

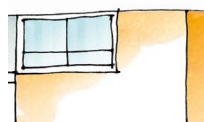
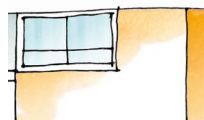
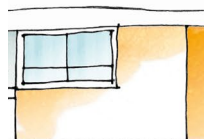
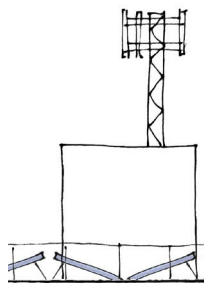
A Neighbour's Guide to Navigating Retrofit





COVER GRAPHIC - PAUL ROBINSON [GREEN BLUE CREATIVE]

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A note from the Council

You are receiving this because your home is part of the Lewisham Housing Retrofit Programme: a programme that improves council homes to make them warmer, healthier, and cheaper to run.

Many of Lewisham's council homes were built before today's energy standards existed. Over time, that has meant cold rooms, damp walls, high heating bills, and homes that can be difficult and expensive to keep comfortable. Retrofit is about changing that, without asking residents to move out and start somewhere new. The works vary from home to home, but can include insulation, window and door upgrades, better ventilation, heating improvements, and solar panels.

Lewisham's grant-funded retrofit programme is in its third year of delivering energy efficiency improvements to more than 250 homes. But the Council also wants to better understand what the retrofit process has actually been like for residents: not just in theory, but in practice. Big programmes can move quickly, and the human experience of living through them can get lost along the way.

To make sure that didn't happen, the Council worked with South East London Community Energy (Selce) to recruit and train local Lewisham residents as Citizen Scientists. A Citizen Scientist is a member of the public who takes part in research within and for the benefit of their community. Because they come from the community, they often notice vital things that council workers or academics miss: the small frustrations, the unanswered questions, the moments of confusion or relief that never make it into a formal report.

Over three months, these Citizen Scientists learned about retrofit, listened to people who had already been through earlier works, and paid close attention to how the experience unfolded: day to day, and long after the dust had settled. No research background was needed. What mattered was their connection to this community, and their willingness to listen carefully.

What they learned has been shared back with the teams running the programme, so that future works - including yours - can be shaped by real experience rather than assumption.

Getting building works done to your home can be disruptive and unsettling: unfamiliar people coming and going, uncertainty about what happens next, and sometimes the weight of past experiences that were difficult or unresolved. It is completely understandable to feel worried. In these pages, the Citizen Scientists share, in their own words, what they found, and what they want you to know before your works begin.



Some of the Citizen Scientists on a site visit with contractors.

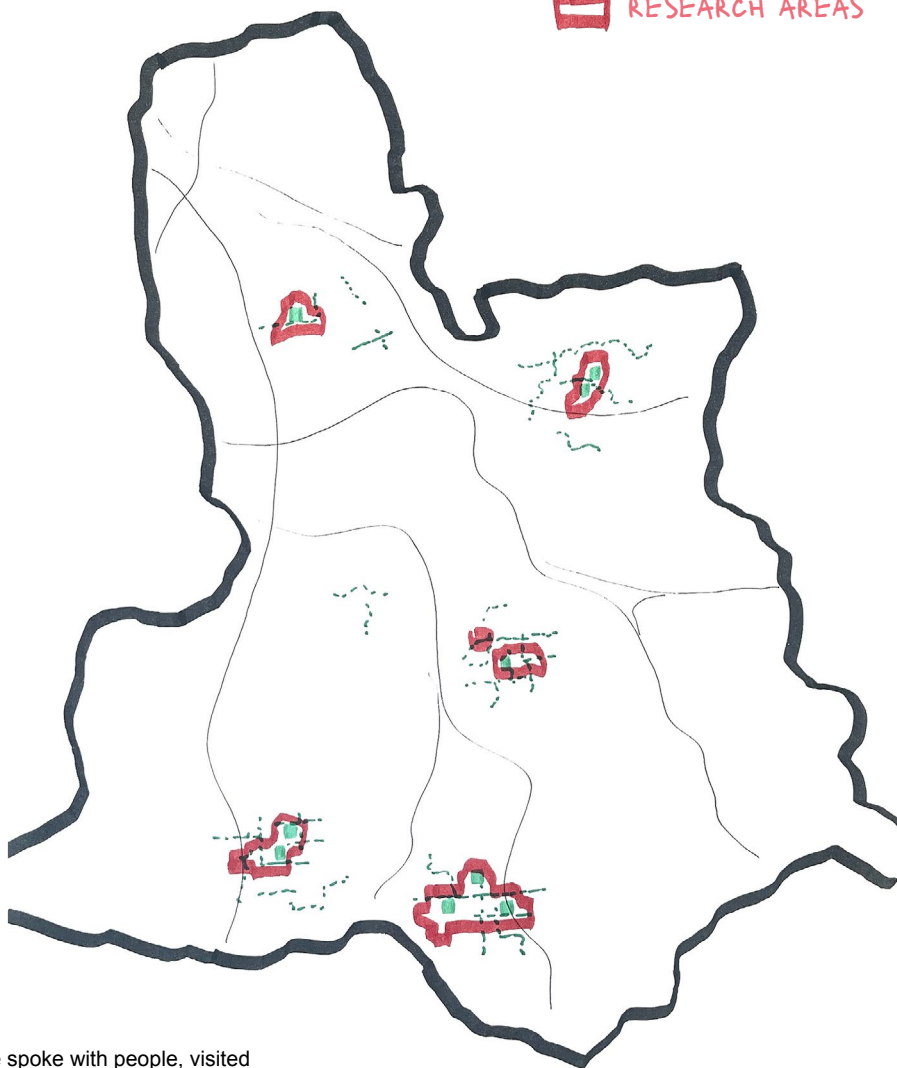
Introduction

This is a zine made by citizen scientists; we are Lewisham residents with various experiences and backgrounds who have been working with Lewisham Council and South East London Community Energy (Selce) to hear more about people's experiences of being a part of Lewisham Council's Housing Retrofit Programme. Our main aim with this research was to help the Council improve the way the programme is delivered and help prepare residents, like you, who are currently taking part, or are about to.

We came together to conduct interviews, learn about the retrofit programme, and help shape how it runs going forward. Over three months, we spoke to council staff and contractors who work on retrofit projects and who shared technical information with us. Most importantly, we have listened to residents like you because you understand best what living in your home is like. We are hoping to share some of what we have learnt in this zine so that you can learn from other residents' first-hand experiences.

LONDON BOROUGH OF
LEWISHAM

 RESEARCH AREAS



We spoke with people, visited
homes and building works across
the borough.

Our research in Lewisham

Our research process has been pretty varied! We flyered and door-knocked across Lewisham and completed 44 phone interviews. We also did longer in-person interviews with 8 people who have already been a part of the retrofit programme. They kindly sat down to talk to us about their retrofit experience, positive and negative, and to show us what it meant in their home.

