

Bringing together SMEs

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Scotland House Conference Centre
Brussels

UK Building Construction Industry

- 150,000 businesses employing 500,000 people and turning over £72 billion per annum (in 2012)
- 98% are sole traders or businesses with less than 10 employees (Micro Businesses)
 - Employ over 50% of all building construction workers
 - Represent nearly 40% of all work by value



The UK Retrofit Market

2.5% of all homes in UK are heavily retrofitted every year

Whole house
retrofit

1. Market model
removing silos
2. Retrofit
Coordinator
3. Multi-skilled
teams

Measures-based
Grant-focussed

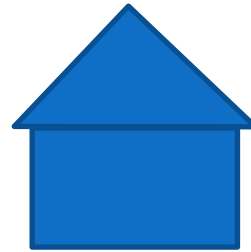
Barriers in the Retrofit Market

Advocates

Local Charity
/ Council etc

- Want to drive change
- Struggle to identify customers
- No defined, reliable, local supply chain

Customers



- Finance offers are narrow and unattractive
- Not aware of measures and benefits
- Limited advice and support
- No confidence in supply chain to deliver

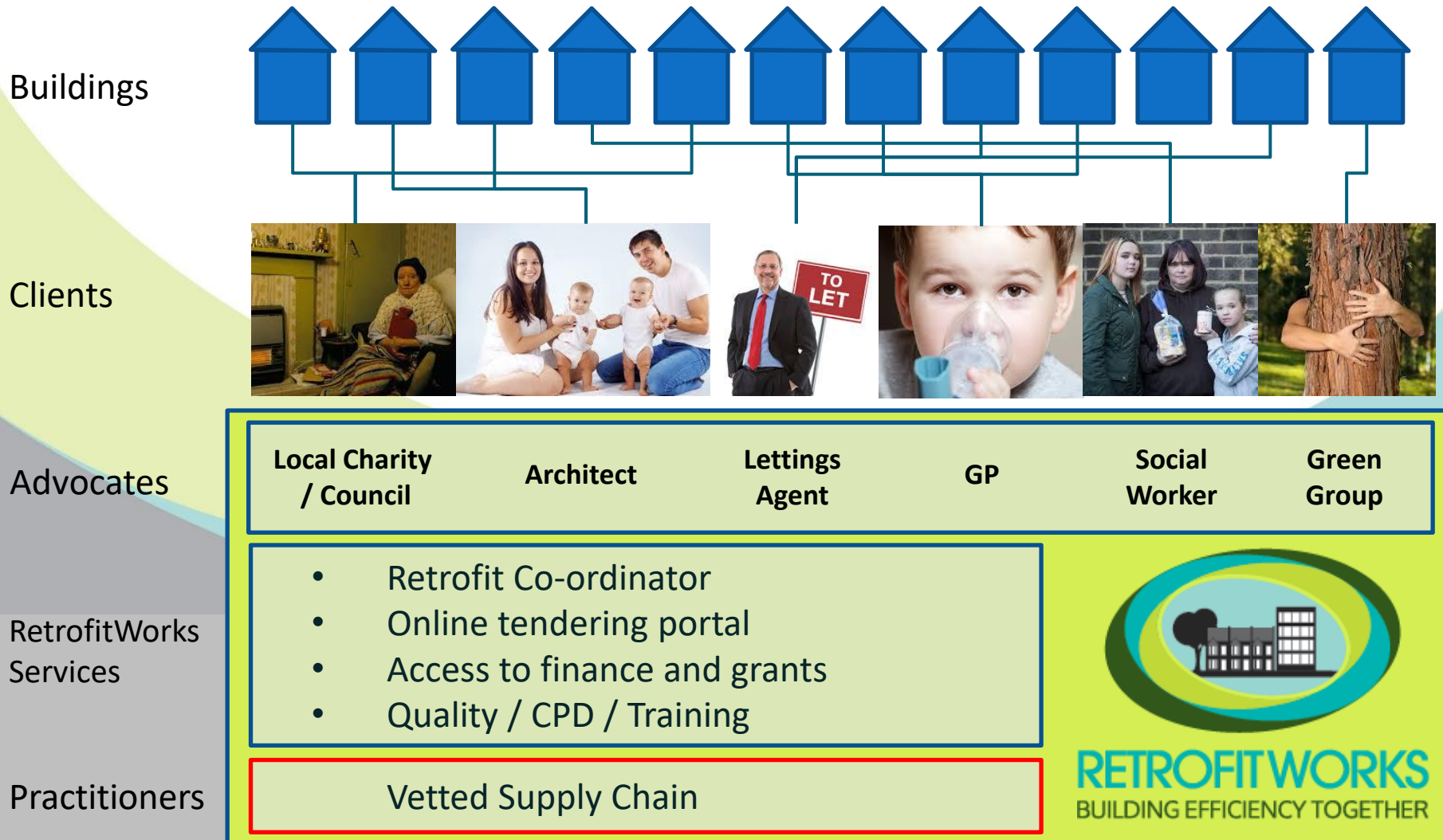
Practitioners



- Have the capabilities but limited confidence in the market
 - Don't invest
 - Don't promote
- Require understanding and training



RetrofitWorks Co-op Model



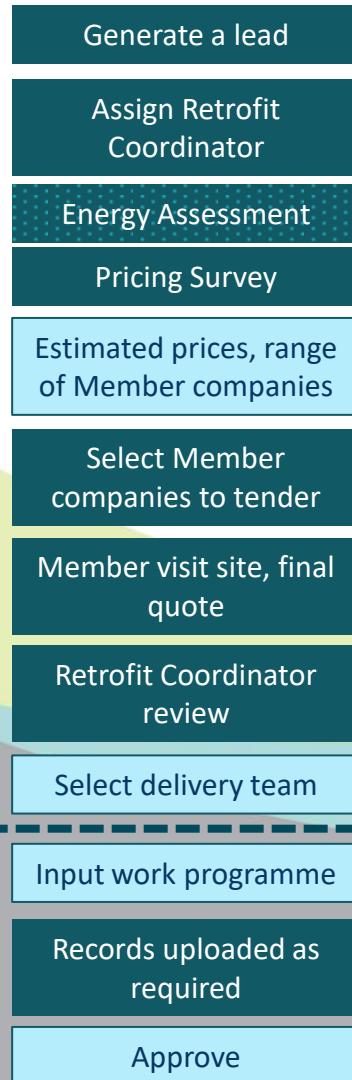
Member Entry Requirements

Industry Standards
PAS91-2013 (Q Ref)
SSIP (Safety Schemes in Procurement)
TrustMark
Renewable Energy Association (Consumer Code)
PAS 2030
Green Deal Code of Practice

Membership Alignment
Federation of Masterbuilders
Electrical Contractors Association
National Federation of Builders
Glass and Glazing Federation
Microgeneration Certification Scheme
