



Retrofit Works Guide



Translation Facilities

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

	Bengali	আপনি যদি এই নথিটি অন্য কোনো ভাষা বা বিন্যাসে পেতে চান, অথবা দোভাষীর সেবার প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
	Cantonese	如果您想以其他語言或格式取得這份文件，或需要傳譯員服務，請與我們聯絡。
	French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
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	Greek	Εάν επιθυμείτε αυτό το έγγραφο σε άλλη γλώσσα ή μορφή ή εάν χρειάζεστε τις υπηρεσίες διερμηνέα, παρακαλούμε επικοινωνήστε μαζί μας.
	Gujarati	જો તમે આ દસ્તાવેજ અન્ય કોઈ ભાષામાં અથવા ફોર્મેટમાં મેળવવા માંગતા હો, અથવા તમને દુભાથિયાની સેવાઓની જરૂર હોય, તો કૃપા કરીને અમારો સંપર્ક કરો.
	Italian	Se desidera ricevere questo documento in un'altra lingua o in un altro formato, oppure se necessita dei servizi di un interprete, la preghiamo di contattarci.
	Japanese	この文書を別の言語または形式でご希望の場合、または通訳サービスが必要な場合は、当方までご連絡ください。
	Korean	이 문서를 다른 언어나 형식으로 받기를 원하시거나 통역 서비스가 필요하신 경우, 저희에게 연락해 주시기 바랍니다.
	Kurdish	ئەگەر حمز دەکمن ئەم پەلگمنامیە بە زمانیکی تر یان بە شیویەکی تر بە دەست بهێنن، یان پێویستتان بە خزمەتگوزاری وەرگێری زمان هەیه، تکایە پێوەندیمان پێوه بکمن.
	Mandarin	如果您希望以其他语言或格式获取此文件，或者您需要口译员服务，请联系我们。
	Portuguese	Se desejar este documento em outro idioma ou formato, ou se precisar dos serviços de um intérprete, entre em contato conosco.
	Punjabi	ਜੇ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਸੇਵਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।
	Somali	Haddii aad jeclaan lahayd in dukumentigan lagu helo luqad kale ama qaab kale, ama aad u baahan tahay adeegyada turjubaan, fadlan nala soo xiriiir.
	Spanish	Si desea este documento en otro idioma o formato, o si necesita los servicios de un intérprete, por favor comuníquese con nosotros.
	Turkish	Bu belgeyi başka bir dilde veya formatta almak isterseniz ya da bir tercümanın hizmetlerine ihtiyac duyarsanız, lütfen bizimle iletişime geçin.
	Urdu	اگر آپ پہ دستاویز کسی دوسری زبان یا فارمیٹ میں حاصل کرنا چاہتے ہیں، یا آپ کو مترجم کی خدمات درکار ہیں، تو براہ کرم ہم سے رابطہ کریں۔
	Vietnamese	Nếu quý vị muốn nhận tài liệu này bằng ngôn ngữ khác hoặc theo định dạng khác, hoặc nếu quý vị cần dịch vụ thông dịch viên, vui lòng liên hệ với chúng tôi.
	Braille	Braille translations are available.

INTRODUCTION

Dear Customer

United Infrastructure (UI) will be carrying out energy improvement work to your home on behalf of Lewisham Council.

Before works begin we will need to carry out various surveys to determine the exact works required to each property and we will advise you accordingly.

Our customers are at the heart of everything we do and your needs are given the highest priority. UI is committed to working with Lewisham Council and their customers.

Prior to your work starting, your Resident Liaison Officer (RLO) will arrange to meet with you, to discuss the works and give you a team contact card.

If you have any concerns or questions, please contact us on 07917 915688. Alternatively, please email

Lewishamzerocarbon@unitedinfrastructure.com

We hope that you find this booklet useful and informative and we would like to thank you in advance for your support while we work towards improving your home.



RESIDENT LIAISON OFFICER DUTIES

Our aim is to deliver the work, causing you as little disruption as possible and your RLO will be on hand to support you before, during and after the works.

Before the work starts your Resident Liaison Officer (RLO) will go through this customer information pack and make sure you fully understand what is going to happen and when.

Your RLO will also:

1. Carry out a customer profile
 - This is to ensure your contact details are correct.
 - Identify any specific or special needs you may have such as health issues that could be affected by the work.
2. Carry out a photographic pre-condition survey
 - This is to make sure the condition of your home and possessions are recorded before any works start, this is to ensure we leave your home as we found it.
3. Pre-work surveys
 - An appointment will be made with you to carry out any required surveys before work start.
4. Discuss the extent of the works to your home and health and safety issues.
5. Establish points of contact.
6. One week before the work begins your RLO will give you a courtesy call to remind you of your start date and to check that the original arrangements are still ok. You will also get another courtesy call the day before the work is due to start.
7. Visit your home as required whilst work is in progress to make sure that there are no outstanding issues.

