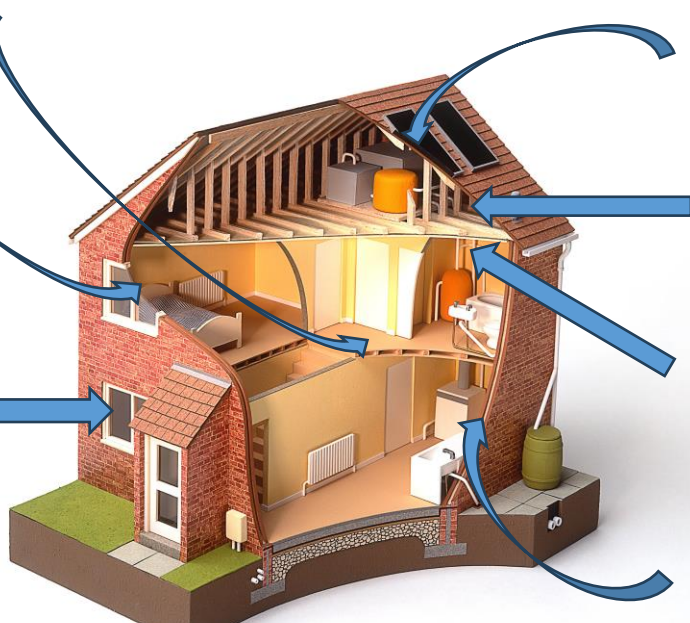
Solar Panels + Battery

Loft Insulation

Replace/Upgrade
Extract Ventilation

Wall Insulation

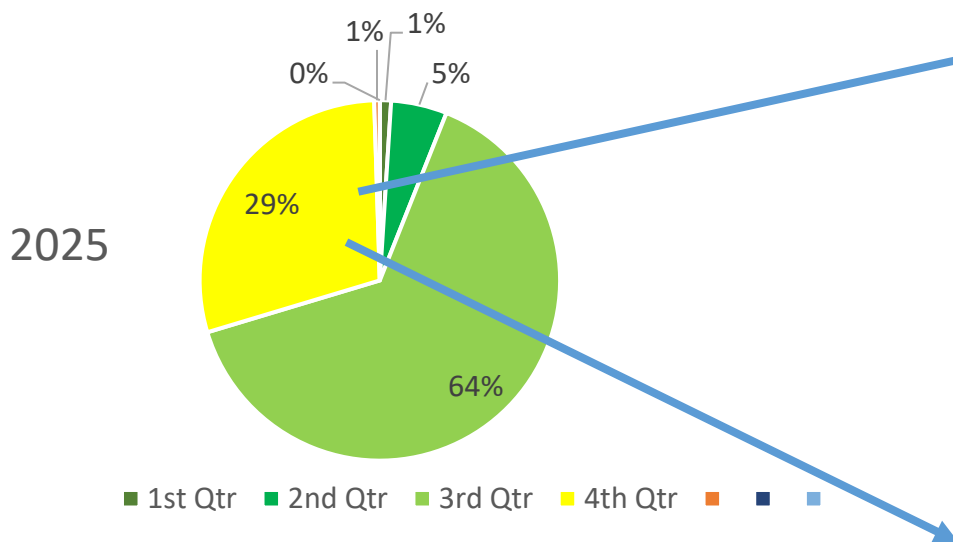
New windows



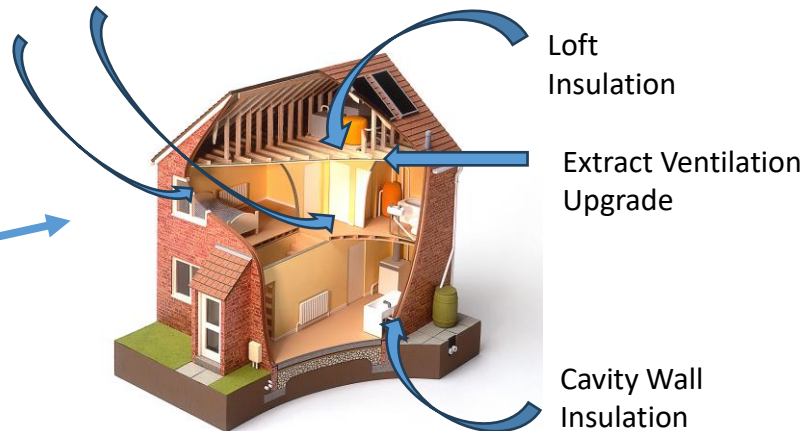
Delivered 23-25

605

HOUSES & BUNGALOWS: Traditional



10mm Door Undercuts
& Trickle vents



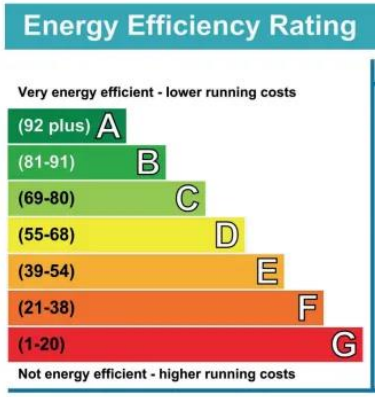
Installing energy performance upgrades



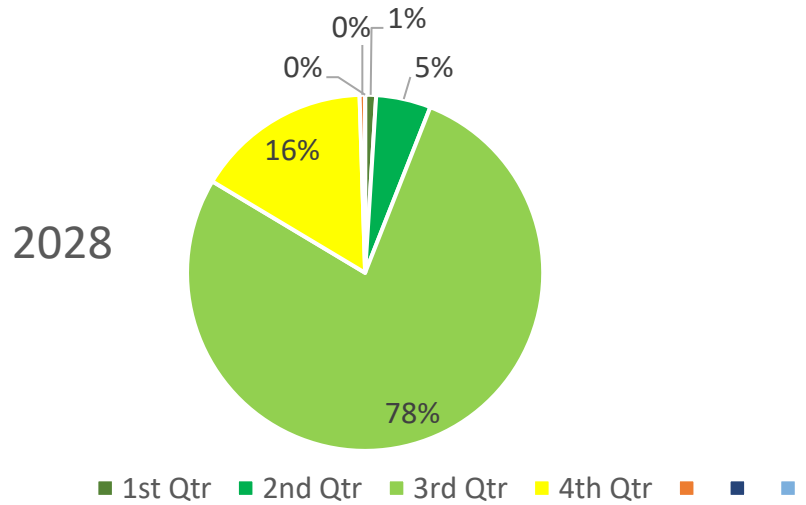
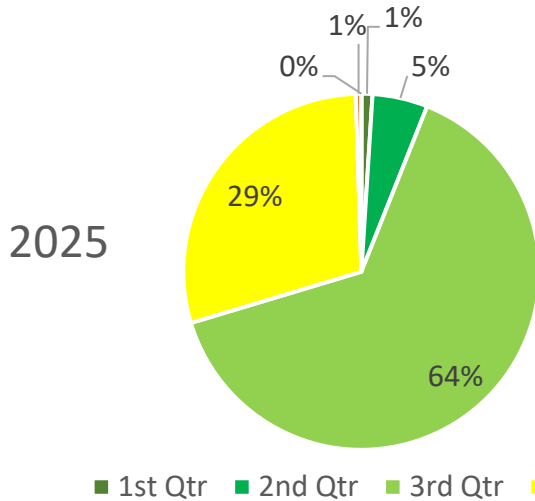
Low carbon heating

Target
672





WCC EPC BANDS: (post 2025 programmes)



*Not including new assets where we only hold data for '24.

Placing the resident at the heart of Retrofit - minimizing disruptions



Minimising Disruption

- ❖ **Data accuracy , prior to approaching residents ‘know your homes’**
- ❖ **Utilise PILOT projects to evaluate time, cost, quality against intended outcomes**
- ❖ **Fabric First but not only – innovative ways to Retrofit**
- ❖ **Tenant Engagement is essential to Retrofit: Engagement, inclusion, Involvement and Awareness**



