



Tenants FAQs



Grŵp Cynefin

Mwy na thai • More than housing

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Background





■ What is the Optimised Retrofit Programme or ORP?

The Optimised Retrofit Programme aims to decarbonise existing homes. It looks at the whole house, what it's made from, how heat is used and how energy is stored. It also takes into account how energy reaches our homes. The aim is to reduce heating bills and improve the warmth and comfort of your home.

The Optimised Retrofit Programme is far more sophisticated and bespoke than previous schemes. It's run by the Welsh Government.

■ What it means for you and your home

As you know, your home is part of the Optimised Retrofit Programme being rolled out by your landlord, Grŵp Cynefin. This Retrofit programme, as it is generally called, involves replacing and upgrading elements of your home to make it more comfortable, more efficient, and will hopefully reduce your energy bills.

Improving your home through this Retrofit scheme will involve some inconvenience for you, but Grŵp Cynefin is confident that you will see and enjoy the improvement the scheme will bring.

This leaflet explains:

- what the work involves
- who will be doing the work
- how you can help
- who to contact.

■ Why has your home been selected for the Retrofit scheme?

Grŵp Cynefin looked at all the properties it manages and prioritised those properties according to the Energy Performance Certificate (EPC) Rating. Those selected have an EPC rating of D, E, F and G and will be upgraded to a C by 2030 at the latest.

Anyone not part of the scheme can still get support and advice on energy and financial-related issues from Grŵp Cynefin. Just get in touch.

How you as a Grŵp Cynefin tenant will benefit from Retrofit

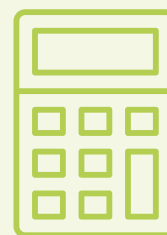
Our approach is to target the homes that require the biggest improvements first. We are surveying those homes and aim to insulate walls and loft spaces to help reduce heating bills. As well as other innovative measures, the scheme can fund heating improvements such as:

- Air Source Heat Pumps
- Modern High Heat Retention Storage Heaters
- Solar Panels
- Electric Battery Storage

A Retrofit survey of your home will determine what is suitable and the installers will then carry out a technical survey to measure and cost the works.

Where does the funding come from?

The grant funding is provided from the Welsh Government through the Optimised Retrofit Programme (ORP).



Where can I find more information about the scheme?

Go to the My Home section of the Grŵp Cynefin website where there is a dedicated retrofit section.



Who is doing what?



Who is doing what?

Grŵp Cynefin

As your landlord, Grŵp Cynefin is responsible for your home and for implementing the Optimised Retrofit scheme in your home.

Cyd Innovation

Cyd Innovation are our strategic partners. They will be helping Grŵp Cynefin to identify properties to be included within the Optimised Retrofit scheme and secure additional grant funding to support the scheme.

LiteGreen

LiteGreen (based in Wrexham) are our surveying partners. They will be carrying out the retrofit assessments and identifying the improvements that can be made to your home. They will also support the technical and compliance aspects of the work.

Wall-Lag

Wall-Lag (based in Mold) is the company who will supply and fit the installations.

Contact details

- Grŵp Cynefin – 0300 111 2122 / post@grwpcynefin.org
- Cyd Innovation – 01352 748876
- Wall-Lag – 01352 758812
- LiteGreen – 0330 175 6505

Feedback

Whether it's a complement or complaint, we'd love your feedback. Contact Grŵp Cynefin on 0300 111 2122, visit our website or scan this QR code.





The Process



What are the retrofit assessments and what is the process?

The energy efficiency Retrofit schemes run by the Welsh Government must include a survey and a bespoke plan created for each property. LiteGreen are arranging these surveys. They will contact you by letter and follow up with a phone call (no more than three) and two e-mails to arrange a survey.

If a survey can't be arranged following this, the tenant will be referred to Grŵp Cynefin for support. Each survey takes around 1.5 hours. The results go to Grŵp Cynefin's Asset Management Team who decides what works get done and when.

How will I know if works are going ahead?

You will hear from the contractor (Wall-Lag) if works to your house are going ahead. Once they have been approved by the Asset Management Team, a works order is issued to Wall-Lag. Wall-Lag will contact you and arrange a visit to introduce themselves and to explain the works and what is involved.

If an asbestos survey is required Wall-Lag will tell you as access to your property will be needed. A date will then be agreed for the installation.

Do you have the right to refuse works?

The works will reduce heating bills and improve the warmth and comfort of your home and so Grŵp Cynefin is very keen to complete the scheme in the homes that we've selected. All options should be exhausted before a tenant is allowed to opt out of the scheme.

Wall-Lag will request support from Grŵp Cynefin Housing Officers to work with the tenants who are unsure of the scheme, in the hope that they will come on board. If, after all options are exhausted, a tenant still refuses to have works done then the property may be removed from the scheme or placed within a later phase.

How long does the process take?

From the scope of works being agreed between Grŵp Cynefin and Wall-Lag through to the work being completed should take no longer than six weeks – dependent on the weather in cases of solid wall insulation.



Appointments



What happens if there is a change of plan and I need to change my assessment with LiteGreen?

Things can change and if a tenant needs to rearrange their appointment, they can contact LiteGreen directly by phoning 0330 175 6505.

If LiteGreen cannot keep their retrofit assessment appointment, how will I be notified?

A representative of LiteGreen will contact you to rearrange.

What happens if there is a change of plan and I need to change my installation date?

If you need to rearrange the installation appointment, you can contact Wall-Lag directly. Your appointment will be re-confirmed the day before to check it's still convenient.



