

MAYOR OF LONDON



Q&A

WITH ABENA POKU-AWUAH, SUSTAINABILITY MANAGER AT FAMILY MOSAIC – PROVIDING MORE TENANTS WITH WARM AND AFFORDABLE HOMES WITH SUPPORT FROM [RE:NEW](#)

With a stock of primarily street housing, dispersed across 20 boroughs, Family Mosaic has been presented with a number of challenges when applying retrofit schemes to their homes. The RE:NEW Support Team has been working with Family Mosaic since 2014 to overcome these challenges and they have already started to see the benefits.

Family Mosaic is a social housing provider with 25,000 homes across London and the south east. The organisation's manifesto is to improve health, wealth and well-being through housing for their 43,000 residents and affordable warmth is a priority.

We spoke to Abena Poku-Awuah, Sustainability Manager at Family Mosaic, to find out how she is working with RE:NEW.

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What benefits have you found from working with the RE:NEW Support Team?

Family Mosaic has been working with the RE:NEW Support Team since 2014 – their knowledge and experience of domestic retrofit has really been valuable.

We were already developing our planning and tender process to speed up and increase the number of retrofit projects we could deliver in 2015. We recognised we needed support in a number of areas – for example the planning application process – RE:NEW offers a number of services you can choose from. By picking the relevant RE:NEW services we were able to overcome a number of challenges to plan our 2015 affordable warmth programme.

Working with the RE:NEW Support Team, we have also identified other retrofit opportunities that will enable us to get better value for our money and do more.

What challenges do you face installing domestic retrofit to your homes?

Finding a balance between carbon reduction and value for money for Family Mosaic and our tenants is one of our main challenges in creating sustainable and affordable warm homes.

We have a large number of properties where we are unable to use standard retrofit measures, often because the property is in a conservation area or has architectural features of significance. Our properties are dispersed across a number of boroughs, and we have to adapt our domestic retrofit programme to each borough's specification.



“RE:NEW is free support, which in itself is brilliant. Not only this, but as part of GLA the support team is ideally placed to help you to overcome any challenges.”

**Abena Poku-Awuah,
Sustainability Manager**

**family
mosaic**

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What support is the RE:NEW team providing?

The RE:NEW Support Team is working with us to help achieve larger-scale retrofit with an aim to increase efficiencies and speed, in particular developing our planning application process.

We have the ambitious aim of submitting 600 retrofit applications over a short space of time and RE:NEW is helping us to achieve this by working with the local authorities and our planners to identify how we can make the planning process more efficient for both parties.

This includes ensuring we meet each local authority's planning criteria, creating a standardised template that works for both Family Mosaic and the local authorities, as well as the general management and coordination of the 600 applications.

With such a large number of applications, it is the assistance of RE:NEW's Support Team, that will enable us to gain planning approval more quickly and efficiently.

How have you worked with the communities where you are undertaking domestic retrofit work?

Domestic retrofit projects not only provide our residents with affordable warmth, they can also help to transform communities. Our large scale retrofit of the Charlton Triangle estate is evidence of how we can provide both affordable warmth and transform the look and feel of a neighbourhood for the better.

Making your tenants feel part of the transformation is key. By keeping ours regularly informed and engaged – and ensuring they feel they are listened to – we have made them feel part of the change. And as a result we have created a community.

What advice would you give to other organisations looking to undertake their own retrofit programmes?

Even if you have a retrofit plan in place, I would contact the RE:NEW Support Team. They have a large number of contacts across London and it is very likely they will have dealt with similar problems to those you may be experiencing. Family Mosaic has already benefited from the wealth of experience and knowledge of the RE:NEW Support Team and we hope to benefit even more as we continue with our affordable warmth plan.

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RE:NEW provides a highly skilled and experienced Support Team which offers FREE support to social landlords and mixed tenure schemes to increase the scale of domestic retrofit.

The support is tailored to each organisation and comprises:

- A review of retrofit potential
- Formulation of retrofit projects
- Funding and procurement advice
- Support through the procurement process



The RE:NEW Support Team are working with organisations across London to help cut carbon emissions and reduce fuel poverty by enabling more domestic retrofit projects.

**FOR MORE DETAILS CONTACT:
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