



Cartrefi Conwy, as a Registered Social Landlord in Wales, has to bring all 3,774 of our homes up to Welsh Housing Quality Standard (WHQS) by December 2012, as set by the Welsh Government.

Upon Transfer of stock from Conwy County Borough Council in September 2008, Cartrefi Conwy took the early decision to engage Savills to undertake the overall procurement of our improvement programme to ensure that delivery of WHQS could be met by December 2012. Using Savills' expertise quickened the process and we also commissioned them to carry out scoping surveys over a defined period of time for each individual property (i.e. a 100% scoping survey). This meant the investment programme was prepared around actual data for each property ensuring robust cost certainty.

The robust tendering procedure adopted resulted in Cartrefi Conwy procuring frameworks contractors with very competitive rates and high quality of workmanship. The contracts to date have been a huge success with the organisation proudly meeting WHQS before deadline of December 2012 and currently we are one, of only four RSL's, who will meet this WHQS deadline.

The works involved to bring these properties up to this standard required a £30M Improvements Programme covering an:

Internals Programme of major refurbishment of: Doors, Windows, Bathrooms, Kitchens, Rewiring, Heating Systems, Cavity Walls & Loft Insulation

&

Externals Programme of: Roofs, Pathways, Rainwater Goods, Fencing & External Render

Three framework agreements were entered into, one to deliver the internals and Externals with G Purchase Construction Ltd, one to deliver Windows & Doors with Nationwide Ltd and one to deliver Heating and Insulation with PH Jones Ltd. Cartrefi Conwy then used PPC 2000 contracts and entered into annual agreements with our contractors to deliver work packages.

Cartrefi Conwy is starkly aware of its corporate social responsibilities and adopted an innovative approach from the outset to maximise benefits of a £30M improvement spend that committed to providing employment and training opportunities and creating sustainable communities through the improvements programme.

Successful relationships were developed to deliver this through the ethos of partnering and PPC 2000 contracts that enabled this to happen and with it deliver the

promise we made to our tenants on transfer of bringing their homes up to WHQS standard.

What did this deliver?

Achieved **WHQS** aim bringing all 3774 homes up to WHQS before deadline of December 2012 with over £20M of refurbishments works to:

Kitchens 2096; Bathrooms 1892; Bathroom Adaptations 301; Re Wires 1294; Roofs 267; Roofline Works 486; Render 74; Boilers 501; Insulation 1722 & Doors 2578 & Windows 348

The Internals Programme & Externals Programme is employing 320 people of which:

- 61% based within the county of Conwy - the county where we hold our stock
- 95% based within North Wales
- Crest Cooperative recycling initiative has created 274 training opportunities and 7 fulltime jobs (and growing)
- 6 full time apprenticeships
- 35 'Pathways 2 Apprenticeships' placements collaborating with local Llandrillo College.

Beyond WHQS

Cartrefi Conwy's Asset Management innovatively maximised £3m of Community Energy Saving Programme (CESP) & Arbed funding by drawing down reserves within Cartrefi Conwy's Business Plan already identified through an effective procurement with our framework contractors and this enabled us to carry out not only planned External Wall Insulation (EWI) works to 50 bungalows on Rhos on Sea but bring forward another EWI project to 230 homes in Peulwys, Old Colwyn. Additional works were brought forward to these properties of heating installations, structural repairs of the steel fabrication and roofline configuration creating a 'whole house' approach mitigating tenant disruption and at the same time create costs savings by minimising contractors' prelims. Cartrefi Conwy were able to draw down on the existing frameworks agreement with G Purchase Construction Ltd to carry out this pioneering scheme that would eradicate fuel poverty on this estate, increase the aesthetic appearance of the properties and significantly reduce Carbon emissions. In addition this existing framework agreement enabled Cartrefi Conwy to not only benefit by carrying out works to their own properties in the Peulwys Estate but also create a 100% funding model to an additional 35 owner occupiers on the estate that equates to £12.5k in monetary value per property.

On the first EWI project on the bungalows at Rhos-on-Sea, G Purchase Construction Ltd engaged with local Llandrillo College and trained two students in the application of the external wall insulation system.

These were the first two College learners in Wales to complete this innovative training and who subsequently gained work experience on the contract, one-day per week, and hope to eventually work in this emerging sector of the industry.

Two of the college tutors also completed the training with Rockwool and this has allowed them to introduce and add this modern method of construction technology to the existing curriculum.

