

MAYOR OF LONDON



Q&A

WITH CAROLINE PILLAY , REGENERATION CONSULTANT AT MOAT HOMES LTD – EXPLORING GOVERNMENT GREEN DEAL HOME IMPROVEMENT FUNDING, ECO FINANCE OPPORTUNITIES AND TECHNICAL ADVICE AND SUPPORT FROM THE RE:NEW TEAM FOR THE FIRST PHASE OF REFURBISHMENT LED REGENERATION PROJECT.

Like many social landlords, Moat faces challenges in responding to the housing shortage. There is little doubt that many people are struggling to find stable and secure housing at affordable prices. Stock levels also remain too low to accommodate everyone, exacerbated by hesitant supply due to the low-grant environment.

Moat has an ambitious development programme of between 500-700 new homes each year. Overall, it owns and manages some 20,000 properties across London and the South East, with approximately 2,700 properties in the Capital itself. Moat has worked with the RE:NEW Support Team since 2013, mainly on its Pollards Hill project based in the Borough of Merton. We spoke to Caroline to find out how Moat is working with the team to deliver better outcomes for the residents of Pollards Hill.

POLLARDS
REGENERATION

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“We’d already started looking at our procurement approach for this first phase of the project, however the RE:NEW team were able to offer us further advice – I’d recommend to anyone looking to use this kind of support to get the RE:NEW team involved from the very start.”

**Caroline Pillay,
Regeneration Consultant, Moat Homes**

What support have you had from the RE:NEW team so far?

Moat will be undertaking works on over 800 properties at Pollards Hill over the next few years as part of the regeneration. We anticipate completing the demonstration phase on approximately 30 properties this year; we’ll then take time to assess the works completed before continuing the works across the rest of the estate.

So far we’ve had technical support from RE:NEW around designing the ventilation strategy, construction detail audits and technical risk assessments. More recently, the team has been supporting us with PV modelling. We also intend to use the team to help prepare the procurement documentation for the main phase of the project.

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

RE:NEW are easy to work with and have carried out a significant amount of work in a short space of time. They put together the ventilation strategy within the space of a week, completed the tests within a day and I received the reports back the following day.

We’ve had a lot of sound advice and guidance from people we trust and have found clear benefits to getting their free advice.

A lot of the work the RE:NEW Support Team do is extremely relevant to our project at the moment and the timing is perfect – they are funded for the next three years and our project will be running for at least another three years as well.

I can easily see ways in which they can support us in the future.

How has the technical risk assessment helped you manage risks in your project?

We had already completed a robust risk assessment ourselves before seeking advice from RE:NEW and RE:NEW's input helped confirm that we are doing the right thing in the right way. The team made additional recommendations for managing some of the risks and we were then able to engage with the contractor to develop a better understanding of their proposed methodology for addressing issues such as the risk of cold-bridging.

What challenges do you face in installing retrofit into your homes?

The part of the estate covered by this regeneration has quite a high number of freeholders and the houses are terraced in design therefore there are a number of party wall issues to address. Designing a solution for the renewal of the continuous roof to the houses has been a particularly challenging aspect of the project.

A significant challenge is working with freeholders and some absentee landlords to agree and implement the proposed interventions to both Moat homes and freeholders' homes.

How does the project support your wider repairs and maintenance strategies?

The regeneration gives us the opportunity to consider bringing forward a lot of the planned maintenance for the estate, protect and extend the life of Moat assets, and preserve building life cycles and reduce cyclical maintenance costs. We will be looking at certain components of our homes such as windows and perhaps include them in our regeneration plans rather than regarding them as part of our cyclical works programme. Most significantly, the renewal works will improve the thermal efficiency and condition of homes for over 800 low income households.

Pollards Hill Regeneration will have a really positive impact on the community. Overall, it is a combined approach of physical, social and community regeneration measures. It will improve the physical condition and appearance of the buildings, the surrounding environment and facilitate a range of social and community measures to bring about a positive change in the perception of the area.

What advice would you give to help other organisations enhance their stock?

I would say contact the RE:NEW team and see if they can help you – the earlier the better so you can maximise the support available. Their support with project scoping and procurement can be really valuable and help to shape your regeneration plans.

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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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Co-funded by the Intelligent Energy Europe
Programme of the European Union

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