Your RLO will be based on site between 8.00am and 5.00pm, Monday to Thursday and 8.30am - 4.30pm on Friday

HEALTH AND SAFETY

Help us to keep you safe

Building work can some times attract opportunist crime, in particular bogus tradesmen trying to gain access to your home. We try to take every precaution to keep you safe and ask you to please be aware of our security procedures:

- All UI staff wear photo identification card, as shown in the picture (below).
- ID cards will be shown on every visit.
- All of our staff and subcontractors wear ULPS branded uniform
- Our Resident Liaison Officer will pre-book appointments to gain access to your property.

Do not allow anybody into your home without checking they have the correct identification. If you have any doubts about their identity, ask them to wait outside while you contact your RLO.



Matthew
Resident Liaison Officer
Social Infrastructure
31/12/2027



Tracy
Resident Liaison Officer
Social Infrastructure
31/12/2027



HEALTH AND SAFETY

Keeping safe during the works

All UI operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home and, in particular, we ask that you do not turn the electrical supply on or off without letting us know while we are carrying out the works.

We ask that whilst the work is being carried out, that you do not enter any of the work areas and that these areas are kept clear through out the work.

If you need access to any work area during the day, please ask one of our operatives first, or contact your RLO.

Key holding procedure

We will install a key safe facility on site, and implement a key safe procedure which tracks and logs the movement of keys every time they are used.

Other points to note

Once work commences in your home we will require access until the work is completed. (Monday –Friday).

Works will be completed in stages and this will be fully explained to you during the pre condition survey carried out with you and the RLO before any works commence.

BEFORE THE WORK STARTS



In preparation for the work to begin, you may need to move some of your belongings away from the area we will be working in. If you need assistance in moving items then please let your RLO know and they will arrange for someone to help you.



Please note that we cannot move any of your items without you being present or a moving assistance disclaimer being signed. Valuables should always be moved to a safe and secure place.

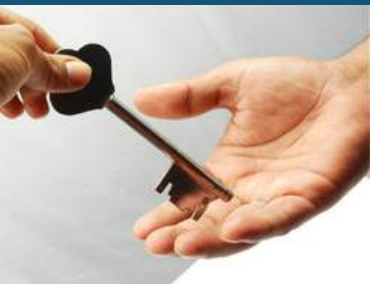


Both parties should adhere to the agreed start date. However, should there be any delays, we will keep you informed. If you have any reason why work cannot start on the date given in the start letter or cannot continue on any given day, you must notify the RLO as soon as you know.

CUSTOMER RESPONSIBILITIES

- Please allow us access as requested and agreed to enable us to complete the works to your home without delay.
- Please give us 24 hours' notice if you have to cancel an appointment to avoid delay in the works for you and your neighbors.
- Please treat all of our staff and subcontractors with respect and consideration.
- Please keep children and pets away from the work area for their own safety and to allow us to work effectively.
- Please do not leave children under the age of 18 alone in your home without adult supervision while we are working there*.
- Please let us know immediately if you have special health or medical problems that may be affected by the proposed work.
- Please keep all work areas free from obstruction.

**Our staff will not continue to work in your home when children are left unaccompanied as this may void our public liability insurance.*



SCAFFOLDING

There is little for you to do to get ready for this work. Please ensure to:

- Keep valuable and breakable possessions away from windows.
- Keep windows closed during work and when you go out.
- Keep your children and any pets away from opens windows to avoid them getting onto the scaffolding.

If you have any concerns, please call your RLO immediately.

Before the works start, we would like to remind you to contact your contents insurance provider to inform them that works are being carried out and that there will be scaffolding around your home or block. This should not normally affect your premium.

Satellite dishes and aerials

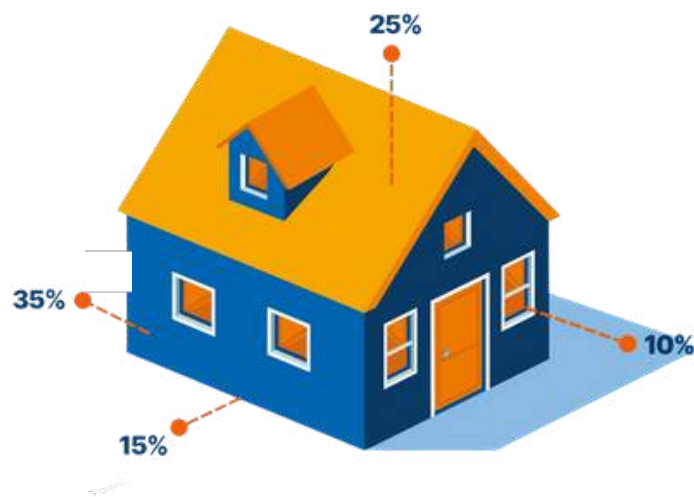
We may need to relocate your satellite dish or aerial whilst the scaffold is in place. You may therefore experience some slight interference with your reception.