We spoke to and shadowed people who have been helping to make retrofit happen in Lewisham including Officers at the Council's Climate Resilience Team, Retrofit Assessors, Energy Advisors, Contractors, and Resident Liaison Officers (RLOs).

From old Victorian houses to 1960s high rises, council-owned homes are varied. And, as a result, so are the experiences of living and updating in these properties.



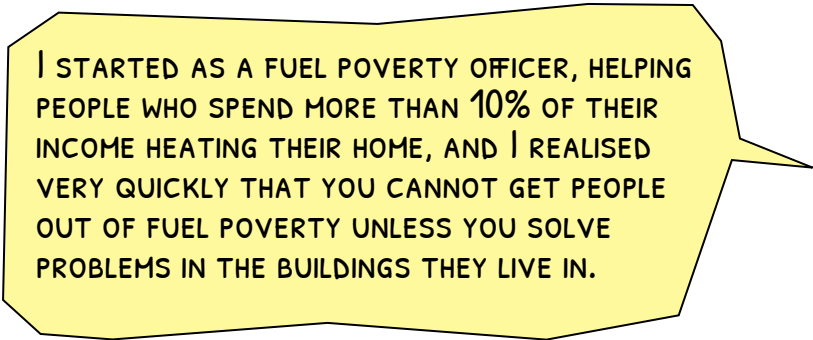
One thing that was highlighted for us through the process of doing this research is that everyone's homes are so different. Whether that's how it's decorated and used, to the physical bones of the house – there are so many different types of homes and buildings in Lewisham!



What is retrofit?

Retrofit broadly means adding improvements to an existing building - maintaining, repairing and upgrading homes, rather than demolishing and rebuilding new homes. Lewisham Council's Housing Retrofit Programme is focused on 'energy retrofit', which means adding components to an existing building, to help it use less energy.

We spoke to Tania, the Net Zero Carbon Manager at Lewisham Council, who told us about her work delivering the Housing Retrofit Programme and why she thinks focusing on social housing is important.

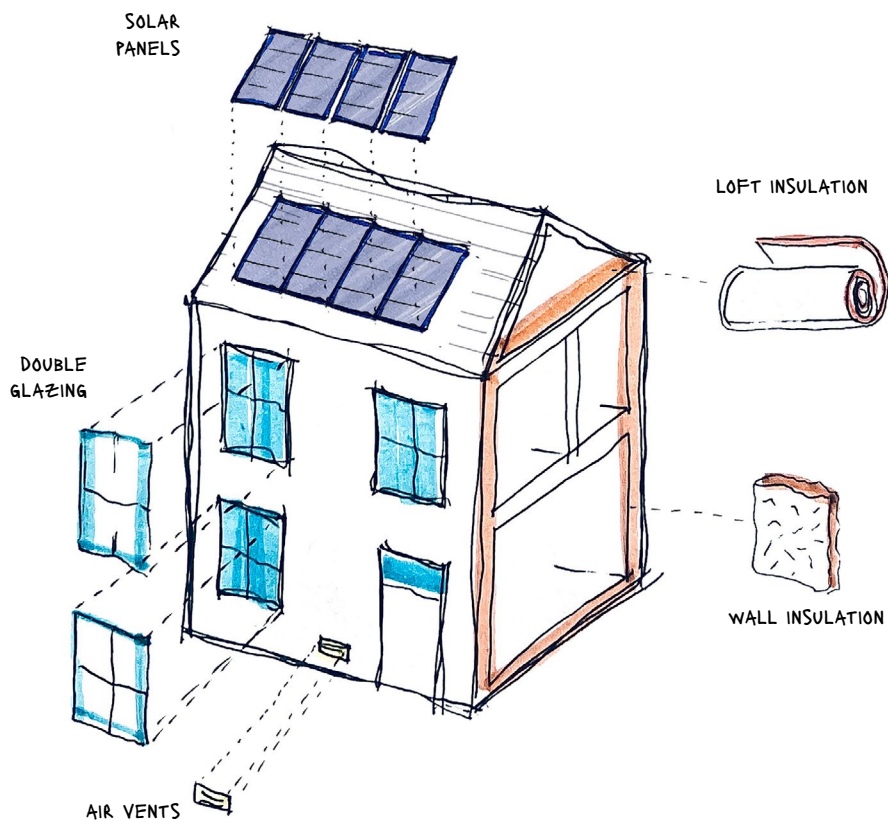
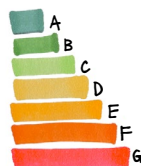


I STARTED AS A FUEL POVERTY OFFICER, HELPING PEOPLE WHO SPEND MORE THAN 10% OF THEIR INCOME HEATING THEIR HOME, AND I REALISED VERY QUICKLY THAT YOU CANNOT GET PEOPLE OUT OF FUEL POVERTY UNLESS YOU SOLVE PROBLEMS IN THE BUILDINGS THEY LIVE IN.

Every building should have a measurement of how good it is at keeping heat in when you turn on your heating. This is done through an EPC certificate - little coloured bars with a letter from A to G (you'll see this on your fridge too). It is the Council's goal to get every home to a minimum of EPC C by 2030.

COMMON RETROFIT MEASURES

IMPROVING EPC RATING 



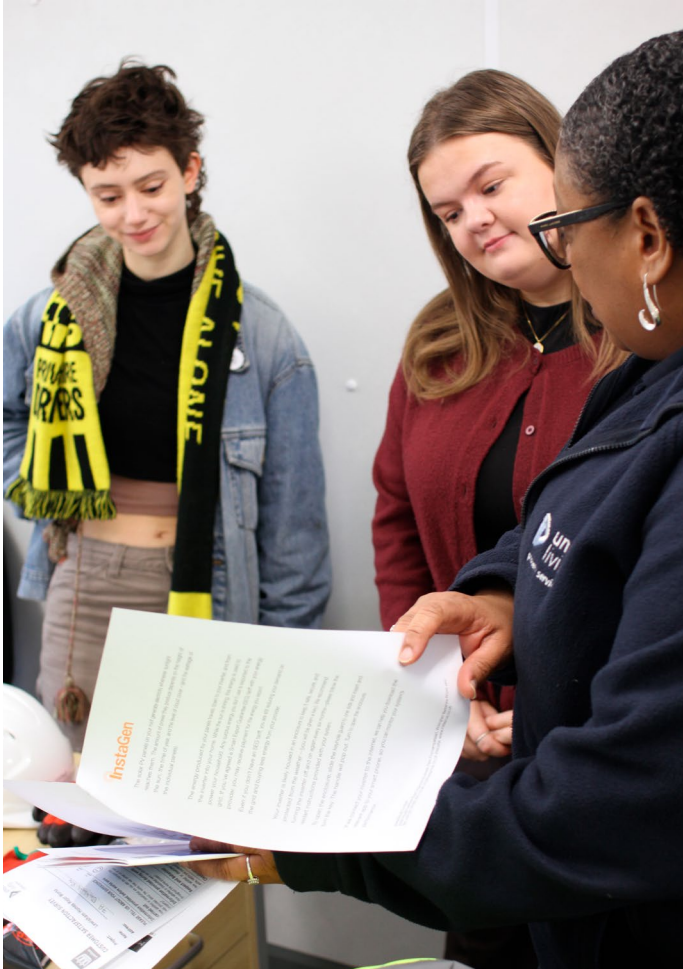
Buildings are made up of various systems – heating, electricity, water, insulation and ventilation. Retrofit changes how these systems behave to make them more efficient and comfortable to live in.