On another **Renewable Energy Scheme** Cartrefi Conwy utilised the framework agreement with PH Jones Ltd, to embark on an ambitious project to install more than 70 metres of solar thermal collectors to two sheltered accommodation blocks at FforddPandy and LlysParc in Colwyn Bay. These properties had old, inefficient communal heating systems and often did not comfortably meet tenants' individual energy demands.

Wider benefits on this project reached 16 local plumbing and heating students from Llandrillo College who were inspired when they attended a green initiatives master class, on site, with PH Jones and were able to see real life examples of how green initiatives will control heating for the future.

The above three **Renewable Energy Projects** are estimated to save **65,000 tonnes of CO2** emissions over the life span of improvements and **reduce tenants' utility bills by up to 40%**

Internals Programmes - Crest Cooperative Recycling Initiative

Cartrefi Conwy and the main framework contractor G Purchase Construction Ltd together formed a unique partnership with local Social Enterprise Crest Cooperative Ltd that is an exemplar of best practice in combining local employment and training initiatives with waste management, reclamation and recycling of waste materials from the internal refurbishments.

The ethos of partnering meant that both organisations would contribute to the cost of mobilising the social enterprise that would in turn become one of the biggest success stories of Cartrefi Conwy to date.

All the waste created through the internals improvements programme, such as kitchen units, bathrooms suites, tiles, timber materials and cabling were separated on site, placed in wheelie bins and removed and recycled by Crest Cooperative on a daily basis. The process of transporting and sorting through the waste has to date provided work experience and training for over 276 people and reclamation and recycling of 98% of the waste collected.

What we are achieving

2100 tonnes of waste collected from October 2009 to October 2011	
This partnership has resulted in 98% of waste recycled or re-used	Traditional method – up to 65% recycled or reclaimed, the remainder to other (including landfill)*
No skips on site – segregation at source	In one year of this project alone, 404 skips would have been required to remove the waste from site.
Zero complaints about rubbish on site since implementation. Customer satisfaction now more than 95%	Traditionally high level of complaints
Job creation / Social inclusion (276 Training opportunities plus 7 full time jobs and growing)	None
Exceeding statutory health and safety obligations, ensuring best practice	Minimum statutory standards met

We have monitored the impact through the recording of:

- **Employment & training data** – demographics of contractors' & suppliers' staff on projects, recording employment retention & training.
- **Tenant satisfaction surveys** – both during and after work completion.
- **Tonnage of Recycling** - Crest Cooperative use a weighbridge which weighs the vans as they are loaded with waste and they can subtract the weight of the van to see how much refuse there is. The figures for recycling and re use are calculated monthly dependent on the type of materials they have had for those deliveries.

These programmes of improvement works are being repeated across Wales, therefore the opportunity to repeat the Best Practice being demonstrated through this initiative were transferable to other Welsh Housing Quality Standard works.

In addition, the successful PPC 2000 contract with Cartrefi Conwy and framework contractor, Nationwide Ltd aided them winning a contract for neighbouring Gwynedd Housing Association (Cartrefi Cymunedol Gwynedd) improvements work - due to the scope of this contract they have established a manufacturing site in Gwynedd County with 87% employment retention rate. Crest Cooperative Ltd has developed a partnership with Nationwide on this improvements programme in the recycling of doors.

Community Engagement

As well as the standard bricks and mortar of major refurbishment programmes, it was imperative for Cartrefi Conwy that a legacy could be left behind with regards to the community as a whole. We worked closely with the contractors to feedback set profit margins that the contractor would then make back into the community. Details of benefits felt in the community are listed below:

Events

- £500 donation in support of Cartrefi Conwy Tenant Forum Event 2011
- £500 donation in support of Cartrefi Conwy activities at Olympic Celebration Event 2012
- £250 Sponsorship of Crest Community Open Day 2012
- £1,000 shopping vouchers to purchase tenant prizes at Cartrefi Conwy Family Fun Day 2011
- Participation in Cartrefi Conwy's Community Family Fun Days, Crest Cooperative Community Open Days & Peulwys District & Partnership events 2010- 2012
- Organisation of two Health & Safety events for children at local schools pre-construction works of Peulwys EWI project and £1,000 donation to Peulwys Summer Calendar of Youth Activities 2012 in support of Health & Safety Campaign during school holidays when EWI project reached peak works..
- £5,000 sponsorship of Peulwys Community choir project in collaboration with Arts & Business Cymru Culture Steps programme resulting in planned performance at North Wales International Musical Festival September 2012 and conducted by royal composer Paul Mealeor.

