



LOCATION: East Suffolk,
Warm Homes Retrofit Programme



As part of the Warm Homes – Energy Efficiency and Renewables Retrofit Framework, delivered on behalf of East Suffolk Council, we worked alongside Bell Group as a supply-and-installation partner on Wave 3 of the programme across East Suffolk and Lowestoft.

OVERVIEW

The project involved replacing windows and doors in 87 occupied properties, supporting the wider ambition to improve energy efficiency, comfort, and security for residents, many of whom were older or vulnerable.

The scope included the supply and installation of four distinct specifications to suit individual property requirements:

- PVC-U Double Glazing
- PVC-U Triple Glazing
- Timber Windows
- Aluminium Windows

KEY CHALLENGES

- Working within a main contractor environment can introduce additional complexity, including longer communication chains and the need to coordinate with multiple stakeholders and subcontractors - all while maintaining a high standard of Resident care.
- A significant portion of the work took place in retirement and mobility standard housing, where residents required additional reassurance, clarity and support before and during installation works. Minimising disruption, maintaining

RESIDENT FOCUSED DELIVERY, JEANNIE MANN COURT

A key element of the programme was Jeannie Mann Court, a retirement housing scheme where 16 occupied properties underwent full window replacements.

To ensure a positive experience for residents, we implemented a tailored, people first delivery approach:

- Clear, simple pre works communication, including letters, home visits and timed schedules.
- Individual needs assessments to understand mobility requirements, dementia friendly considerations and the need for additional time in some homes.
- A room by room installation method, reducing disruption and maintaining safe access throughout.
- Open and ongoing communication, allowing residents to feel in control of timings.
- Consistent installation teams, so residents saw the same friendly faces each day.

This approach ensured residents felt supported, respected and informed throughout the process.





ACTIONS TAKEN

Across the wider East Suffolk programme, we:

- Worked collaboratively with Bell Group and other contractors to integrate smoothly into the live programme
- Adapted installation methods to suit four different product specifications across multiple property types
- Maintained high standards of quality, safety and resident care in occupied homes
- Addressed issues promptly - including swiftly resolving a quality concern with one installation team and managing all defects with care and transparency

Strong site management and clear communication ensured momentum was maintained without compromising quality or resident experience.

KEY CHALLENGES

- All installations completed within the agreed timeframe.
- Quality issues identified early and resolved quickly with minimal disruption.
- High levels of resident satisfaction across all sites.
- Successful collaboration with the main contractor within a complex, multi contractor programme.
- Positive contribution to improving homes and resident satisfaction within the local community.

The project contributed directly to improved thermal comfort, reduced energy loss and enhanced well-being for residents across East Suffolk.

POSITIVE OUTCOMES

"Wayne and Dalton were brilliant. They completed all of the windows within the same day. They were friendly and made me feel at ease. The finish on the windows is fantastic - we are over the moon with the work they did."

"The two installers did a very good job and completed all ten windows in the agreed timeframe."

"Wayne and Dalton did a wonderful job without making a lot of mess. They are both very polite and professional. I would be happy to recommend your company if all your employees are as competent as they are."

"They worked hard, were very polite, cleaned the windows and left everything spotless. You wouldn't have known they had been there."

REFLECTION

This project demonstrates the importance of combining technical expertise with empathy, communication and flexibility - particularly in live, resident occupied environments. By putting residents first and working collaboratively with Bell Group, we delivered tangible outcomes that extended beyond installation works to improve the everyday quality of life.