In one of our interviews Hanna, Community Engagement Officer at South East London Community Energy, described retrofit in a way which we found really helpful and interesting:

RETROFIT JUST MEANS TO UPGRADE YOUR BUILDING TO MEET 21ST CENTURY STANDARDS IN TERMS OF HOW EFFICIENT IT IS AT KEEPING HEAT IN YOUR HOME. MOST HOUSES IN THE UK HAVE BEEN BUILT 50 TO 100 YEARS AGO, AND THE WAY THAT WE LIVED BACK THEN, IT WAS VERY DIFFERENT TO TODAY. SO, IT'S ABOUT MAKING SURE THAT OUR HOMES ARE MEETING UP WITH THE WAY WE'RE LIVING NOW.

IT'S BETTER FOR ALL OF US IF WE HAVE RETROFITTED HOMES BECAUSE USUALLY IT MEANS THAT YOUR AIR QUALITY IS BETTER. IT ALSO MEANS THAT YOU'RE LESS LIKELY TO GET DAMP AND MOULD. AND, FINGERS CROSSED, YOUR ENERGY BILLS WILL GO DOWN.

In the next section, we will go through all the different things that can happen with retrofit and why they are important. One of us (a citizen scientist) is about to have their home retrofitted soon as part of the Housing Retrofit Programme, and we would like you to hear about their home first:

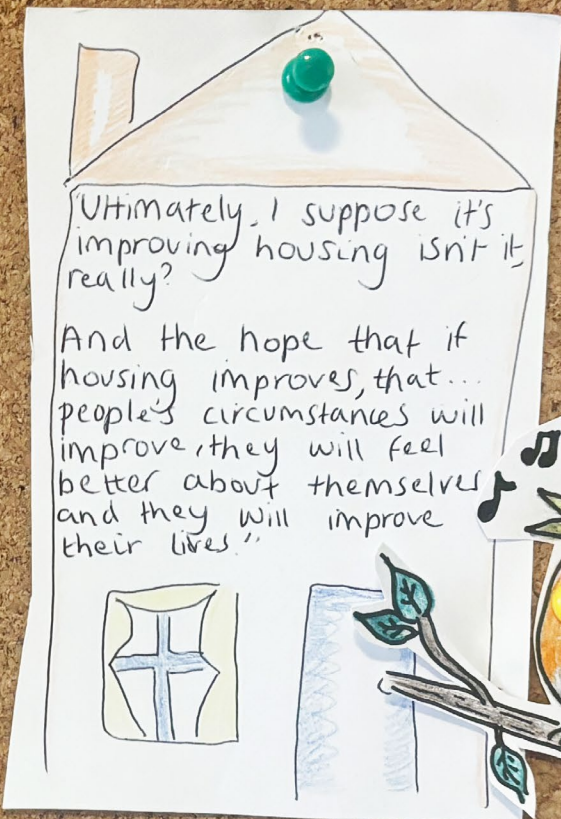


We spoke with lots of different people that are involved in retrofitting. Each person brought a different perspective to our understanding of the process of retrofitting.

AN INTERVIEW WITH A CITIZEN SCIENTIST WHO IS ABOUT TO GET THEIR HOME RETROFIT...

Well in the mornings, when there's the dawn, I can see the sky outside through my window and I can see the sunrise and that is beautiful. I can really see the sunrise and you get the kind of freshness with the fresh morning. You get the birds singing. There's not any kind of cawing of the birds. They're just small birds, that are just singing. And that's really nice. And I like that particular time of day. It's cool and it's fresh and it's new and it's the morning. And that is the best part of the day for me.





Ultimately, I suppose it's
improving housing isn't it
really?

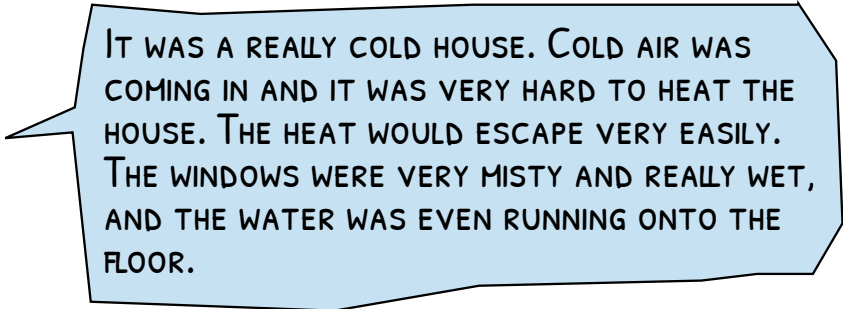
And the hope that if
housing improves, that...
people's circumstances will
improve, they will feel
better about themselves
and they will improve
their lives."



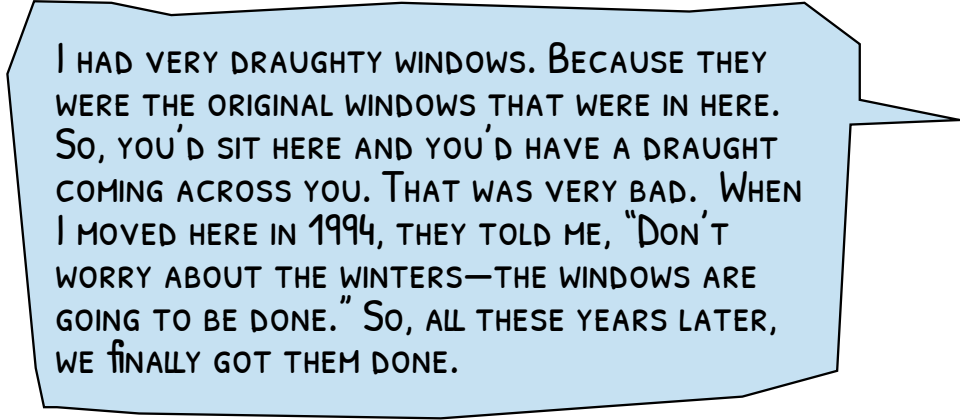
"I think it will be difficult
I think I'll Cope,
but it will be difficult."

Homes before retrofit

When we talked to residents who have already had retrofit works done, we asked them about what their home was like before. Many of them said that previously they had issues such as cold draughts, damp, mould, condensation and other types of disrepair. As citizen scientists, many of us can relate to these conditions through our own experiences or our friends and families.