Solid Wall Insulation Guarantee Agency
Royal Institute of British Architects
Building and Engineering Services Association
Association of Plumbing and Heating Contractors



The RetrofitWorks Process



	Member 1	Member 2	Member 3	Member 4
Job 1	£300	£350		£299
Job 2	£3000		£4500	
Job 3		£400		
Job 4	£4500	£4600	£5400	
Job 5		£675		



The RetrofitWorks On-line Software

RETROFITWORKS

Home > Projects > View Project > View Job

Job

Details Categories Quote Schedule **Progress** Reports Docu...

Category
Boiler upgrade
Remove existing control system for combi boiler and rep SYSTEM CONTROLS. Stripping out immersion heater swit (C8610/220 - 1. nr), Programmable thermostat, 7 day wir
Supply and fix HE system boiler and flue, wall mounted, Condensing Boiler, BOILERS AND FIRES, Cutting or formi nominal size in common brickwork 215 mm thick, makin

Home | My Calendar | Leads | Clients | Buildings | Projects | Members | Schedule | Documents | Reports | Accounts | User Management | Company Settings

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Jobs Job Details

Job Details

Job ID: 15-0218-001

Client Details

Daniel Jones
1 cromlech close, carrickm
Dublin 18, Ireland

External doors

New mineral wool insulati

Logout

Welcome, Russell

Job Details IOW Details

+ Start Evidence

+ During Evidence

- End Evidence

Camera icon | Checkmark icon

Job Details IOW Details

Logout Jobs



Achievements To Date



Projects Completed

- Smart Homes: Private Sector improvement programme in North London.
 - principally external and internal wall insulation, boiler and window replacements
- Hounslow Private Landlords Scheme
 - grant scheme to improve properties with low energy ratings



