



Heathview Housing Co-op,
Gordon House Road London,
NW5 1LN

15 November 2023

Dear Heathview residents,

Thank you to all who were able to attend the meeting on 1st November at the church hall. Please do not worry if you were unable to attend. We would love to hear from all of you and there is plenty of opportunity for you to get involved and share your views. This letter is a summary of our project, the initial meeting, and our planned next steps.

Who we are – Repowering London

[Repowering London](https://www.repowering.org.uk) is a not-for-profit community energy development organisation that puts people at the heart of the energy system. We empower communities to plan, fund and build their low-carbon future.

The Project... Why are we working with Heathview?

Our work with Heathview is part of a project called *Unlocking Retrofit for Blocks of Flats*, which is trialling a new service for resident engagement and feasibility work at blocks of flats.

The project is fully funded by the Energy Redress scheme; this is money collected by Ofgem (the energy regulator) through penalty fines on Energy companies when they breach regulations. This money is then awarded to deliver low carbon projects, like this one. One positive outcome about misbehaving energy companies! This means there are no costs to Heathview or any residents for participating in this project.

What will be doing?

We are working with 6 blocks across London, of which Heathview is one, focusing on:

- resident engagement and participation;
- technical assessment and modelling of the block and property(ies).

We want to understand your priorities and what you would like to see as intended outcomes. The workshop was only the start of our engagement with residents. The final output will be a feasibility report, scheduled to be submitted by the end of April 2024, to empower you to decide next steps towards your retrofit.

What is retrofit? What are the benefits?

Retrofit means renovating and upgrading buildings with energy-efficiency measures (insulation, upgrade of windows, ventilation improvements etc.) and low carbon technologies (e.g. solar panels or heat pumps). These improvements are designed to make your homes:

- more comfortable and healthier to live in;
- warmer in the winter and cooler in the summer;
- cheaper to run (less energy used means lower energy bills);
- more resilient – reducing the risk of degradation and dilapidation;
- produce less carbon which is critical for achieving our climate goals as a country.

The best package of improvements for Heathview will depend on the current energy performance of the building, what is technically feasible, resident priorities and concerns and, of course, what financial model is viable. Our work with Heathview is to support you to understand your options.

Points raised at the workshop on 1st November 2023

Following introductions, we discussed what you most liked about Heathview and what you would like to improve. You discussed topics such as the comfort and size of homes, the appearance of the building and issues such as condensation and noise pollution.

What residents like about Heathview:	What residents like less about Heathview, and would like to see improved:
<ul style="list-style-type: none"> • Period building with original historical fittings, such as the lift. • Warm and inviting entrance, and general "homely feel" • The external appearance of the block – do not want to divert from building's look. • Large windows that let in lots of light • High ceilings and good-sized rooms • 25-year guarantee on roof refurbishment – do not want anything to invalidate this • Location – opposite the Heath, green spaces, close to transport links • Other/Non-structural: enjoy being part of a co-op and the benefits conferred e.g. Rent stability, hot water and heating included in bills. 	<ul style="list-style-type: none"> • Insulation issues – no insulation in the roof; • Cold, damp, condensation affects some flats due to their positioning in block. • Noise complaints – many residents highlighted noise from other flats as well as noise from outside (busy street, trains etc.) • Large windows are not double-glazed and many residents note that they struggle to close windows properly. Windows also contribute to condensation; • Communal lighting was noted as "always on" – can this be changed to save electricity? • Local area gentrification and increased population • Lack of parking close to home



Tasks & next steps

We are aware we have not yet heard the views of everybody at Heathview, so our next steps will be a survey which will be sent to you by email or post which we encourage you to complete and return with your responses.

Following the discussions we would like to assign some residents as project champions who we hope will increase knowledge about this collaboration and be a connection to wider residents. We will be doing this drive through current project champion, Stuart Downie, with whom we liaise directly so please contact him if you think you may be interested. Please also let Stuart know if you would like more info on anything in this letter, or if you have any questions for Repowering London.

Yours kindly,

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