These co-owners did it, when will you?

Installing external wall insulation at Raeburn Heights tower block

Glenrothes, SCOTLAND

Year of construction: **1968**

Number of units: **61**

Current retrofit status: **Completed**

Tenureship: **Owned and rented**

Building listed: **No**

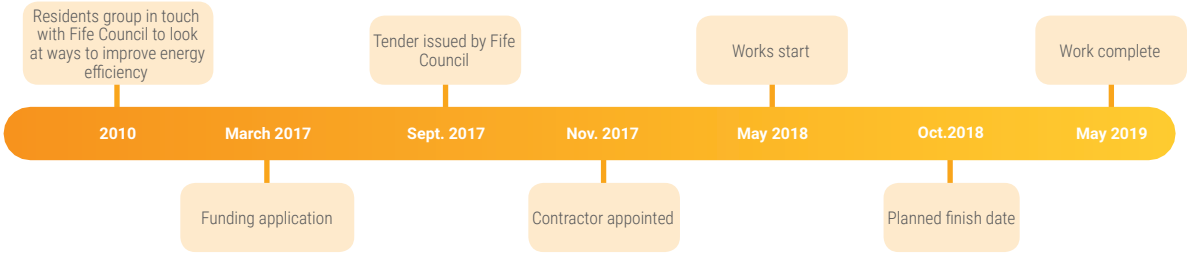
Most important results

Raeburn Heights is 15 storeys high and has 61 individual self-contained 2-bedroom, electrically heated flats. The refurbishment works were undertaken by the council and included external wall insulation, ground floor upgrades, asbestos removal and health and safety upgrades.

Key figures

- Net budget £337,500 (£29,500 owner contributions)
- £213 energy saving a year per flat (estimated)
- 1,790 tCO2 Savings (estimated)
- Insulation to all elevations apart from the ceiling
- Asbestos removal from the panels under the windows.
- Health & Safety Upgrade
- Roof Safety Rail installed
- Ground floor upgrades: tank room, drying room and porch.

Key dates



Advice to others

- Important to maintain regular engagement with occupiers through coffee mornings, letters, posters and events
- Regular communication with the property factor was successful as it ensured really high response rates to sign ups and feedback forms
- Ensuring high quality of install through independent monitoring was essential: ensuring safety and compliance, reducing install related contributions to the performance gap and engendering trust amongst all parties and the public in particular.

Who started the process

An active residents' group were in contact with Fife Council and Home Energy Scotland over a number of years to look at ways in which the efficiency of the building could be improved. This interest in having the work carried out coming from the occupiers meant that there was high engagement and support.

"We can't believe the difference the insulation has had to the look of Raeburn Heights and it's so much more warmer now. The installation team were fantastic and would have done anything to make sure we were happy whilst the work was being carried out."
Resident of Raeburn Heights

Main challenges

- **Delays** due to the council procurement procedures, building warrant approval and poor quality in one elevation which had to be re-worked.
- **Impact on residents and neighbours:** reduced parking spaces, limited access to garages and restricted access to the building
- **Fire safety:** Grenfell Tower tragedy significantly impacted the perceptions of external cladding. However, the Fire Service were involved, and the council produced a statement reassuring owners of the fire-retardant characteristics of the cladding.

How was it financed

Funding for the project was split three ways between the contractor's ECO funding, Scottish Government HEEPS ABS funding awarded to the council and its own budget. Householders contributed £525 each.

Main successes

- Successful community events providing energy saving advice, refreshments and giveaways
- A project management team acting independently of the contractors ensured quality and effectively oversaw communications with residents establishing trust and continuity.
- In-depth monitoring and evaluation undertaken by Changeworks

Any question?

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Information

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Fife Council: https://bit.ly/2JxtrWO

You too are facing the challenge of the energy retrofitting of privately-owned condominiums in your city?

The ACE-Retrofitting project aims to develop a governance model facilitated by cities linking owners and building professionals to accelerate condominium energy retrofitting. The French CoachCopro tool will be upgraded and adapted to other countries. The consortium is composed of Agence Parisienne du Climat (France), Maastricht University (the Netherlands), Energy House Antwerp (Belgium), the City of Liège (Belgium), Aberdeen City Council (UK), Frankfurt Energy Agency (Germany), the City of Maastricht (the Netherlands), Changeworks (UK) and Energy Cities (coordinator). Study visits are organised in the partner cities of the consortium.

www.nweurope.eu/ace-retrofitting

Interreg North-West Europe ACE-Retrofitting

This case study has been drafted by

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