

Residents

Stage One – Design

The Design Phase is completed prior to the start of any installation work.

The SuperHome assessment with production of a Whole House Retrofit Plan is recommended although it is not compulsory. It will however improve the likelihood of achieving the desired retrofit outcomes and performance requirements of SuperHome rating levels at the compulsory evaluation phase assessment. A SuperHomes assessment is also consistent with the provisions of PAS 2035 'Retrofitting dwellings for improved energy efficiency'.

- Once we receive your request we will provide you with details of your SuperHome Assessor who will book in a time to visit your property. During the visit the SuperHomes Assessor will assess your home to find out about its energy performance and what your priorities are for improvement.
- The SuperHomes Assessor will use this information to develop a bespoke Whole House Retrofit Plan for you and provide you with a design phase SuperHomes Assessment. This will set out the Assessor's view of the predicted SuperHomes star rating you could expect to achieve once the work set out in the Whole House Retrofit Plan has been completed.
- Depending on the nature of your retrofit project and its complexity, you may require the services of a professional surveyor or architect to produce a detailed design and specification which can also be used to obtain quotations for the work.
- The next step is for you to find and appoint an installer(s) and get the work done. It is recommended that accredited installers are used such as those belonging to [Trustmark](#) and [MCS](#). If you are pursuing grant funding, it may be a condition that only

accredited installers can undertake the work in order to be eligible.

- Alternatively, you could contract approach your SuperHomes Assessor with a view to them project managing the retrofit process for you from start to finish. This can include finding contractors for you, managing the work in progress and signing it off on completion.
- [The cost of a SuperHomes Assessment is £150 \(+VAT\) if completed at the same time as the Whole House Retrofit Plan; done independently the cost is £250 \(+VAT\).](#)
- If you have already obtained your own Whole House Retrofit Plan (or other energy assessment) we can still complete a SuperHomes assessment. You just need to let us know that you already have a Whole House Plan when you request your SuperHomes Assessment.

Stage Two – Evaluation

The second stage of the process to obtaining a SuperHomes rating is the compulsory evaluation phase which begins after the retrofit work has been completed. Certified SuperHomes status is only awarded at the end of the evaluation phase. To commence this phase, it is therefore necessary to have monitoring kit that satisfies minimum SuperHomes requirements.

It is permissible for you to pursue SuperHomes status by joining at the Stage 2 Evaluation phase because SuperHomes are certified based on actual performance rather than performance predicted at the design stage. This provides flexibility, if for example, you have already completed your retrofit work.

- The minimum monitoring kit provision comprises smart or traditional fiscal energy meters and at least two sensors to record indoor environmental conditions located in the main living and principal bedroom. The sensors are essentially data loggers. Electric heating needs to be sub-metered to separate consumption for heating from total household electrical use, something which is simple to do.
- SuperHomes will advise you of the specification for the monitoring kit, contact details for suppliers and typical costs. If you are working with a SuperHomes Assessor, they will be aware of the SuperHome monitoring requirements and may make recommendations for additional monitoring or specialist testing to suit your project to help improve retrofit outcomes.
- The monitoring kit must remain in place and record data for a minimum of 12 months so that performance over all seasons can be evaluated. If manual energy meter readings are being taken, this will need to be done on at least a monthly basis. The SuperHomes team can provide a template for you to record your energy consumption data.
- At the end of the monitoring period, manual energy reads should be submitted to us for review together with copies of 12 months energy bills. The sensors will ordinarily be returned to the supplier of the equipment to download the data from the loggers.
- The SuperHomes team will then review the performance of your home against the SuperHomes assessment criteria. We will also contact you to conduct a short survey to help understand your experience of comfort since the retrofit work was completed.
- Within 4 weeks of the survey date, you'll receive a summary of the performance monitoring findings together with a SuperHomes certificate confirming the verified star rating achieved. At this you will be formally awarded your SuperHomes status.
- [The fees for the SuperHomes Evaluation phase assessment are £250 + VAT.](#)