

# The Occupant Retrofit Experience And Behaviour Change

Jes Dickin – Project Surveyor – Radian

Terena Plowright - The Greening Campaign



European Solutions to a global problem  
Radian Retrofit Conference 2011



# Background Information

- Part of a bigger project where Borough Grove residents had expressed preference for retrofit - therefore largely engaged from the outset
- Scope of work dictated decanting
- 4 decant properties provided for project – with carpets, blinds and some white goods



# Pre Project Consultation

- Long history over 5 + years as part of larger project meant residents generally well prepared
  - However some inflated expectations!
- Kept informed during previous phase of work
  - Regular newsletters
  - Attended openday at showhome



# Project Consultation

- Initial visits – late summer 2009
  - Property survey (layouts / structure)
  - Information gathered (resident profile / needs)
  - Commence flow of information
  
- Presence Office established – Feb 2010
  - Resident Liaison Officer (full time)
  - Drop in 2/3 mornings per week
  - Samples / choices / concerns etc



# Project Consultation (cont'd)

- Initial programme issued late 2009
- Kitchen Surveys by supplier
- Second visit by Radian staff
  - Detailed scope of work discussion
  - Decant / move discussed in detail
- Removal company visit
  - Storage facility
  - Full insurance cover



# Decant

- Move date confirmed min 4 weeks notice
- Goods into storage / packing service
- Guidance / help with move
  - Redirection of mail
  - TV licence / council tax / benefits
- Costs covered
  - Mail redirection /
  - BT / Sky charges / loss of earnings
  - £500 inconvenience payment
- Carpet to lounge / Dining area