If Wal-Lag cannot keep their installation date, how will I be notified?

Wall-Lag will confirm the planned start date in writing either via e-mail or letter depending on your preference. Any change in plans will be discussed and confirmed in writing.

Ask for ID!

All Grŵp Cynefin, LiteGreen and Wall-Lag staff will have official photo identification badges. If you are in any doubt about the people on your doorstep, then feel free to contact us to check by using the numbers provided in this FAQ document.



During the works



What about decorating?

If the retrofit works disturbs any surfaces, it will be made good. Any additional decorating as a direct result of the retrofit works will be assessed on a property-by-property basis. This may include issuing decorating vouchers.

What if I have things in my loft that I need help moving?

You will be asked to clear the loft if required. If you are unable to move some items, the contractor may be asked to provide support. If so, you will be asked to sign a damage disclaimer. If items are not moved as requested, this may prevent works from taking place.

Following retrofit works in a loft, you may be asked not to access or store anything in the loft from then on.

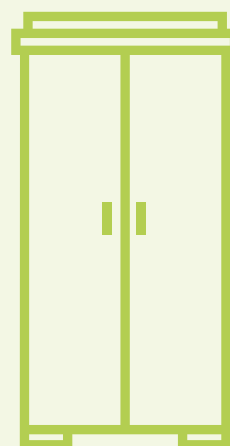
Carpet and laminate floor coverings

If you are having central heating or electrical wiring work, we will need to take up the floor coverings and refit them afterwards. We will work with you to make this as easy as possible.

Furniture

Every care will be taken by Wall-Lag, but we will expect you to protect your furniture, ornaments, pictures, lamps, etc and any other delicate or valuable items in the rooms in which we will be working. This will minimise the risk of any accidental damage for which Wall-lag will not be held responsible for.

If you need help to move any items that you cannot move yourself, speak to the Resident Liaison Officer before the work starts. If help is needed, you will be asked to sign a damage disclaimer.



■ Kitchen appliances / white goods

If work is taking place in your kitchen or any other room where white goods are kept, it may be necessary for your kitchen appliances or white goods, including cookers, to be moved into a nearby room or area. If it's possible and safe to do so, only white goods can be left on when the work is in progress. They can be moved back once the work is completed or daily if need be. If cookers are moved, where possible, they will be disconnected, moved back and reconnected on a daily basis to allow you to cook outside Wall-Lag's working hours.

■ Is there somewhere for me to go while the works are being done?

Where ongoing disruption due to the works. i.e. excessive noise, will be detrimental to the tenant's wellbeing, Wall-Lag will provide a solution. Such tenants and needs should have been identified in advance, in consultation with the respective Grŵp Cynefin Housing Officers.

■ Access

We need clear and safe access to the areas of work for the duration of the work, between 8am to 5pm Monday to Friday.

If you have any problems with providing access between these times for any reason, please contact us as soon as possible.

■ Keys

We recommend that you are present during the works to your home, but we understand that it is not always possible. For this reason, we offer a key holding service. You need to let your house insurers know that we have a set of keys to your property.

We cannot offer you the key holding service unless you have done so.

■ Plaster and paint

Avoid going near or touching any finished surfaces to avoid damage to your clothing and the work that's been done. We'll advise you when it's safe to do so.

Health, Safety & Security

- Please keep work areas free from cigarette smoke
- Let us know if you have any health issues that may be affected by the works
- Make sure you know what our ID badges look like and always ask to see them
- Please take care around contractors' equipment and materials (all materials and tools will be removed at the end of each day)
- Before work begins, please ensure that you lock away any personal valuables. We will treat any allegations of theft seriously and will always inform the police in such a case

Electrics, Water and Gas

- Always listen to the instructions given to you by the electrician / engineer working in your home
- Do not turn supplies back on if they have been turned off. They will have been turned off by us for a reason and will be turned back on when safe to do so
- Sockets and switches might be left loose from walls so surfaces can dry. The electrician / engineer will tell you what can be used and will also make sure you have power available at the end of every day

Children

- Keep children away from work areas, tools and equipment at all times
- Make sure they do not climb any scaffolding
- Move their toys away from work areas
- Never leave your children unsupervised in your home whilst work is being done

Pets

- Keep pets away from work areas, ideally a secure part of the garden or a separate room
- Let us know if your pets are wary around strangers or visitors.



After the works



Is there a defects policy and what support is available throughout this period?

There is a 12-month defects liability period from the date of handover once works are completed. If you need support or if there is a defect during this period, you can contact Grŵp Cynefin on the usual number.

Handover packs

At completion, you will be provided with a handover pack that contains information about the measures installed, operating measures and what to do in case of a fault. Also in the pack will be information for further support on how to switch energy supplier, additional grant support (i.e, winter fuel payment or warm homes discount etc) and how to register if eligible for the Priority Services Register.

Eight to 12 weeks after that, Wall-Lag or a Grŵp Cynefin Energy Warden will be in touch to make sure you have all the support you need and you understand how to use any new systems.





Any other matters



Language Options

The contractor, Wall-Lag, have a commitment to:

- Provide clear visual communications (i.e. infographics)
- Produce multi-lingual communications
- Offer interpretation services (i.e. Language Line Solutions)
- Request an English/Welsh speaking friend or family member to be present during discussions

For your notes

We are able to provide information in other formats including print, large print, audio and Braille. Please contact Grŵp Cynefin to arrange.



Scan this to go
to the Retrofit
section of our
website



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