Tenant Engagement 2025/2026:

Retrofit Booklet and Resident Onboarding

February-March 2025

SHF Wave 3 – Retrofit Roadshow Commencement

March 2025



Tenant Engagement 2025/2026:

RESIDENT LIAISON POST ESSENTIAL TO EVERY RETROFIT PROGRAMME

Programme Forums Ongoing

February-Nov 2025

Tenant Engagement Strategy

April 2025

Retrofit Equality Impact Assessment/s

February 2025

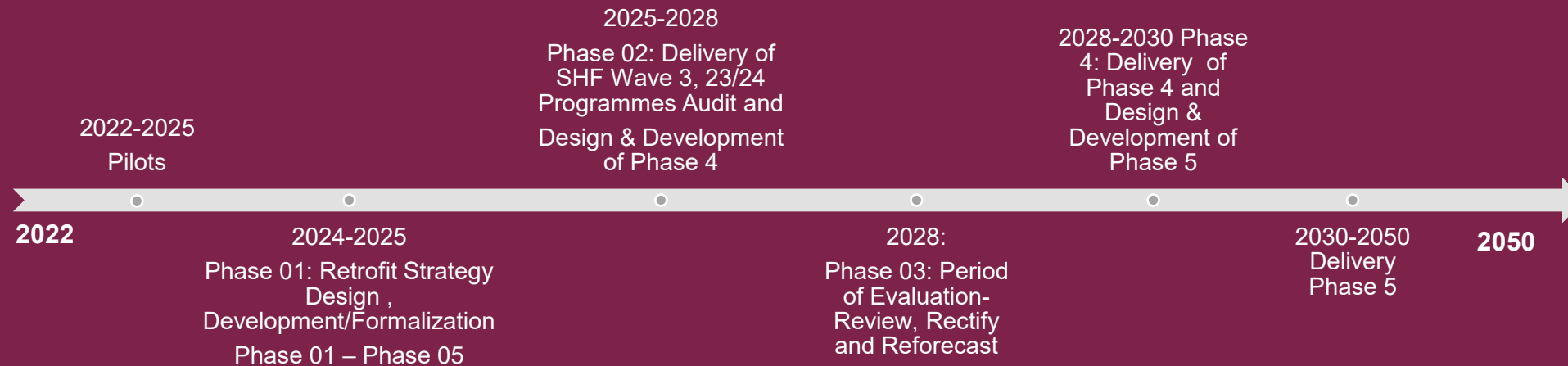
Website Development

2025

What Next?







Development of a Strategy Timeline






WINNALL FLATS AND MULTI-UNIT PROPERTIES

Winnall Flats

-  24/25 Energy Analysis and Feasibility Study
-  25/26 Design and Tender
-  26/27 Pilot – single block retrofit
-  27-29 Retrofit remaining 3 blocks



Multi-Unit Properties (+/- 200 Units are EPC D and below)

-  25/28 Energy Analysis and Feasibility Study
-  25/28 Delivery of 5 Pilots with Planned Maintenance
-  28/30 Large scale programme on remaining Multi-Unit Properties



Questions?