Member Earnings

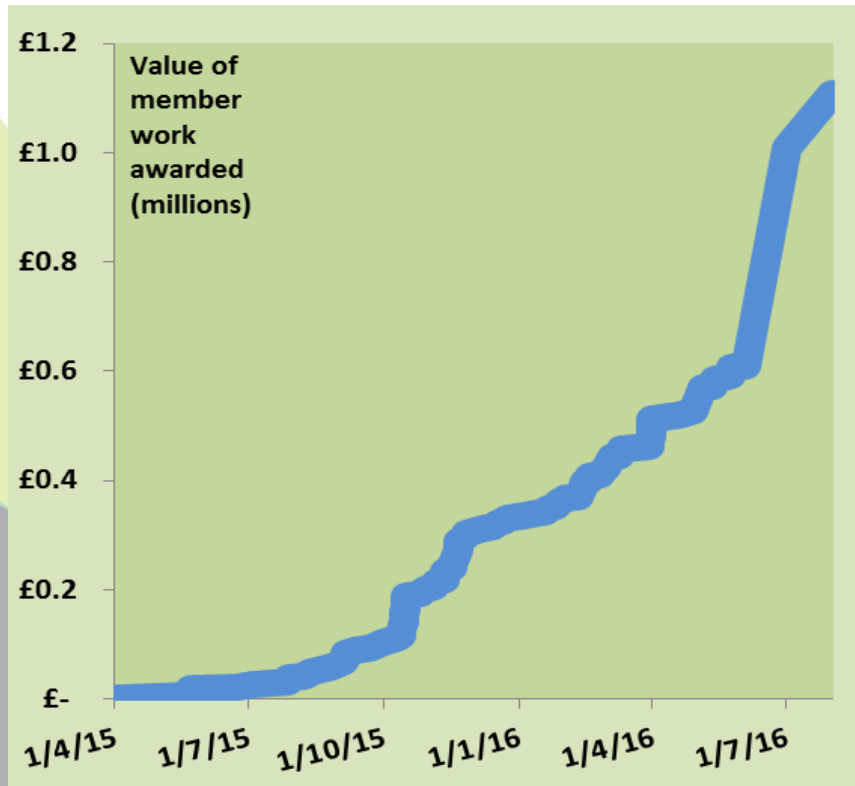
£73,048

on average since Jan 2015

Average annual turnover of Micro
Businesses and Sole Traders in 2012
was approximately £190,000



Member Earnings and Payments



Average payment period, RetrofitWorks to Members

2.3 days



Customer Feedback on the Co-op

- “Did RetrofitWorks meet your expectations?”

I had no Expectations	Lower Expectations	Met Expectations	Exceeded Expectations
12%	16%	52%	20%

- 83% of customers would “Recommend using RetrofitWorks to others”
- 76% of customers were “Overall happy with their experience with RetrofitWorks”



Customer Feedback on the Installer

- “Did your RW installer/fitter(s) meet your expectations?”

I had no expectations	Lower expectations	Met expectations	Exceeded expectations
4%	30%	35%	30%

- 61% of installation works, to date, completed on time
- 70% of installations required post installation snag issues to be resolved
- 71% of customers would recommend their RetrofitWorks installer company to others



Projects On-going and in Pipeline

- Enfield Warm and Healthy Homes Scheme
 - Grant scheme for vulnerable households in the private sector
- Housing Association 1
 - Social Housing improvement scheme focussing on doors and insulation
- Housing Association 2
 - Social Housing energy efficiency programme



Development Partners

Haringey Council	
Federation of Master Builders (FMB)	National Federation of Builders (NFB)
Building and Engineering Services (B&ES) (formerly HVCA)	Federation of Small Businesses (FSB)
The Electrical Contractors' Association (ECA)	Institute for Sustainability (IfS)
Royal Institute of British Architects (RIBA)	British Institute for Interior Design (BIID)
Royal Institute of Chartered Surveyors (RICS)	The Glass and Glazing Federation
The Renewables Sector	



Get in touch

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