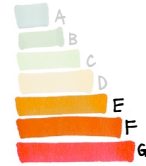
IT WAS A REALLY COLD HOUSE. COLD AIR WAS COMING IN AND IT WAS VERY HARD TO HEAT THE HOUSE. THE HEAT WOULD ESCAPE VERY EASILY. THE WINDOWS WERE VERY MISTY AND REALLY WET, AND THE WATER WAS EVEN RUNNING ONTO THE FLOOR.



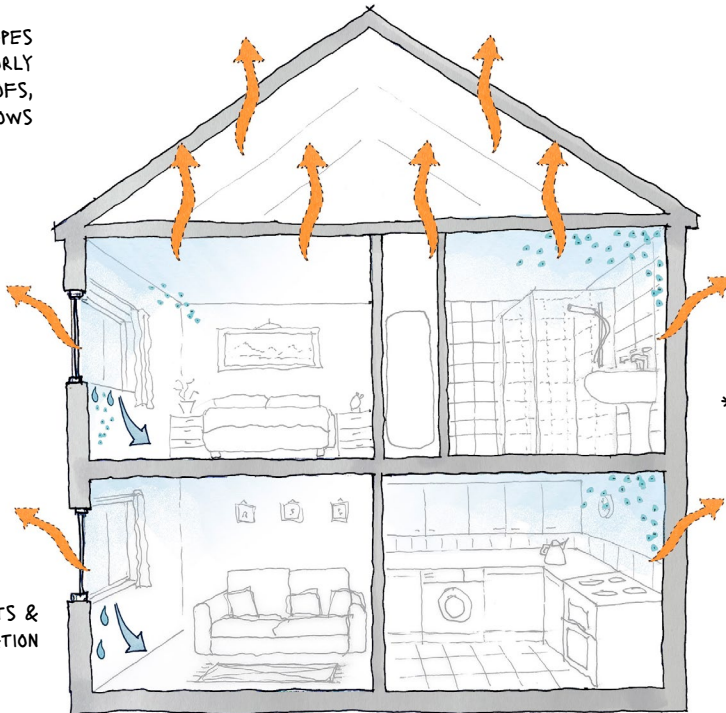
I HAD VERY DRAUGHTY WINDOWS. BECAUSE THEY WERE THE ORIGINAL WINDOWS THAT WERE IN HERE. SO, YOU'D SIT HERE AND YOU'D HAVE A DRAUGHT COMING ACROSS YOU. THAT WAS VERY BAD. WHEN I MOVED HERE IN 1994, THEY TOLD ME, "DON'T WORRY ABOUT THE WINTERS—THE WINDOWS ARE GOING TO BE DONE." SO, ALL THESE YEARS LATER, WE FINALLY GOT THEM DONE.

A HOME IN NEED OF RETROFIT

LOW EPC RATING



*HEAT ESCAPES
THROUGH POORLY
INSULATED ROOFS,
WALLS, & WINDOWS

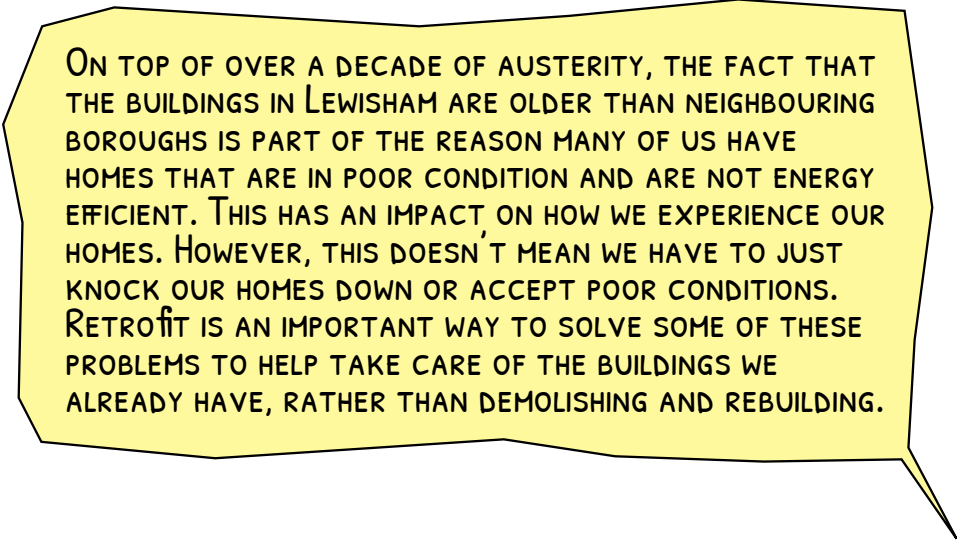


*CONDENSATION,
DAMP + MOULD

*DRAUGHTS &
CONDENSATION

Heat always wants to move from areas that are hot to those which are cold. In the summer, heat enters your home, and in winter it escapes. Retrofit is primarily concerned with controlling the rate at which heat exits and enters your home.

In our conversation with Tania, Net Zero Carbon Manager at the Council, we learnt a lot about housing in Lewisham from her perspective.



ON TOP OF OVER A DECADE OF AUSTERITY, THE FACT THAT THE BUILDINGS IN LEWISHAM ARE OLDER THAN NEIGHBOURING BOROUGHs IS PART OF THE REASON MANY OF US HAVE HOMES THAT ARE IN POOR CONDITION AND ARE NOT ENERGY EFFICIENT. THIS HAS AN IMPACT ON HOW WE EXPERIENCE OUR HOMES. HOWEVER, THIS DOESN'T MEAN WE HAVE TO JUST KNOCK OUR HOMES DOWN OR ACCEPT POOR CONDITIONS. RETROFIT IS AN IMPORTANT WAY TO SOLVE SOME OF THESE PROBLEMS TO HELP TAKE CARE OF THE BUILDINGS WE ALREADY HAVE, RATHER THAN DEMOLISHING AND REBUILDING.

The next pages feature some of our favourite quotes from residents about the highs and lows of retrofit.

Lewisham has been a settlement for a long time. Lewisham Heritage holds some of the records of our streets from the 17th century.



The outside
insulation
in the
wall.

WHAT IS 1
THING THAT
WENT WELL?

The
Zerindows!

THERE WAS
A LOT
OF DUST.

WHAT IS 1
THING THAT
WAS DIFFICULT

THEY INSTALLED THE
WINDOWS IN WINTER,
SO THE HOUSE GOT VERY
COLD.

BUT OVERALL IT WAS
NOT VERY DIFFICULT.
IT WAS ACTUALLY
QUITE EASY.



What retrofitting your home could mean for you

Retrofitting is a process that will look and feel different for every home. It can be very quick or slow, depending on what and how complex the building works are. Some people had positive experiences; others found it more difficult than expected.

One thing that people raised over and over again, was the number of surveys that they had. We found out that retrofit involves the coordination of many different trades, each with their own specialism that requires their own specialist survey of your home. And, that this process requires patience on everyone's part.

We spoke to people about what it was actually like to have changes made to their homes. Over the next pages, we share what they told us — the good, the difficult, and everything in between.



