

HOUSING SOUTH

No two retrofit journeys are the same

People, buildings, and processes determine whether retrofit succeeds.

Jill Fox | SWIP



A successful retrofit begins before a system is specified

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- The background of the slide is a faded, grayscale photograph of a construction worker. The worker is wearing a white hard hat and a high-visibility yellow safety vest with reflective white stripes. They are standing in front of a wall made of large, rectangular concrete blocks, with wooden framing visible around the edges. The worker's right arm is extended towards the wall.
- 01 Understand** History • construction • condition • performance
 - 02 Observe** Location • exposure • climate • surroundings
 - 03 Define** Comfort • cost • carbon • compliance • future
 - 04 Listen** Residents • users • needs • behaviours • aspirations

Housing providers are balancing more than energy performance

01

MOISTURE

Ventilation, condensation, damp, and mould

02

RESIDENTS

Communication, disruption, and expectations

03

BUILDINGS

Ageing stock and complex community assets

04

COMPLIANCE

Awaab's Law, safety, and fitness for occupation

05

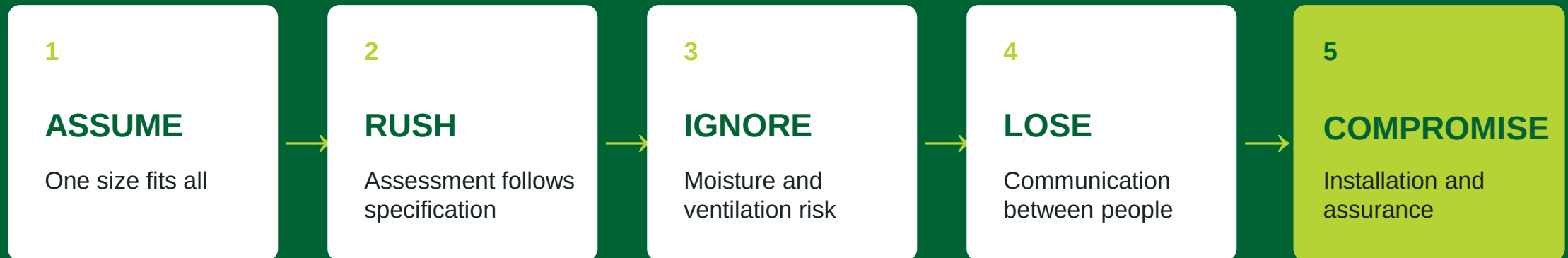
DELIVERY

Budgets, programmes, and meaningful outcomes

The challenge is not choosing one measure. It is coordinating the whole outcome.

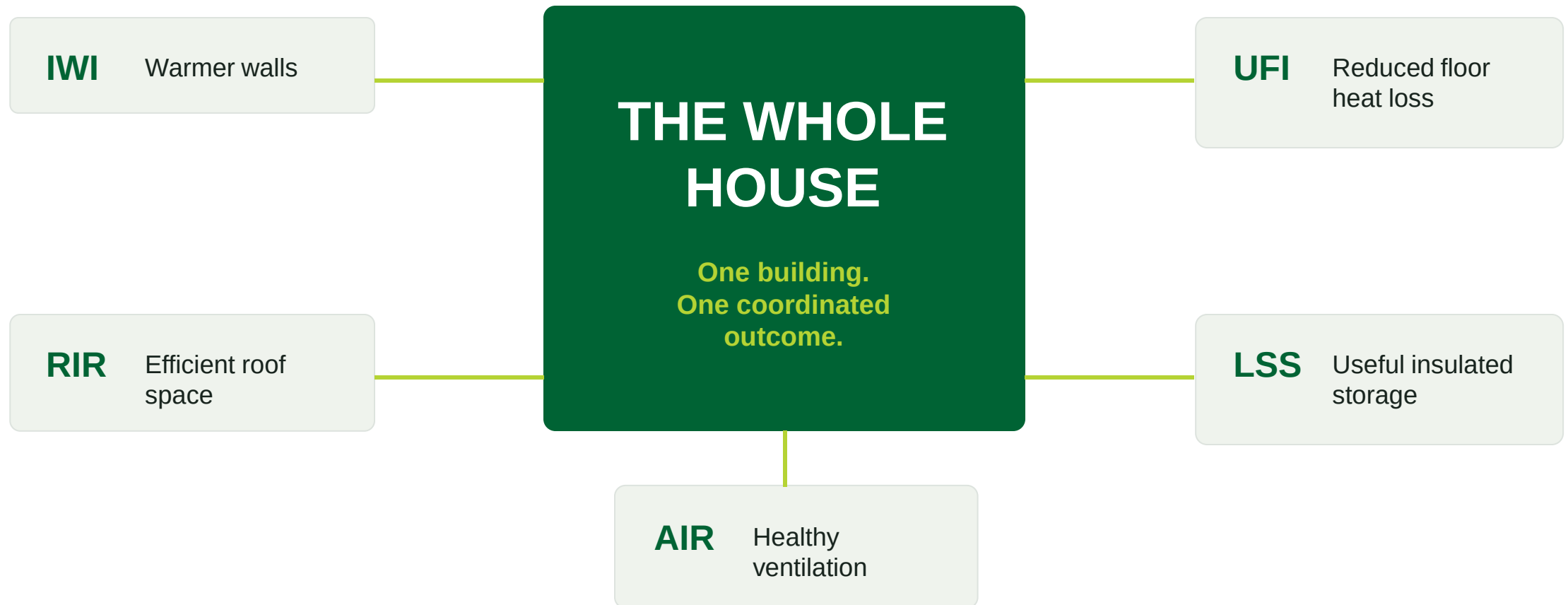
Failure is rarely one big mistake

It is usually a chain of small decisions that did not receive enough attention.