We will replace your satellite dish or aerial to its original location where appropriate once the scaffolding is ready to be taken down.

Included below are examples of some of the **Energy Efficiency** measures you may be getting in your home:

- Loft Insulation
- Cavity Wall Insulation
- Solar PV
- Ventilation
- External or Internal Wall Insulation
- Under Floor Insulation
- Windows

✓ Benefits of Loft Insulation



Keeps heat inside your home – 25% of heat in your home is lost through the roof. By insulating the loft you dramatically reduce this loss, keeping the heat where you want it.

Improves thermal comfort – Loft Insulation keeps your home warmer in winter and cooler in the Summer.

Adds sound insulation – Loft Insulation acts as a sound barrier by absorbing and damping sound waves.

Helps save energy – Less heat loss through your roof means less energy needed to heat your home which saves on your energy consumption.

More info here



Installation of your new measure

Before we can install loftinsulation your loft must be clear of belongings. If you need help or support to safely clear and store your items then please contact us using the details above.

Once a loft is clear our installers can usually do the job in a day. Placing personal belongings on loft insulation will reduce its effectiveness, please speak to us about options to put belongings back in your loft.

Cavity Wall Insulation



Benefits of Cavity Wall Insulation

Around 35% of the heat in your home is lost through uninsulated walls. Cavity Wall Insulation acts as a barrier between the internal walls of your home and the exterior walls - preventing heat loss.

If your cavity walls are not insulated we will look to install it by drilling small holes at specific locations on all elevations of your home. We use these holes to blast in either a fibre or bead insulation. The holes are then filled up to match the rest of your brick work.

If your home has had Cavity Wall Insulation in the past our first survey will have identified that this insulation has failed. We will need to extract the failed insulation and any debris in the cavity first. We do this by removing a small number of bricks at the bottom of the wall on each elevation and removing the old material. We replace the bricks and then install the new and improved insulation in the same way as detailed above.

Installation of Cavity Wall Insulation

Installation of Cavity Wall Insulation is a simple and non intrusive measure that will make a big difference to your homes energy efficiency.

About the installation:

- ✓ Please ensure that external walls around your home are accessible and free from personal belongings or obstructions.
- ✓ Please make sure someone over the age of 18 is home.
- ✓ If there are any areas inside your home where new insulation may seep in your installer will block these up.
- ✓ There may be some noise and dust from the work, we will do our best to keep this to a minimum and our installers will clean up once work is complete.



Solar PV

There are many benefits of installing Solar Panels on your home. It is a non intrusive measure that has payback in terms of bill and carbon savings.

Benefits of your PV

- **Renewable and Sustainable Energy** – Solar PV panels harnesses sunlight, an abundant and renewable energy source. As long as the sun continues to shine, solar energy can be tapped, making it a sustainable solution for the future.
- **Reduced Electricity Bills** – By generating your electricity from solar panels, you can significantly lower your dependence on electricity from the grid. This can lead to substantial savings on your energy bills over time.
- **Environmentally Friendly** – Solar PV is a clean energy source, producing no harmful emissions or greenhouse gases during operation. By choosing solar, you help combat climate change and reduce your carbon footprint.
- **Low Operating and Maintenance Costs** – Once installed, solar PV systems have minimal operating costs. Routine maintenance is relatively simple and typically involves cleaning the panels to ensure optimal performance.

Installation Guide

To install PV we will likely need to erect scaffold in your garden. Typically installs take 3 working days or less and installers will need access to your loft to install wiring and inverters. Disruption is minimal and you reap the benefits instantly.



Ventilation



■ Why do I need ventilation

The main aim of retrofit work to your property is to make it more **energy efficient** by insulating it in the most effective way - think of it as wrapping your home in a duvet. It will make it warmer and easier to heat.

A positive of this process is that less heated air escapes from your home.

Most homes lose heated air naturally through drafts, windows, walls and roofs. This natural ventilation also takes with it polluted, stagnant and moisture laden air (think of steam from your bathrooms or kitchens when cooking).

By wrapping your home in insulation cold air from outside is less likely to get in but the unwelcome air inside has less opportunity to get out. This is where controlled ventilation helps.

Ventilation measures will ensure air is able to circulate around your home and polluted air is removed, preventing damp and condensation issues and a healthier, warmer home.

■ Ventilation Measures



dMEV+ - is a decentralised mechanical extract ventilation. It incorporates adjustable trickle settings and constant volume technology. The fan will be set at its ideal speed as required and will ensure that your home is filled with healthy and moisture free air.



