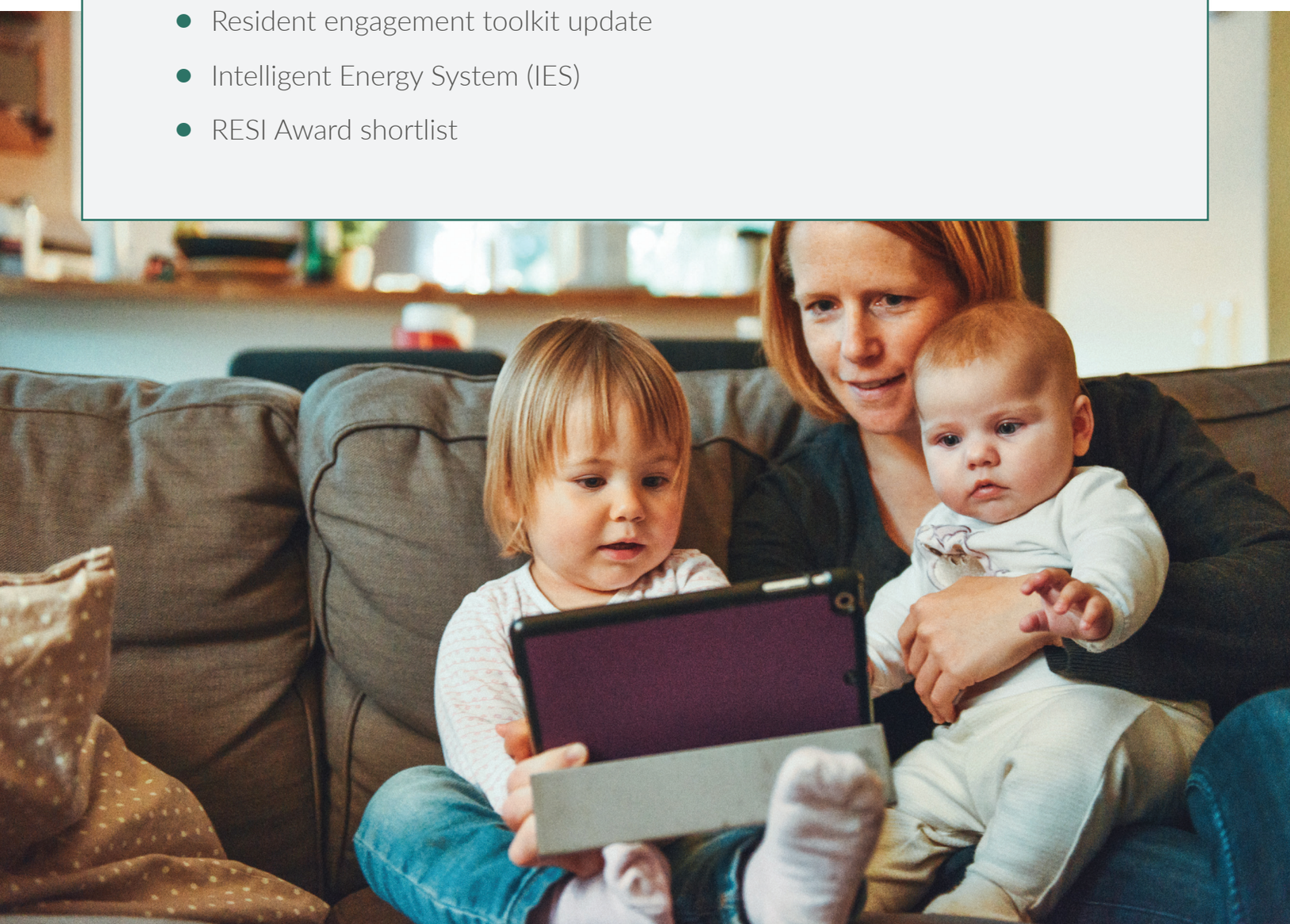
Welcome

We have lots of news for you in this edition so make yourself a cup of tea (or hot chocolate, it is Autumn after all) and settle down for a read and, as always, if there is anything you would like featured, or have a story you would like to tell, please get in touch.

Also in this Issue

- Resident engagement toolkit update
- Intelligent Energy System (IES)
- RESI Award shortlist



Pathway to Zero

We have been busy working closely with **University of College London's** (UCL) Behavioural Science department to refine and develop a resident engagement toolkit. This will contain resources which our RSL partners can use to support their wider resident engagement process - from that all-important introduction to Optimised Retrofit right through to keeping them up to date as work begins in their homes.