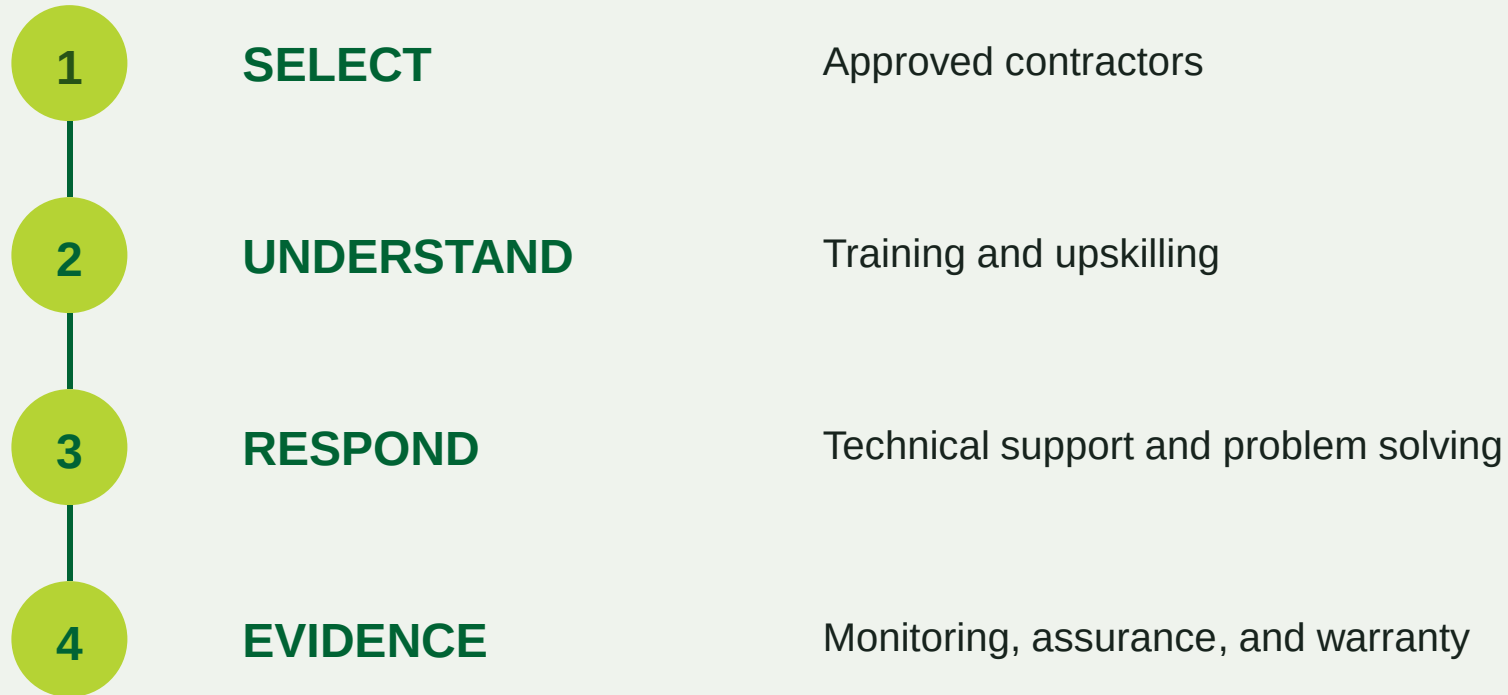


Products do not fail buildings. Poor processes fail outcomes.

Whole-house thinking connects every measure



The SWIP SURE approach supports the full journey



**Residents informed
from start to finish**

A RETROFIT SUCCESS STORY

Belchamp Community House

A listed community building.
A live environment.
A shared objective.

Success came from the right people, the
right processes, and the right solution.



Every partner had a clear role and one shared goal

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|----|-------------|---|
| 01 | TRUSTEES | Building knowledge and community needs |
| 02 | CT ECO PLUS | Assessment and retrofit coordination |
| 03 | FAITH ECO | Careful installation in manageable phases |
| 04 | SWIP | System provision and technical support |



Assessment → shared decisions → phased delivery → improved fabric

The common thread was collaboration

- Right people
- Full assessment
- Whole-building approach
- Technical collaboration
- Quality installation
- Real outcomes

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Working with SWIP and CT Eco Plus has been a seamless and rewarding experience. Their expertise and support have been invaluable in helping us future-proof our beloved community house.

CLIVE WAITE | TRUSTEE

The system mattered. Understanding the building and working together made it successful.

ONE FINAL THOUGHT

Products improve buildings.
People deliver successful retrofit.

Get the right people in the room.
Listen to every voice.
The right solution and results will follow.

Thank you

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