ILLUSTRATION BY
MIREN GOLFARSORO

Solar Panels



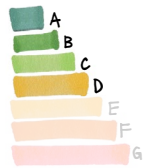
Solar panels turn sunlight into electricity to power the buildings they are on, helping to reduce electricity costs and improve our environment. Every bit of solar-generated electricity from your panels reduces the amount you need to purchase from your energy supplier.



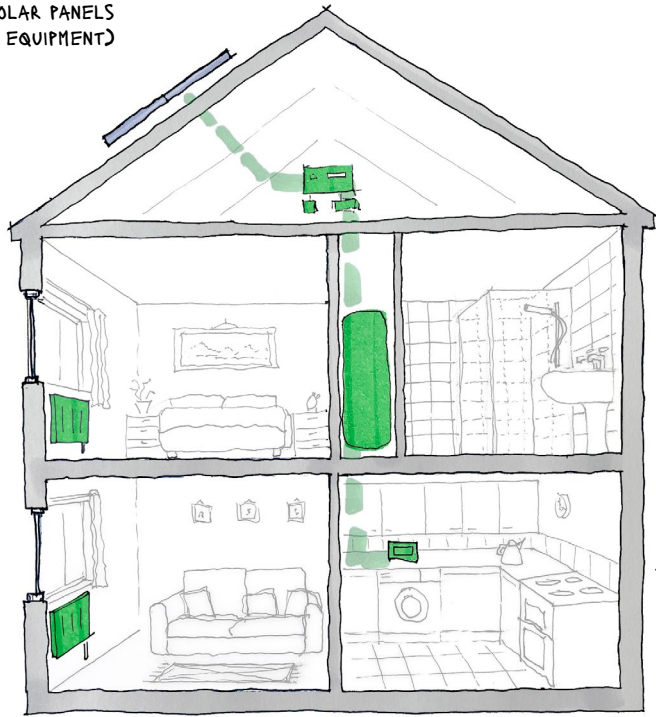
ILLUSTRATION BY
MIREN GÁLFARSORO

SOLAR POWER IN THE HOME

IMPROVING EPC RATING



*SOLAR PANELS
(& LOFT EQUIPMENT)



*ELECTRIC METER

Solar panels are usually installed on the roofs of buildings and require scaffolding to access the roof and electricians to work in residents' homes.



PACKING



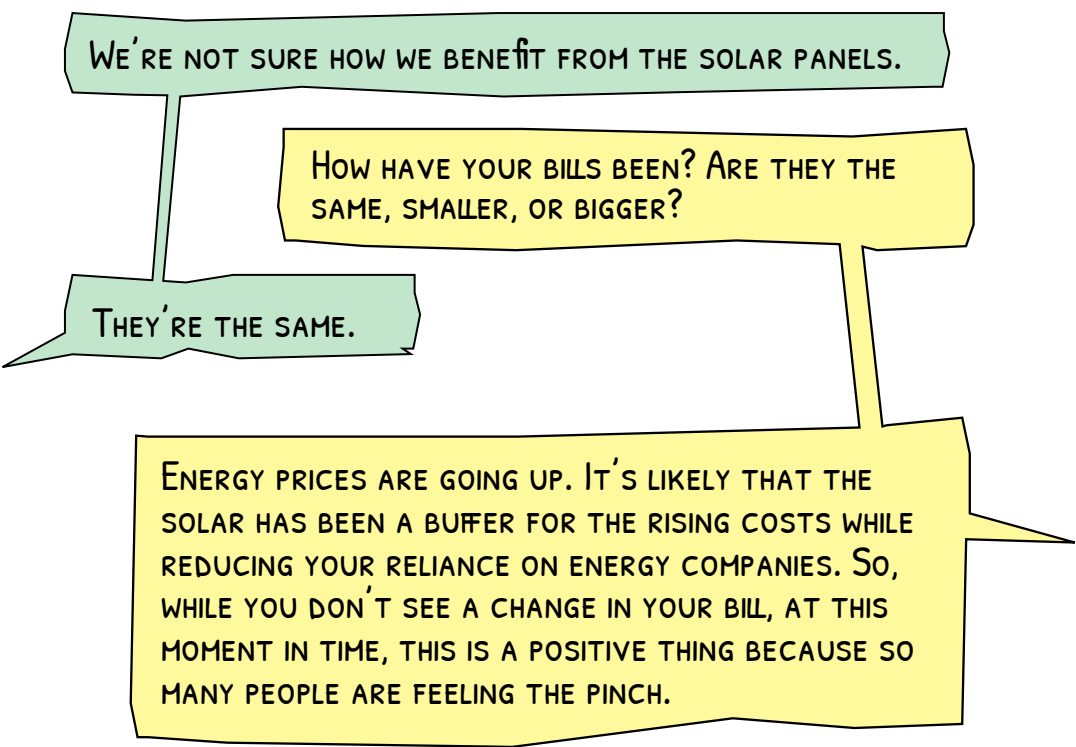
3 VISITS



NOISE



DUST



WE'RE NOT SURE HOW WE BENEFIT FROM THE SOLAR PANELS.

HOW HAVE YOUR BILLS BEEN? ARE THEY THE SAME, SMALLER, OR BIGGER?

THEY'RE THE SAME.

ENERGY PRICES ARE GOING UP. IT'S LIKELY THAT THE SOLAR HAS BEEN A BUFFER FOR THE RISING COSTS WHILE REDUCING YOUR RELIANCE ON ENERGY COMPANIES. SO, WHILE YOU DON'T SEE A CHANGE IN YOUR BILL, AT THIS MOMENT IN TIME, THIS IS A POSITIVE THING BECAUSE SO MANY PEOPLE ARE FEELING THE PINCH.

When we talked to people who had solar panels installed, many talked about how they found it confusing trying to understand if their solar panels were working for them and that they didn't really understand how to use them.

We're proud that our research has helped inform the resident engagement plan for the Retrofit Programme. The aim is to make the process of retrofit clearer for residents going forward, including making sure that everyone knows how to use and get the most out of installed technologies like solar panels.



