

Engaging with Residents on Retrofit: What do they need to know?

An event for social housing tenants and frontline staff

Event information:

Thursday 8th December
8:45am – 4:00pm

Trafford Hall
Ince Lane
Wimbolds Trafford
Chester
CH2 4JP

Agenda

8:45 – 9:30 – Arrival and refreshments

9:30 – 10:30 – Session 1

Introduction to retrofitting – Why do we need to do it?

- The different types of retrofit
- A fabric-first approach
- Using technology in retrofit
- Warmer homes, lower bills: How does retrofit help protect the planet and improve residents' lives?
- How can you encourage your landlord to retrofit homes?

10:30–11:30 –Session 2

Why do residents need to be involved in retrofit?
And how can this be done?

- What do residents need to know about retrofit?
- Using resident's knowledge of their homes
- What types of engagement work best for residents?

11:30–11:45 – Refreshments

11:45 – 12:45 – Session 3

How to make the retrofit process work for residents

- What information do you need throughout the process?
- How can resident reps help other residents?
- The importance of resident liaison officers
- How should contractors behave?





A c c o m m o d a t i o n

Dinner, bed and breakfast rates are available

If you would like to arrive the evening before the event, please book our dinner, bed and breakfast rate. All rooms are en-suite and single occupancy, unless otherwise requested.

Guests on this rate will dine together, giving plenty of extra time for networking and knowledge sharing. An informal evening discussion will also take place around the event topic (subject to numbers).

19.00-20.00 Dinner

20.00-21.00 Evening discussion

8:00 – 8:45 Breakfast

12:45 – 13:30 – Lunch

13:30 – 13:50 Tour of Trafford Hall
Showcasing energy saving and renewable capabilities retrofitted to the property

13:50 – 14:50 – Session 4

Making the most of a retrofitted home

- Saving money on bills, better thermal comfort, and better air quality
- Knowing how your home should be performing
- Using new technology
- Other adaptations and lifestyle changes e.g. LED light bulb

14:50 – 15:30 – Workshop session

How can you promote retrofit in your community/organisation?

15:30 – 15:45

Feedback forms and messages for government and landlords

15:45 – 16:00

Round-up and goodbyes

To book please
visit our website

NCRC
at Trafford Hall



Swap traffic noise for the quiet of wildlife, yellow streetlights for starry skies and reconnect with nature with our accommodation offer!

At NCRC we believe people have their best ideas when free from the distractions of everyday life, which is part of the strength of our residential training offer.

If you choose to stay over, you'll have a room in our carbon neutral training block, 'The Stables,' which is managed by the YHA. These 11 eco-chalet bedrooms include 2 bunkbeds, and an ensuite bathroom with shower.

Don't worry though – you're not sharing! You'll have the room to yourself to make yourself at home and enjoy a restful sleep.

We have a further 30 rooms available in the Segal buildings which we also use if we have high demand for accommodation. These are all private rooms with ensuite bathrooms.

You'll also eat well, with dinner and breakfast included in the price.