We are currently finalising our key messaging document, overarching messages and Q&A. Our case studies with **Clwyd Alyn**, **Merthyr Tydfil Housing Association** and **Tai Tarian** have been shot and are currently being edited, whilst we are in early discussions with **Yoke Creative** on developing an animation to explain the journey of Optimised Retrofit. Our graphic designer is also busy drawing up and putting the finishing touches to graphics and illustrations.

There are already several documents within the shared folder for you to use, but we will be in touch with more information as and when these resources are complete.

Digital Tools

Intelligent Energy System (IES)

Throughout September over 50 installers and RSL partners joined Sero to hear about the changes to our IES, including the launch of the new Optimised Retrofit online installer Hub. Approved installers will have access to bespoke online videos to facilitate better training and continuous learning for all IES installers. The videos are chaptered so that installers on site can access detailed information as to how each component of an IES should be installed, wired and commissioned.

Jim McArdell, Sero's Head of Projects, said;
"Installation Training has been provided with installers and interested RSL parties via 2 sessions of Zoom presentations. These include Q&A sessions to encourage any feedback for improvements and continuous improvement. Onsite installation support is also being offered for the first IES install per RSL which has so far been positively received, again offering opportunity for feedback and continuous improvement. The installation manual produced is also being continuously updated and re-issued considering any feedback or clarifications required during this process."

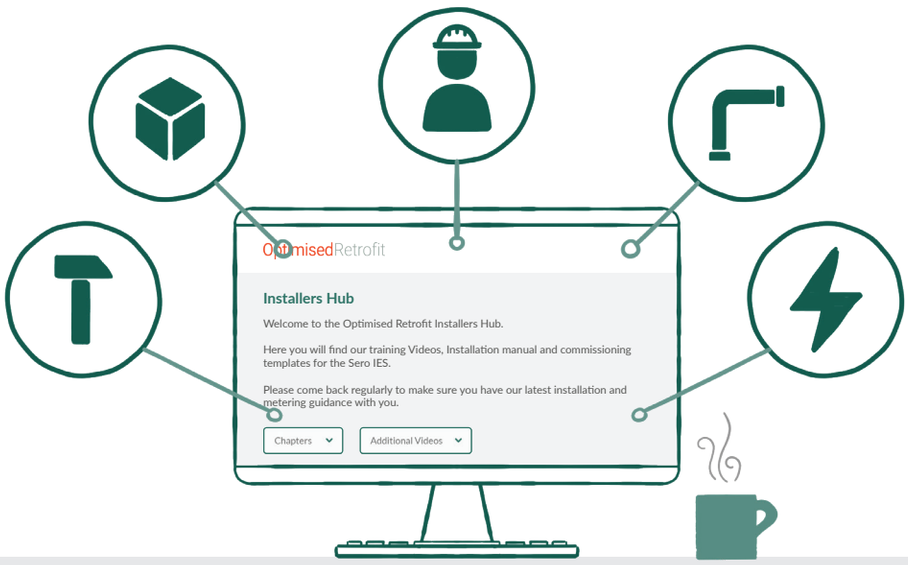
The hub also allows live access to the latest installation manual, metering strategies and commissioning records.

Installers Hub

We have a brand-new Installers Hub where you will find our training videos, installation manual and commissioning templates to support your installers when they are installing the IES.

Our online hub has been broken down into a series of chapters, so no matter what stage you are at when installing the IES you can watch step by step or just stop by for a refresh.

Each installer will need their own individual log-in so please email **optimisedretrofit@sero.life** for this to be set up.



Foundational Economy

VALUER has been in the press

The principle of the **VALUER** project is simple yet ground-breaking as up to now there has been a clear disconnect between the finance sector and the energy efficiency of a home when calculating affordability.

We have had several in-depth industry media features discussing our plans to move forward and what we hope to achieve, including how VALUER will benefit anyone considering investing in refurbishing their home to make it more energy efficient, because that investment and the improved performance will be recognised when they come to sell.

Project partners **Rightmove** have also been enhancing their digital tools used by mortgage valuation surveyors, supporting them to take energy efficiency into consideration when assessing the value of a home. The VALUER research aims to develop understanding and demonstrate the emerging difference in value between low and high energy homes.

