

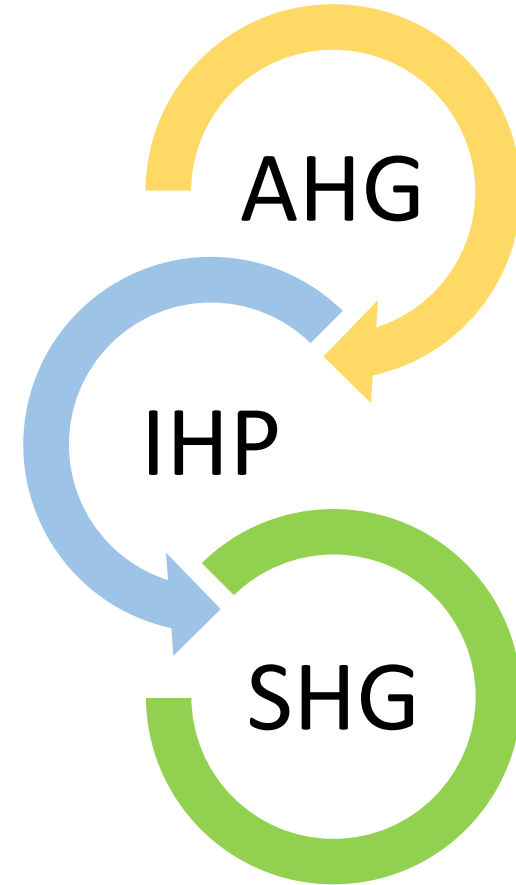
# Powys County Council Housing Services Experience of the IHP Programme

- Insights into innovative housing solutions and experiences
- Change Manager - Vision and values within the organisation



# Powys Housing – Journey through New Build and Innovation

- New Build / New Team 2015/16
- PCC Lucky with various sites and exciting opportunities
- Expanded the team 2018
- 32 homes funded by AHG
- 3 schemes / 57 Homes funded by IHP



# Powys Housing – On the front foot

- Home Grown Homes
- Invested in **Research**
- The New Team **Keen** and **Sold** on **Innovation**





