



CLIENT: Saffron Housing – Wave 3

LOCATION: East of England

DURATION: 2025 - Ongoing



BACKGROUND

As part of the UK's commitment to Net Zero by 2050, in 2025, Saffron Housing were awarded £7m in Wave 3 of the Warm Homes Social Housing Fund programme to improve the energy efficiency of their properties over the following 3 years. Saffron identified the qualifying properties, with the lower EPC rating as the higher priority. Works included window replacement, air-source heat pumps, solar PV and loft insulation.

The programme, led by Richard Egle, Carbon Reduction Manager at Saffron, has developed from a small in-house scheme in the early funding phase, to using an energy provider supply chain, and then to a main contractor-led solution. However, for this next phase, Saffron has returned with an in-house delivery model using local specialist suppliers. As a result of this decision to manage in-house, they have avoided outsourcing management costs, enabling Saffron to deliver more properties than ever before.

Choosing to stay local and to support local specialist suppliers demonstrates how possible and, in this case, beneficial it is to deliver complex schemes whilst maintaining a high quality of works and provide local jobs and apprenticeships whilst gaining high resident satisfaction scores.

Having worked with Saffron for their planned window scheme, Anglian Building Products were chosen to carry out the window element of these works. Saffron also onboarded Dodd Group for the other measures and CPH Retrofit Coordinators for their PAS-2035 expertise throughout the project.

CHALLENGES

Initially, 150 properties were identified and allocated to the programme, and progress was made. With increased momentum, positive performance, and additional funding becoming available, an additional 115 properties were then added to the programme in year 1.

Doubling the programme increased the risk of stretching contractors' PAS-2035 administration. In addition, there was a greater need for closer collaboration as each contractor increased its workforce to manage the programme. It was clear that an additional communication strategy was needed to support the resident journey.

ACTIONS TAKEN

Local Resourcing from all contractors

To ensure the programme delivered maximum economic growth to the region, all delivery partners were locally sourced. ABP and Dodd Group have offices within Norfolk (ABP head office), whilst CPH supported this by opening a regional office in Norfolk to support workload and increase resource. This created 5 new local job roles. This local influence provided dedicated bases for surveys, collaboration, and increased resident-facing activities. The benefits of this also included: faster turnaround of documentation, more consistent quality assurance checks, and improved communication between contractors and Saffron Housing. This ensured programme momentum was sustained during peak periods. Contractors were also able to carry out regular property visits, respond quickly to Tenants queries, and provide additional support to schemes where Tenants were more vulnerable.



CONSULTATION EVENTS

The strong local presence of all delivery partners played a critical role in supporting meaningful and consistent Tenant consultation. Dedicated consultation events were organised at locations such as Marion Roberts Court and Depwade Court Independent Community Living Schemes. These sessions created an accessible, comfortable environment for residents, allowing contractors to explain the planned works, address any concerns, and ensure Tenants fully understood the improvements being made to their homes. This approach strengthened trust, improved communication, and helped deliver a more positive resident experience throughout the programme.

KNOWLEDGE SHARING

Knowledge sharing was encouraged across organisations, with site managers, retrofit coordinators, and installers exchanging best-practice insights and lessons learned. Generally, this was carried out during pre-arranged monthly meetings and included ad hoc site visits between contractors and the client. This collaborative approach drove consistency across the programme and helped reduce installation variances, call-backs, and delays.

OUTCOMES/KEY ACHIEVEMENTS

- 265 properties set to be delivered in Year 1, for the same budget as the initial 150 that were planned.
- All properties achieving EPC C Rating or above.
- Local contractors bringing success to the region.

Incredible Tenant satisfaction, as indicated by our overall NPS Scores of 81.10, which includes:

- Quality of information - 9.40/10
- Conduct & Attitude - 9.30/10
- Clear tidy & safe - 9.50/10
- Quality of installation - 9.20/10

TENANT FEEDBACK

"Great service. Really pleased with the work and the guys who did it. Amazing service received. Thank you."

"Absolutely amazing, guys can't believe the doors are so beautiful. Thank you."

"The gentlemen who installed my windows were amazing – polite, clean and tidy, and efficient."

"Two lovely lads came and done my windows and doors. They did an amazing job and cleaned up where they had worked. Kept me informed on what was happening when rooms were done so me and my daughter could move to another room etc. I'm very happy and will be recommending for anyone I know looking for new windows and doors."