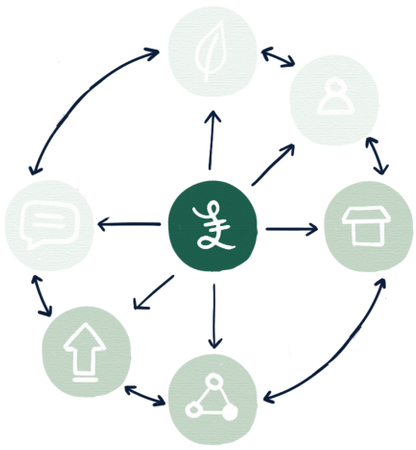
Catch us in **This is Money** and **Mortgage Solutions**.

Our Dynamic Purchasing System is now live

Our Dynamic Purchasing System (DPS) has been developed to provide a straightforward and flexible procurement solution for local authorities, social landlords and other public sector bodies to source specialist suppliers who can undertake retrofit works to make homes and public buildings more energy efficient and can carry out any associated repairs.

Using simple process, companies and tradespeople will be able to join the DPS at any time by demonstrating the relevant skills, experience, and competencies, and will then have the opportunity to bid for work.

Keep and eye on our socials for further updates, which will be coming soon!



We have been shortlisted for a RESI award

Optimised Retrofit has been shortlisted for a RESI award in the new category Climate Crisis Initiative – Residential.

The RESI Awards, organised by Property Week, recognise the residential property sector and its successes.

The awards bring together the key players in the residential market including leading developers, landlords, house builders, operators, investors, agencies and local authorities.

This is an incredible achievement and is down to the hard work and determination of each and every one of our project partners.

Thank you and congratulations!

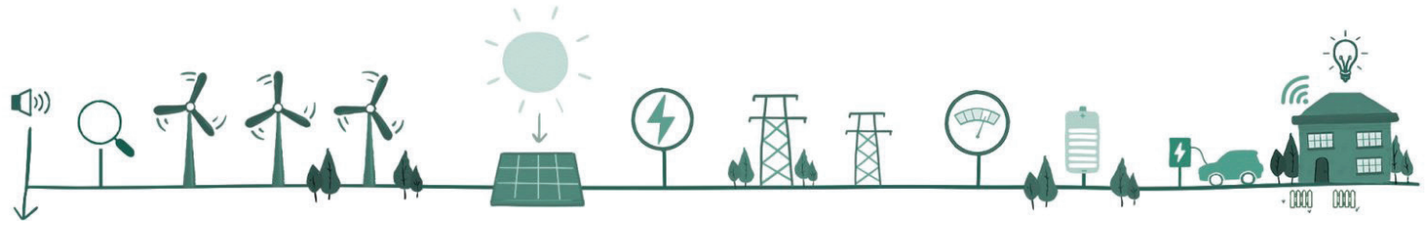
RESI AWARDS 10 YEARS
1 DECEMBER 2021
GROSVENOR HOUSE • LONDON

BetaTalk Podcast

We are now seven episodes into Season 4 of the excellent **BetaTalk podcast**, hosted by industry influencer Nathan Gambling.

As part of our mission to get the word out about Optimised Retrofit (particularly amongst future suppliers and tradespeople) – we are sponsoring Season 4 of the podcast, which explores on-the-ground issues around technology, skills and training, with engineers across the country.

So, grab yourself a cuppa and give them a listen. Links below.



Episode 1

To Heat Pump Hull & Back

Episode 2

Solar Thermal Hybrid

Episode 3

Retrofit with PAS2035 and TrustMark

Episode 4

Decarbonising Heat in America: a conversation with Nate the House Whisperer

Episode 5

Chatting with John Cantor Author of the book Heat Pumps for the Home

Episode 6

Zoning Heat Pumps Can Be Bad For Comfort & Efficiency

Episode 7

What is the Best Boiler - if you can not have a heat pump yet?

Events

Our Decarb Army hosted their second event

Last week Optimised Retrofit held its second Decarb Army virtual event, in partnership with **Sell2Wales** and **Business Wales**, bringing together SMEs and tradespeople with a passion for zero carbon. The event was an opportunity to update our growing list of potential future suppliers on the OR project's progress and provide an in-depth briefing on the role of smart water cylinders in decarbonising homes.

The blog will be live soon, so keep your eyes peeled.

We Want to Hear From You!

If you want to find out more about the Optimised Retrofit Programme then you can keep up to date or get in touch in the following ways:

Visit:	**Optimised Retrofit – Sero Group**
Email:	**optimisedretrofit@sero.life**
Follow us on Twitter:	**@OptimisedR**
LinkedIn:	**Optimised Retrofit: Overview | LinkedIn**

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