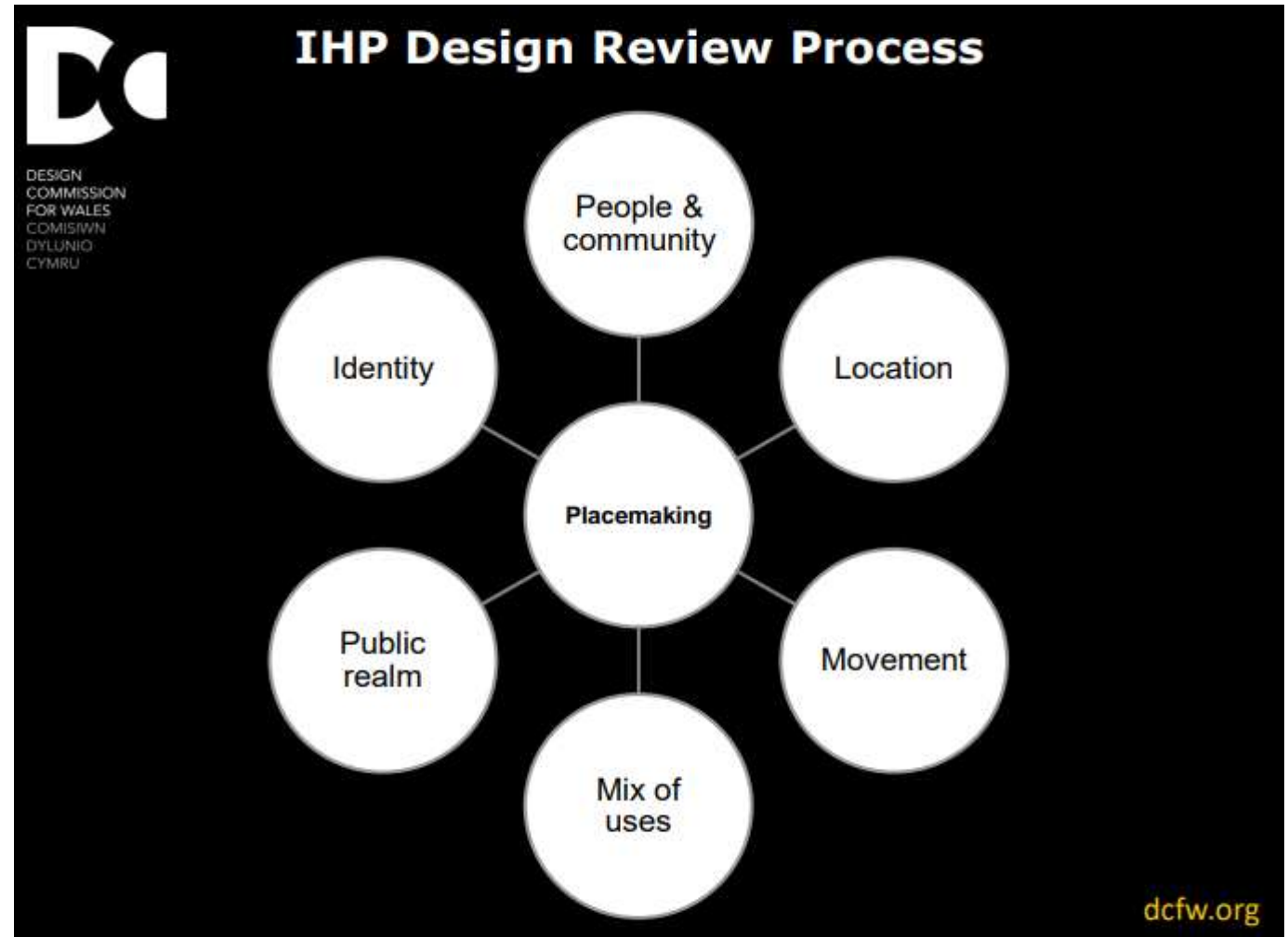
# Powys Housing – IHP Journey - Clyro

- Build Types and Heating solutions already installed using IHP across Wales
- Welsh Timber
- 2 Build methodologies
- 2 heating Solutions
- 1 Site



# Powys Housing – IHP Journey – Clyro – Design

- Design Consultants
- Design team Engagement
- Competitive IHP Bid
- Requirement for IHP
- Placemaking
- Policies (do they support)



# Powys Housing – IHP Journey – Clyro – Build

- Tender failed first time
- Second attempt – Success
- Build phase Generally Good with Good collaboration
- M&E



# Powys Housing – IHP Journey – Client

- Trust in Experts
- Still Excited
- Started to encounter technical problems
- Space
- Pressure on Contractors
- Liquidation



[This photo](#) by Unknown Author is licensed under [CC BY-SA](#)



# Powys Housing – IHP Journey – Onboarding Tenants

- Tenants positive approach
- M&E failures
- Meeting tenants needs
- Defects and solutions
- Expensive Bills





# MVHR and ASHP Tenant Feedback

- **Issue Description**
- ASHP not working upstairs, control panel blank, tenant needs guidance
- Issues with hot water and heating, tenant unsure how to use system
- No hot water; multiple OOH calls; flashing green light; system stopped working
- Tenant needs instruction on heating system; aircon guidance requested
- Error code on boiler; no heating or hot water; baby in household; multiple OOH calls
- ASHP service needed; third floor cold; thermostat and timing issues; E6 error code
- Request for V2 air source system check; pressurised system review



# Powys Housing – IHP Journey – Further Complications

- Health and Safety
- Overheating
- ASHP Reaction Times
- WG IHP data unsuccessful but working with the ORP programme



# Powys Housing – IHP Journey – **Where do we go?**

- Carry on regardless ?
- PAUSE ?
- Fix (what are the solutions?)
- Who do we need ?
- How far do we go?
- Confidence is a MUST