Door Undercuts - If your doors sit flush with the floor air can not circulate between rooms meaning some spaces can suffer the effects of damp and mould. Door undercuts allow free air movement and healthy air flow.



Window trickle vents - Trickle vents allow stagnant air to move from inside your home to the colder air outside. They are key in reducing damp and mould in areas most likely to be effected. Keep trickle vents open in rooms where there is no mechanical ventilation in place.



Airex - If your home has a suspended floor we may add Airex bricks to the exterior of your home. They allow healthy air to circulate under the floor.



Scan
for more
information

External Wall Insulation



Benefits of your EWI

- **Improve thermal comfort** – a warmer home with no more cold spots and draughts.
- **Helps save energy** – reduces heat loss and keeps interiors warmer for longer.
- **Reduces carbon footprint** and improves energy efficiency.
- **Enhances weatherproofing** – a protective barrier against wind, rain and moisture that reduces the risk of condensation and damp.
- **Improves aesthetics** – by giving your homes a fresh new look



Internal Wall Insulation

Installation of EWI or IWI

Installation of either of these measures is complex but will make a big difference to your home's energy efficiency.

- ✓ Please ensure that external walls around your home are accessible and free from personal belongings or obstructions.
- ✓ If IWI is being installed - please make sure rooms are free from clutter and personal belongings. Pictures and shelves will also need to be removed.
- ✓ There may be some noise and dust from the work, we will do our best to keep this to a minimum and our installers will clean up once work is complete.



Benefits of your IWI

- **Improves thermal comfort** – Keeps your home warmer in winter and cooler in summer.
- **Energy savings** – Reduces heat loss through external walls, helping to lower your energy bills.
- **Reduces carbon footprint** – Improves your home's energy efficiency, supporting environmental sustainability.
- **Enhanced living environment** – Protects your home from draughts and cold spots for improved comfort.
- **Adds soundproofing** – Helps block external noise, creating a quieter indoor environment.

- ✓ **Trustmark Accredited Installation**
- ✓ **Warranty on all work**

Under Floor Insulation



Benefits of your UFI

- **Improves thermal comfort** – Keeps your home warmer in winter and cooler in summer
- **Helps save energy** – Reduces heat loss through external walls, helping to lower your energy bills
- **Reduces carbon footprint** – Enhances your home's energy efficiency, contributing to environmental sustainability
- **Adds sound insulation** – Helps reduce external noise
- **Prevents damp and mould** – suppresses the spread of moisture from outer to inner walls



Installation of Underfloor Insulation



Please ensure that there is an area of floor space that is accessible for the install in each room.



Your carpet or floor covering will need to be pulled up but this will be replaced once the install is complete.

Maintenance & Care



Inspect Regularly – Periodically check your floors for any signs of moisture or damage that could impact the insulation's performance.



Repair Promptly – Report any cracks or damage to the floors immediately to prevent moisture penetration and potential insulation degradation.

DIVERSITY & EQUALITY

Any discrimination against a person on the basis of disability, age, gender, sexual orientation, race, colour, or belief is unacceptable to us as we strive to provide the best possible services to all our customers regardless.

We respect an individual's culture and circumstances and, where appropriate, endeavor to identify and support customers with special needs.

We would really appreciate it if you would bring to our attention any special needs we may not have been aware of so that we can make every effort, where possible, to accommodate you.

In return we politely ask that customers respect the diverse and multicultural workforce we employ.

Supporting residents with additional needs

Because people are different, people have different things that they need help with. We want to make sure this help and support meets your individual or personal needs.

If you are vulnerable or have a disability we will be able to offer you:

- One-to-one consultations
- Help with packing, moving and covering furniture and belongings
- Daily RLO visits
- Language or translation support (in the case of non-English speaking households).



QUERIES

Queries

If you are unsure about any of the works being carried out - or have any special needs that we should be aware of, please let your RLO know.

Complaints

If you wish to make a complaint, please contact your RLO in the first instance. We will keep your landlord fully informed as to our actions.

Letting us know how we are doing

We appreciate your feedback as it helps us make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

Customer drop ins If you have a query or concern that you would like to discuss in person, a member of our team will be available for consultation between 8am and 5pm, Monday to Thursday and 8am - 4.30pm on Friday.



COMPLIMENTS, COMMENTS & COMPLAINTS

We always aim to offer a great service but like any organisation we can make mistakes. We are always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so we can learn from our mistakes and improve our service to you.

When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we would love to hear about it. We'll make sure that member of staff is recognised.

If we get it wrong

If you are unhappy with the service you receive from us please let us know. Your RLO is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will do their utmost to support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

Should you feel your RLO has not been able to deal with your complaint, your Lewisham Council Resident Liaison Officer will be able to assist.



Alternatively write with full details and any supporting evidence to:

United Infrastructure
Unit 3
2 Clyde Vale
Forest Hill
SE23 3JF