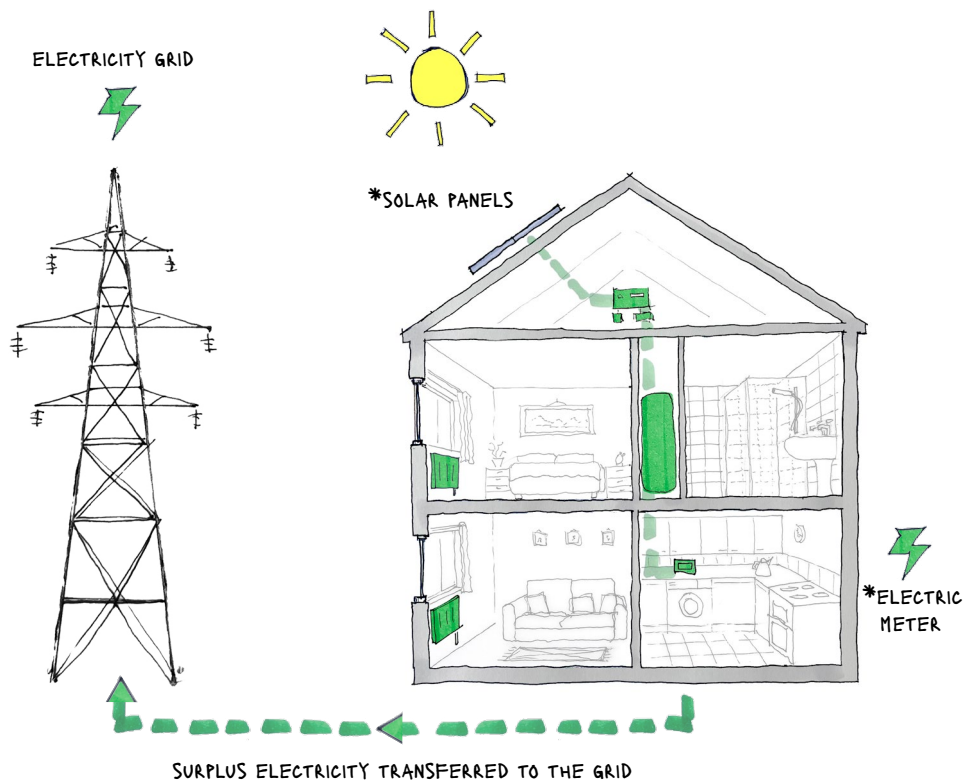
Solar panels were installed on The Hermitage in 2024.

In our conversation with Tania, Net Zero Carbon Manager at the Council, we learnt a lot about housing in Lewisham from her perspective.

SOLAR PV WON'T CHANGE YOUR LIFE OR REMOVE YOUR ELECTRICITY BILLS COMPLETELY, BUT IT WILL TAKE THE EDGE OFF AND HELP MAKE YOUR HOME MORE RESILIENT AGAINST RISING ENERGY COSTS. THE IMPACT OF YOUR SOLAR WILL DEPEND ON THE SIZE OF YOUR ROOF, IF THE SOLAR IS BEING SHARED BETWEEN MULTIPLE FLATS, IF CONSERVATION AREA RULES LIMIT WHICH ROOF ELEVATIONS CAN HAVE SOLAR, AND IF WE CAN INSTALL BATTERY STORAGE. IN SOME CASES, WE HAVE INSTALLED JUST ENOUGH SOLAR TO IMPROVE YOUR HOME TO AN EPC C RATING, WHICH IS A REQUIREMENT OF OUR GRANT FUNDING.

IN THE SUMMER MONTHS YOU WILL SEE A MUCH BIGGER IMPACT AS THE DAYS ARE LONGER AND THE SUN IS HOTTER, AND HOPEFULLY YOU WILL BUILD UP CREDIT WITH YOUR ENERGY SUPPLIER TO MAKE THE WINTER MONTHS EASIER TO MANAGE. IF YOU HAVE A SMART METER, YOU MAY BE ABLE TO CONNECT YOUR SOLAR PV TO YOUR ENERGY SUPPLIER AND WILL BE ABLE TO TRACK HOW MUCH ENERGY YOUR PV IS CREATING AND CAN EVEN SELL EXCESS ENERGY BACK TO YOUR ENERGY SUPPLIER. IF YOU HAVE AN OLDER METER, YOU WILL STILL BENEFIT FROM THE SOLAR OUTPUTS, BUT WILL NOT SEE THIS REFLECTED ON YOUR BILL, AS MOST ENERGY COMPANIES REQUIRE A SMART METER TO BE ABLE TO TRACK THE INPUTS AND OUTPUTS.

SURPLUS HOME-GENERATED SOLAR POWER SENT TO THE GRID



VITP II



I AM GENUINELY TRYING TO SHOW
PEOPLE THAT WE ARE NOT SEPERATE
FROM THE COMMUNITY - WE ARE
PART OF THE COMMUNITY.

WE ALL BENEFIT WHEN OUR HOUSES
ARE BETTER. IF PEOPLE ARE SPENDING
LESS MONEY ON THEIR ENERKGY BILLS,
THEY'RE NOT JUST GIVING ALL THEIR
INCOME TO SHAREHOLDERS. THEY'RE
KEEPING IT IN THEIR OWN POCKET
AND THEY SPEND IT IN THE LOCAL
COMMUNITY. THAT BUILDS EVERYTHING
UP.

FUEL POVERTY WUNDS ME UP SO MUCH
BECAUSE I KNOW FAMILIES WHO
ARE GENUINELY SPENDING 20-30
PERCENT OF THEIR INCOME JUST TO
KEEP THEIR HOME KIND OF WARM
- NOT ACTUALLY WARM, NOT COMFORTABLEY
WARM, NOT HEALTHILY WARM JUST
KIND OF WARM.

AND MAYBE THEY ARE CHOOSING WETHEK
THEY HEAT OR EAT.

THAT IS RIDICULOUS TO ME ESPECIALLY
WHEN WE COULD GET SO MUCH OF
OUR ENERGY FROM THE SUN.



It was a really cold house.
Cold air was coming in and
it was very hard to heat
the house.

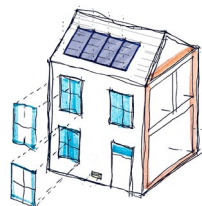
The heat would escape
very easily.

The windows were very
misty and really wet
— the water was even
running on to the floor.

Left and above:

Notepad captured interview comments

Glazing



Switching to double-glazed windows is one of the quickest upgrades to make that will have a big impact on your comfort at home. They are made of two panes of glass filled with a gas that slows the movement of heat from warm spaces to colder ones.

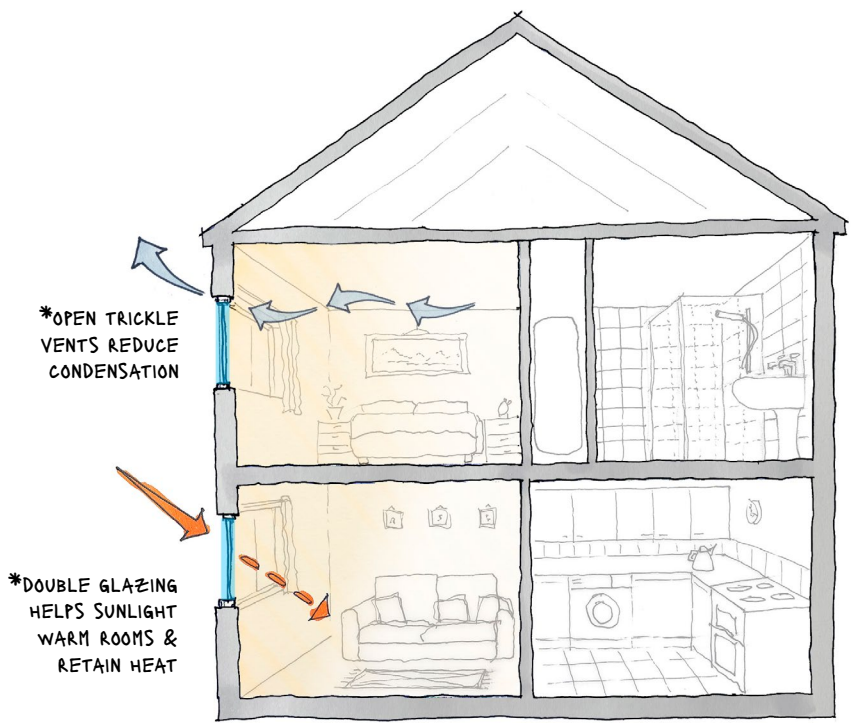
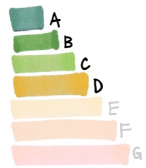
When we spoke to people who had double-glazed windows installed, they talked about the positive impact on the temperature of their home as well as the new windows looking nice and feeling more secure.

