



## Dunfermline Energy Savers Scheme

 **VolkerLaser**





Improving the quality of homes and providing long term savings to residents, VolkerLaser delivered our largest energy scheme within Scotland in Dunfermline, Fife.

Client	Fife Council
Value	£5.3 million
Duration	April 2014 to September 2014

#### Services included

External wall insulation  
Cavity wall insulation  
Loft insulation

VolkerLaser's previous EWI success in Scotland led to the award of the £5.3 million Dunfermline Energy Savers Scheme, delivering works to 533 properties in Dunfermline, Fife. As the fuel poverty was identified at an early stage, VolkerLaser were able to deliver the measures at zero cost to residents, thanks to HEEPS funding from the Scottish Government; providing long term savings to the residents of Dunfermline.

The experienced management team adhered to a strict programme of works, curtailing any potential downtime as a result of weather conditions by selecting materials and systems that could be applied in the rain.

As the scheme consisted purely of privately owned properties, a detailed generation plan was put together that consisted of:

- The use of a local rate telephone that interested residents could call, promoted through local advertisements
- The implementation of a dedicated e-mail address and website targeted at residents
- The completion of a 'show house', allowing residents to see the benefit of the works first-hand

Interested residents were then visited by a representative in order to explain the scheme and build process, provide helpful energy advice and assessments, as well as show relevant samples.

A local satellite office and warehouse facility was set up to directly service this project. By having a warehouse storage facility close to the works, VolkerLaser were able to reduce downtime as materials were pre-ordered and securely stored, ready for use on site. A pre-vetted local supply chain was also utilised, which had the dual positive effect of boosting the local economy as well as minimising CO<sub>2</sub> emissions produced.

NVQ training was provided to local staff as part of VolkerLaser's employment and skills legacy initiative, leaving a lasting positive effect upon the area. Additional cleaning staff were also employed to work on individual properties; local to the estates in which the work was carried out. Maintaining site tidiness and health and safety is an imperative concern to VolkerLaser, and our skilled workforce and supply chain undertook extensive further training in order to reinforce the importance of such.

A team of dedicated Resident Liaison Officers were on hand throughout the works, maintaining a vital link between homeowners, VolkerLaser and the supply chain. The Resident Liaison Team engaged actively with the community, keeping them up-to-date on project progress and pro-actively addressing any issues that arose throughout the duration of the project. Approaching the project with the customer's satisfaction at the heart of our delivery, we received an influx of positive feedback from local residents.

The site also received a visit from the Scottish Minister for Housing and Welfare, Margaret Burgess, who commented that our works were making a huge difference upon families struggling to make ends meet.

Thanks to VolkerLaser's efficient and effective delivery of this environmentally beneficial scheme, residents were able to enjoy warmer and cosier homes before the winter period, saving up to £400 per year on their heating bills.

"VolkerLaser are doing something to help us and make our homes nicer. They couldn't have done enough for me – we all knew it was going to be a big job and not a piece of cake. The site managers have been great throughout the process and I often take a cup of tea out to the workers who are working hard to make our homes nicer and insulated."

*Violet Roberts, Meldrum Court, Dunfermline*

