



CLIENT: Novus Property Solutions

END CLIENT: Bromford Housing Association

PROGRAMME: Wave 3 Retrofit Works

PROPERTIES: 67 occupied homes

WORKS DELIVERED: Energy efficient windows and doors

PROJECT

As part of Novus' long standing Wave 3 retrofit programme with Bromford Housing Group, we were appointed to deliver energy efficient window and door replacements across 67 occupied properties. The project formed part of a wider retrofit strategy designed to improve thermal performance, reduce energy costs for customers, and support Bromford's sustainability goals.

ABP's established working relationship with both Novus and Bromford meant we were already familiar with client expectations and customers' needs. This, along with our good understanding of PAS 2035 requirements, resulted in a smooth mobilisation of the project and consistent delivery throughout the works.

THE CHALLENGE

Delivering retrofit works to occupied homes adds additional layers of complexity, particularly under PAS 2035. This project required a significant increase in administrative and technical oversight to ensure every installation met both regulatory and client standards.

Key challenges included:

- Managing enhanced PAS 2035 administration, including photographic evidence of every installation (before, during and after works).

- Completing installer certification and full resident handovers for each property.
- Lodging compliance documentation for every completed installation.
- Working on property-specific retrofit designs, rather than a one size fits all approach.
- Maintaining resident satisfaction while delivering works safely and efficiently in occupied homes.

OUR APPROACH

To meet these challenges, we focused on building a sustainable, locally anchored delivery model:

- Investment in local employment** - We prioritised the recruitment and development of local employees to support delivery, facilitating a skilled and reliable workforce embedded within the community.
- Establishing a local depot** - We opened a dedicated depot in Croydon, enabling efficient logistics, improved responsiveness, and the creation of permanent, full-time roles within the Borough.
- Collaborative working** - Close coordination with the London Borough of Croydon and other contractors ensured safe, efficient, and resident-focused delivery across complex sites.



KEY ACHIEVEMENTS

- Successfully delivered PAS 2035 compliant window and door installations across occupied properties.
- Completed the programme within the agreed timeframe, despite the additional retrofit and compliance requirements.
- Maintained a high standard of quality assurance, with full photographic records, certifications and compliance lodgements for every address.
- Strengthened collaborative working relationships with both Novus and Bromford Housing Group, supporting the wider Wave 3 retrofit programme.
- Achieved exceptionally positive resident feedback, reflecting a resident first approach throughout delivery.

CUSTOMER SATISFACTION

- 100% of our installations arrived when expected and showed ID, as per our customer satisfaction survey.
- 10/10 average score for conduct & attitude during installation.
- 9.8/10 average score for cleanliness during installation.
- 9.9/10 average score for quality of installation.

RESIDENT FEEDBACK

Resident experience was a core focus of the project, and feedback consistently highlighted the professionalism and friendliness of the teams on site:

"Both teams that came in were very good at their work, very friendly and did finish when they said they would. The receptionists who rang always kept us up to date with arrival and booking times."

"The installers were excellent, friendly and very clean when they left the site. I give them 10/10."

"Absolutely brilliant service and outstanding workmanship."

"The two workers who installed the windows were friendly, helpful and professional."

OUTCOME

This project demonstrates our ability to deliver complex PAS 2035 retrofit works at scale, while maintaining programme certainty and a positive resident experience. Through collaboration, detailed planning and a resident focused approach, we supported Novus and Bromford Housing Group in achieving their energy efficiency and sustainability goals across Wave 3 of the retrofit programme.

CLIENT ENDORSEMENT

To follow