IT TOOK A BIT OF TIME TO GET AN INSTALLATION DATE IN PLACE, BUT THE WHOLE PROCESS WAS ACTUALLY VERY QUICK WHEN IT HAPPENED. THEY CAME AND DID THE WORK IN ABOUT FOUR OR FIVE HOURS. THEY EXPLAINED WHAT THEY WERE GOING TO DO AND HOW LONG IT WOULD TAKE. TO BE HONEST, THEY EVEN FINISHED EARLIER THAN EXPECTED.

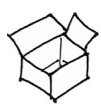
IT'S MUCH NICER NOW. IT DOESN'T LOOK HORRIBLE LIKE BEFORE, AND IT'S WARMER. THE HEAT DOESN'T ESCAPE AS QUICKLY AS IT USED TO. THE HOUSE HEATS UP MUCH FASTER NOW. BEFORE, IT DIDN'T FEEL WARM. THE NEW WINDOWS IMPROVED THE WHOLE HOUSE.

DOUBLE OR TRIPLE GLAZING

IMPROVING EPC RATING ➤



Usually, windows are replaced like for like, and installers will need to work in and outside your home. This can be done relatively quickly. Repairs may be needed around the windows.



PACKING



QUICK

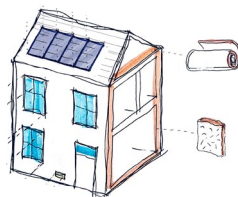


NOISE



DUST

Insulation



Insulation is the process of creating a thicker barrier between indoor and outdoor spaces. By doing this, the rate at which heat escapes in the summer and enters your home in the winter is slowed down. Lofts, walls, and floors can be insulated and how your home can be insulated depends on when and how your home was built.

Depending on the kind of insulation installed, the level of disruption people experience during building works varies. It can be a quick and easy process or it can be very disruptive. Your Resident Liaison Officer will explain what your home needs to you in detail.

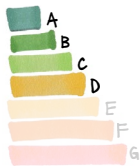
We noticed that the residents we interviewed rarely mentioned insulation when talking about their retrofit without us asking about it specifically. Even though it is almost invisible when installed, it has a huge impact on how good your home is at keeping warm.

We realised residents would instead compare the habits they had developed to keep warm before and after works were completed. Oftentimes, it was the little things that changed that were most meaningful, such as:

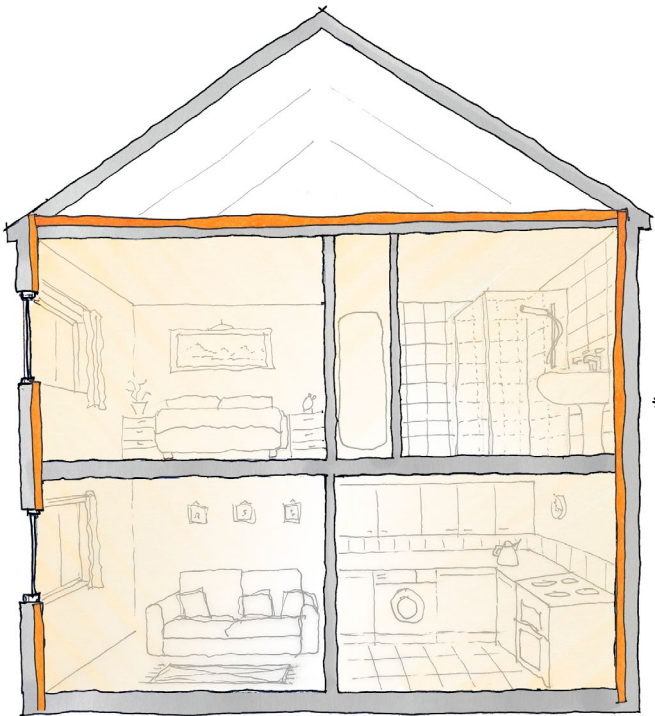
I USED TO SIT IN HERE IN THIS CHAIR WATCHING MY DVDs AND I USED TO SIT WITH MY THROW WRAPPED AROUND ME BECAUSE IT WAS SO COLD. BUT THIS YEAR I HAVEN'T, SO IT'S DONE A LITTLE GOOD.

LOFT & WALL INSULATION

IMPROVING EPC RATING



*LOFT INSULATION
REDUCES HEAT
LOSS THROUGH
THE ROOF



*WALL INSULATION
REDUCES HEAT
LOSS THROUGH
YOUR WALLS

Lofts, walls and floors can all be insulated to slow the movement of heat from hot to cold. This can range from a quick and easy job to a very complex one, depending on the needs of your home.



PACKING



VARIES



NOISE



DUST

RESIDENT QUOTES ON RLOS?

"Well the one thing that worked - so it's not a thing. It's a person.

She was so patient. She may have thought, oh god that woman again, but she didn't show it. She contacted me. She asked, can you do it? I said, no, I can't. Fine, we'll try again."

HAVING GOOD COMMUNICATION
WITH YOUR RLO MAKES THE
RETROFIT PROCESS EASIER. DON'T
BE AFRAID TO ASK QUESTIONS
& BE CLEAR ABOUT YOUR
AVAILABILITY & NEEDS
DURING THIS PROCESS AS
THE RLO IS THERE TO SUPPORT
YOU!

—CITIZEN SCIENTISTS

They had a brilliant lady running
the appointments. At the time
I was doing shift work and
she was so understanding.
She would text and call.
She didn't have to do that.
And she had such a good
relationship with everybody.

Ventilation



Every home that was accepted on the scheme got a new extractor fan put in, but it can be confusing to understand why they are useful when we are used to our homes already feeling draughty.

Talking about ventilation, people spoke about concerns about the cost, noise and usefulness of having extractor fans installed. We have learnt on this project that ventilation is really important for preventing mould and damp and improving air quality in our homes.

