



RHP Retrofit Services – Wave 2.2

THE PROJECT

Faithorn Farrell Timms was appointed by RHP in January 2024 to deliver deep retrofit services for 211 of the least energy-efficient social housing dwellings, ensuring compliance with PAS2030/2035 standards.

These upgrades were identified to make the homes warmer and lower bills. This project is a big step toward cutting energy costs and carbon emissions for the Barnes community.

OUR ROLE

FFT conducted full condition surveys, retrofit assessments, and managed the Retrofit Coordinator and Designer roles. We developed detailed designs and specifications for tendering and oversaw contract administration. The work included planned maintenance such as roof replacements and drainage upgrades.

PROJECT EXECUTION

Properties were grouped into archetypes to streamline design, assessment, and pricing. Retrofit assessments informed tailored measures aimed at achieving SAP scores for EPCs between Bands B and C.

Our structural engineer advised strengthening works were completed before EWI was installed. We then focussed on a 'Fabric First' approach which incorporated upgrading loft insulation, ventilation, replacement windows, and added photovoltaic panels to make homes Heat Pump Ready.

Blower door tests revealed leakage points, guiding airtightness improvements targeting $<5\text{m}^3/(\text{h} \cdot \text{m}^2)@50\text{Pa}$, improving comfort and reducing heat loss.

CLIENT

Richmond Housing Partnership (RHP)

LOCATION

Barnes, London

PROJECT VALUE

£16m

DATES

January 2024 to March 2026 (est)

SECTOR

Housing

SERVICES PROVIDED

Retrofit Assessments
Retrofit Co-ordination
Retrofit Design
Project Management
Contract Administration
Principal Designer
BRPD

THE CLIENT

RHP operate across the boroughs of Richmond, Hounslow, Kingston, Hillingdon, and Spelthorne. With ownership and management of over 11,000 homes, RHP's purpose is to provide safe, secure homes, opening the door to life opportunities.



FFT responded swiftly to SHDF funding deadlines, updating plans and appointing the main contractor, Mulalley and Co Ltd, who were able to mobilise quickly due to data and designs already completed on the archetypes.

In line with RHP's socially responsible vision, FFT supported resident engagement through liaison activities and 'meet-the-contractor' days to build trust and transparency.



CHALLENGES

Boot system homes posed challenges due to poor airtightness, hazardous materials, and inconsistent internal layouts. Many had later alterations, making some standard solutions unworkable.

FFT worked with the contractor and design team to swiftly adapt to each case, using early-stage data to deliver bespoke solutions. Our project lead, qualified as both Retrofit Coordinator and Building Surveyor, enabled confident decision-making under pressure.

Frequent site visits and coordination helped manage unforeseen issues. Resident access was a challenge, mitigated by closely working with Resident Liaison Officers. With regular communication, including home visits and structured contact, currently only 8 of the residents have declined participation.

ADDED VALUE

FFT uniquely serves as Project Manager, Contractor Administrator, and Retrofit Advisor. Our project lead brings over 20 years of experience as a building surveyor alongside her Retrofit Coordinator qualification. This expertise, along with a dedicated design team, allows us to oversee all PAS2035 processes with a comprehensive understanding of both technical design and building performance. Her input ensures that retrofit measures are tailored not only to meet compliance requirements but also to suit the building's existing condition, fabric, and long-term functionality.



THE OUTCOME

The project is on track to achieve EPC Band B or better. Improved insulation, ventilation and airtightness will cut heat loss, enhance comfort, and reduce bills. The work supports RHP's carbon reduction goals, and due to its success, RHP is considering expanding the retrofit programme locally.