



## Easing fuel poverty for tenants is top of the Agenda

St Vincent's Housing Association is a registered social landlord with over 3,500 affordable homes throughout the North West and over 40 years' experience delivering services to communities.

The company's work takes it into 17 different local authority areas, with St Vincent's providing a range of affordable homes, to rent and buy, designed to meet the demands of today's challenging housing market.

**“There is not a great deal on offer if you are off-grid,” explained Patrick McKendry, Sustainability Manager, “we have tried other manufacturers but have found Ecodan to be more efficient.”**



Air Conditioning | Heating  
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# Heating

## Case Study

### St Vincent's Housing Association, Manchester

Making a World of Difference



St Vincent's Housing Association is eager to use renewable technologies to keep tenants warm and reduce fuel poverty.

St Vincent's goal is to provide the necessary ideas, tools and resources needed to deliver sustainability projects to its customer's homes and the wider community.

St Vincent's is a well-respected social housing provider in the area of sustainability. Over the past four years the company has delivered a number of successful sustainable projects across its own housing stock. These have received recognition at the 2012 Inside Housing Awards for sustainable landlord of the year and also won the best domestic retrofit 2013 for St Vincent's 'cosy home'.

The social housing provider was approached by the Association of Greater Manchester Authorities (AGMA) to carry out the 'Green Deal Go Early' programme.

**"We assessed our housing stock and customers to ensure we tackled the most vulnerable to help them reduce their fuel bills," explained Patrick McKendry.**

Easing fuel poverty is at the top of the agenda at St Vincent's, and the organisation's Redfearn House in Rochdale was selected as perfect for the go early programme it is off-gas grid with in-efficient storage radiators.

Another reason for selecting Redfearn House is that it provides homes for residents with a variety of complex needs, who were struggling to pay their bills, and were falling into the fuel poverty bracket.

Before the Green Deal Go Early programme many of the residents were living in just one of the heated rooms in the property as they could not afford to heat the whole flat. Upon completing this project tenants have been able to use their whole flats without the extortionate energy bills.



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Ecodan ticks all the right boxes in terms of performance, efficiency, ease of installation and operation.

## Case Study

### St Vincent's Housing Association, Manchester

Making a World of Difference

Led by Patrick McKendry, a team from St Vincent's Housing Association carried out a complete energy efficient retrofit to Redfearn House, including the latest in feasible green technology's and energy saving resources available.

These premises provide 16 apartments for residents with complex needs. The Resettlement Workers based at the project work on a one to one basis with all tenants in order to develop their independent living skills and address individual support needs.

To enable them to do this there is also an on-site training and events room which is used by tenants and staff.

**“Our objective was to retrofit this hard to treat, off-gas grid property, bringing it in to the 21st century, with affordable utility bills based on a fabric first approach,” added McKendry.**

The programme which began in November 2012 was completed in March 2013 and sees the tenants benefiting from:

- IWI (Internal Wall Insulation)
- Ecodan air source heat pump wet systems
- MVHR Systems (Mechanical Ventilated Heat Recovery)
- A-Rated Window Replacements
- Voltage Optimization Panels
- Kitchens were also replaced as part of the programme

**The ‘Green Deal Go Early’ programme has had a massive impact on tackling fuel poverty, in some cases tenants are saving as much as 60% off their utility bills.**



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# Heating

## Case Study

Making a  
World of  
Difference

### St Vincent's Housing Association

The housing association is a registered social landlord with over 3,500 affordable homes throughout the North West and over 40 years' experience delivering services to communities.

St Vincent's operates in 17 different local authority areas.

The company invests around £1.5m every year in upgrading its housing stock.

Tenants are involved from the start of any refurbishment and Salford University are currently monitoring the performance of the heat pumps in the retrofits.



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Avril is a single female aged 41, living in a one-bedroom apartment. Before the work was carried out, Avril was paying £28 per week for her electric.

She now pays £15 per week and not only does this heat all of the apartment, Avril is able to shower daily and also cooks more frequently at home, whilst enjoying a saving of £13 per week.

**“Seriously I can feel the difference, its miles better. The heat is retained and it is lovely and warm in the morning in the whole apartment,” she explained.**

“When I came home last night the apartment was cold, I turned on the heating and within ten minutes the whole apartment was lovely and warm.”

Avril also said that before the works, the bathroom was freezing, but now it's lovely and warm and she really enjoys the shower now.

In partnership with Salford University, St Vincent's is carrying out numerous test on the apartments including air testing, energy consumption, thermography and U-Value testing over the next 18months. This will give the housing association lots of accurate data on the impact of the measures installed.

Over the last 40 years, St Vincent's has built up a proud reputation of trust and respect and McKendry and his team are determined to continue matching reputation to reality.



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