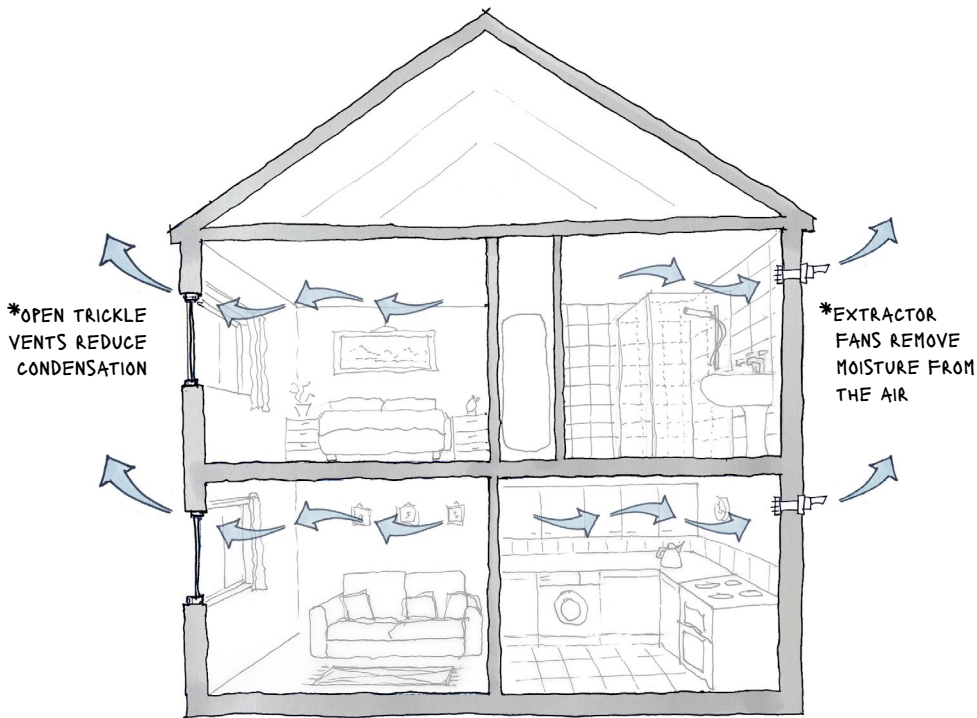
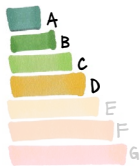
I'VE NEVER HAD DAMP OR MOULD HERE BUT THEY INSTALLED TWO EXTRACTOR FANS. I WAS TOLD THEY SHOULD BE ON 24/7, BUT WHAT'S THE POINT IF YOU HAVEN'T GOT DAMP AND MOULD?

We asked Hanna from Selce to give the resident a quick explanation. This is what she said:

EXTRACTOR FANS ARE NOW INSTALLED AS A PRECAUTIONARY MEASURE EVEN IF YOUR HOUSE DOESN'T HAVE DAMP AND MOULD. RETROFIT WORKS OFTEN SEAL GAPS THAT ALLOW MOISTURE TO ESCAPE, BUT THAT ALSO CAUSE YOUR HOME TO WASTE HEAT. WHEN WE ADD INSULATION, WE SEAL THOSE GAPS. THE FANS ARE THERE TO ENSURE THAT MOISTURE DOESN'T BUILD UP BECAUSE OF THESE CHANGES TO YOUR HOME. THE COST OF RUNNING THESE IS LOW AND MOST HAVE HUMIDITY SENSORS TO RESPOND TO THE MOISTURE IN YOUR HOME. PLUS, DAMP AND MOULD HAVE SEVERE HEALTH IMPLICATIONS, AND IT IS MUCH CHEAPER AND EASIER TO PREVENT MOULD THAN TREAT IT!

VENTILATION IMPROVEMENTS

IMPROVING EPC RATING ➤



Insulation will change the way that moisture is able to leave your home. Installing vents and fans can be disruptive and dusty because contractors drill into brick and run electric wires in your home.



QUICK



NOISE



DUST

WHAT ADVICE
WOULD YOU GIVE
SOMEONE ABOUT
RETROFIT?

GO FOR
IT!

I would get people to ensure that they know what is going on, what the job entails, how long it's going to take.

If you're not getting answers, keep on pushing for your answers.

This is the advice:

**BE
PATIENT**

The amount of
dust created was
huge.

But now it's warmer
& drier & I'm
happy. It's worth it.

Conclusion

Thanks for reading. We hope that you have found something useful for your retrofit journey.

The point of retrofit is to make homes energy-efficient, healthier and more comfortable to live in. This is not only about making technological changes to buildings, but about making people's experience of living in their homes better.

Through talking to people about their experiences, we have learned about the positive outcomes of retrofit — but also about what has been genuinely difficult in the day-to-day experience of living through building works.

Our key takeaways from speaking to residents and people involved in making this process happen are on the opposite page. We hope these tips will help you understand what to expect during the process.

Thank you to all the residents that opened their homes to us, sharing and trusting us with your stories.

Good luck with your retrofit journey.

IT WILL BE DISRUPTIVE: THERE WILL BE NOISE, DUST, MULTIPLE SURVEYS AND WORKERS IN YOUR HOME. THIS CAN BE TOUGH TO JUGGLE ALONGSIDE LIFE'S DEMANDS. BUT IN THE LONG-TERM IT WILL MAKE A BIG DIFFERENCE TO YOUR QUALITY OF LIFE WHEN COMPLETE.

BE PATIENT. BY TALKING TO RESIDENTS AND PEOPLE WORKING ON THE BUILDING WORKS WE LEARNED THAT THIS IS A COMPLEX PROCESS AND MAY TAKE LONGER THAN EXPECTED WITH CHANGES HAPPENING ALONG THE WAY.

GET TO KNOW YOUR RLO. THEY ARE THERE TO SUPPORT YOU TO NAVIGATE ALL THE WORKERS AND APPOINTMENTS. AND, BUILDING THAT RELATIONSHIP MADE A HUGE DIFFERENCE FOR RESIDENTS DURING THE PROCESS.

SPEAK UP. DON'T BE AFRAID TO ASK QUESTIONS AND STATE YOUR NEEDS. THIS WILL HELP YOU TO STAY INFORMED AND KNOW WHAT IS HAPPENING.

My notes:

My notes:

Acknowledgements

Above all, we want to thank the residents who had already been through the Housing Retrofit Programme and who gave us their time so generously. Their honesty about what it was really like - the positive moments as much as the difficult ones - is what made this zine possible.

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Homes are more than buildings. They are routines, relationships, and everyday life. When building works arrive, they arrive into all of that.

This zine was made by Citizen Scientists: Lewisham residents who brought something no outside researcher could, genuine belonging to this community and the trust that comes with it. Over three months, they interviewed neighbours who had already been through the Housing Retrofit Programme, spoke to contractors and council staff, and paid close attention to what the experience had really been like, from the disruption of having strangers in your home, to the quiet satisfaction of a warmer winter.

What they found is shared here, in their own words: what retrofit actually involves, what previous residents wish they had known, and what it can mean for the place you call home.

