



## Nottingham Energy Savings







Residents of Nottingham have been turning down their thermostats and enjoying a massive reduction in their heating bills thanks to VolkerLaser.

## Clifton, Nottingham

Client	Nottingham City Homes
Value	£9.3 million
Duration	September 2013 to Present

### Services included

External Wall Insulation  
Cavity Wall Insulation  
Loft Insulation  
Boiler Replacement  
Solar PV

Delivering energy efficiency measures in the form of external wall insulation, cavity wall insulation, and loft insulation, as of October 2014, VolkerLaser have completed works to 1318 houses across the East Midlands. Additional works have included the replacement of fascia, soffits and rainwater goods, electrical, gas and roof line extension works, and the realignment of BT brackets and associated cables.

When the Greener HousiNG project began, it was only planned to provide works for the tenants of 1241 council-owned properties with a contract value of £7 million. However, news of the project's success travelled fast, and soon private homeowners of the Clifton Estate also wanted to be part of this progressive undertaking. Since works on the first private home began on the 11th November 2013, a further 932 have been completed. Entering the second phase of works in September 2014, the final value of the contract is now projected to be approximately £20 million.

VolkerLaser have been welcomed warmly to the community in Nottingham; Resident Liaison Officers (RLOs) are always on hand to respond to any and all queries, all of which can be done over a friendly cup of tea. These RLOs act as a vital link between the company and the tenants, liaising between VolkerLaser site management, operatives and clients, ensuring the residents' lives are retained as uninterrupted as possible by works.

Interacting directly with the community, VolkerLaser held consultation events in order to provide energy advice and assessments, as well as inform residents with how best to fund energy-saving home improvements through Green Deal Schemes, with the capability to save up to £400 a year on heating bills.

During the project in Nottingham, VolkerLaser maximised positive social impact upon the community further by engaging with the local job centre to identify local appropriate participants - such as the unemployed and the under 25s - to our training scheme. VolkerLaser provided training opportunities to sustain the local economy by employing apprentices. Working alongside industry-leading manufacturer Alsecco, we developed

a 6-8 week course specifically aimed at providing apprentices vital skills and experience, thus improving their employability in the local area of Clifton. To date, we have trained approximately 25 apprentices to NVQ Level 2 standard. Additionally, we followed a community engagement schedule that included school visits, job fairs and work placements.

Nottingham also saw VolkerLaser debut our pioneering innovative tablet technology; where data can be captured and automatically uploaded onto our intranet. This method gives staff the capability to record all data, including resident information, access details and outstanding issues in addition to general information. The electronic tablets also have the function and ability to capture photographs, an innovation that adds value and eliminates human error.

In addition to improving energy efficiency, and assisting with fuel poverty, the homes of residents were benefited from an improved appearance through various coloured cladding options, as well as increasing the overall value of the property.

VolkerLaser has provided the people of Nottingham with warmer homes, cheaper bills and a more eco-friendly system, paving the way towards a greener and brighter future.

"Their customer liaison with residents and tenants has been second to none. There have been a lot of challenges on this project due to ECO funding changes meaning funding was cut, which has meant speed of delivery, their tenant liaison and quality of delivery has remained excellent throughout. They have also exceeded our target for local labour and apprentices with 66% local labour at times."

*Emily Braham : Strategic Energy Lead, Nottingham City Homes*