Charities

- £2000 donation – match fundraising to Cartrefi Conwy's chosen local charity 'Snow drop Appeal' 2010
- Corporate Golf Day and sponsorship of Santa Fun Run in aid of Tŷ Gobaith Children's Hospice – raising £4000 for Cartrefi Conwy's chosen local charity 2011
- Sponsored walk up Snowdon by staff members to raise funds to send daughter of co-worker abroad for specialist medical treatment – over £4000

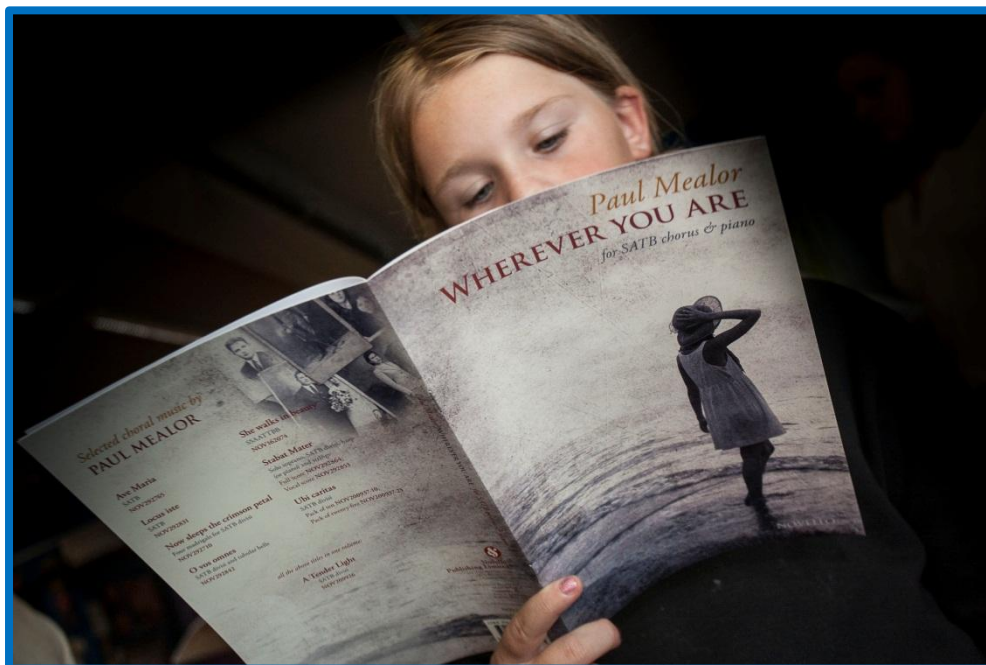
Tenants & Wider Community

- £2500 Match funding at FforddDyffryn School, a recipient of monies from Cartrefi Conwy's environmental fund along with supply of labour & tools on their sensory garden project
- Donation of washing machine to tenant at 1000th completed property in the programme
- Tan Lan Community Centre makeover - supply of tools, material and labour
- Installing new kitchen and floor tiling at FforddPandy (sheltered property) communal area and supply of tools & labour
- New wall board panelling in Peuwlys Community Centre including supply of tools and labour
- £500 Sponsorship each to Llanrwst F.C. & Conwy Borough Junior FC
- Donation of Welsh national flag to village of Eglwysbach
- DIY SOS – supplied tradesmen (joiners, decorators, plumbers) to undertake work on property in Dolgarrog (over £10,000 worth of labour)

In summarising implementation of PPC 2000 contracts with the three framework contractors has ensured a legacy has been created throughout the organisation and our communities on the back of the successful delivery of WHQS.

Peulwys Community Choir Rehearsals

The Peulwys Community Choir will be performing at North Wales International Music Festival on 27th September 2012 conducted by royal composer, Paul Mealar. This dream was made a reality through £5,000 funding from framework contractor G Purchase Construction Ltd.





Plastering students of Llandrillo College gain work experience after innovative training of modern method External Wall Insulation technique

Plumbing and heating students of Llandrillo College attended a green initiatives master class, on site, with framework contractor PH Jones





Pre works and Completion of EWI works in Peulwys estate.





Crest Cooperative Recycling initiative in progress

