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## RE:NEW – AmicusHorizon

AmicusHorizon has recently completed the first of a series of area-based retrofit projects involving multiple energy efficiency measures at properties on and near the Lansdowne Green estate in Stockwell, South London. AmicusHorizon appointed Ecologic Energy to carry out the works following a competitive tender using the RE:NEW Framework.

David Holgado, Project Surveyor and Geoff Davies, Head of Procurement describe how AmicusHorizon benefitted from the RE:NEW Support Team's free support services.

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## How did you hear about the RE:NEW Procurement Framework?

Our procurement team attended a conference where RE:NEW was exhibiting.

## What was the project?

The project targeted an estate in Stockwell called Lansdowne Green with 204 properties across 12 blocks all with a SAP rating of below 65. We targeted this estate to improve the SAP ratings and general stock condition. Our stock reconditioning programme, APEX, which records SAP data for all our properties, gave us an outline of our starting position and what energy efficiency measures would be required.

The work was commissioned through the RE:NEW Framework which ran to tight timescales but worked really well. We were really pleased with the successful contractor, Ecologic Energy. The project began in January and ran up to the end of March, also the end of the financial year.

The project was needed to improve the efficiency of the homes concerned and thereby reduce residents' energy bills.

## How was the project conceived?

Our Sustainability Team has a plan to improve properties with SAP ratings of under 65 which applied to many properties on the Lansdowne Green Estate. Our APEX system enabled us to identify key areas of improvement and we included an element of resurveying within the procurement process. We decided part of the contract would be to resurvey the properties to identify further work to improve SAP ratings.

## What was the decision making process in getting the project approved?

Projects over £30,000 have to be approved by our Risk Approval Group (RAG), an internal board. We set out to RAG what the project would include and how we would tender. We stipulated using the RE:NEW Framework and named the approved contractors. Following approval from RAG we tendered using the framework and RAG awarded the contract to the successful bidder.

## What was your experience of using the RE:NEW Framework?

The framework was extremely user-friendly. Communication during the process was first rate, very open and transparent. We engaged the RE:NEW Support Team to run the tender for us and we were particularly impressed with the tender evaluation stage. Overall it was a really positive experience.

## What challenges did you face in executing the project?

This first pilot project taught us many lessons.

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We had some issues with the accuracy of our data.

We retrofitted 155 properties out of the original target of 250 properties. Resident engagement was a real challenge as the estate is occupied mainly by hard to reach residents. Whilst we sent out numerous letters and emails and made many phone calls we could have been more targeted and in future we will invest more in communication.

There were also language barriers. We offered a translation service, but for our next project we will make this more widely available. Language is an issue in gaining access and in operating the boilers and control panels so we will tailor future support to address both these aspects.

Our field research showed that many residents weren't confident in using their thermostats and programmers and so overrode them, often at great cost. The boiler replacements involved each resident getting a comprehensive heating control guide.

## Looking back is there anything you would have done differently?

We would have done more desk top validation of data prior to the tender in order to confirm SAP ratings.

## What support did the RE:NEW team provide?

Members of the RE:NEW Support Team were always on hand to provide support, guidance and advice, particularly in terms of helping understand procurement options and the procurement process, and in preparing the project. Since the project's completion we have had an open discussion on how the project went, lessons learnt, the next steps and what we can do better on future projects. The RE:NEW Support Team has been really helpful throughout.

## What benefits have you seen from the RE:NEW Support Team?

We sourced excellent contractors, Ecologic Energy, through the framework and they were extremely professional throughout. We were also very pleased with George and Keith, our RE:NEW Engagement Managers, who were very proactive and communicated well with us through every stage of the process. They were very keen to get the best result for us and provided excellent guidance and technical knowledge.

## What advice would you provide to other organisations trying to improve the efficiency of their stock?

We would highly recommend the RE:NEW Support Team's services and in particular the procurement framework.

It's very important to validate data and ensure it is accurate and up to date.

Promote the project as best you can. Residents receive lots of literature from us about many different things so it's important to invest in a professional approach.



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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



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**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: [RENEW@LONDON.GOV.UK](mailto:RENEW@LONDON.GOV.UK)**

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

The sole responsibility for the content of this publication lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither the European Investment Bank nor the European Commission are responsible for any use that may be made of the information contained therein.

90% of RE:NEW programme funding is being provided by the EIB European Local Energy Assistance facility under the CIP-Intelligent Energy Europe Programme. This is being matched by a 10% contribution from the GLA.