

# CASE STUDY

## Whole-House Retrofit for Paradigm Housing Group

### WORKS DELIVERED BY ARAN

- Loft and cavity wall insulation
- Replacement glazing upgrades
- Air Source Heat Pumps (ASHP)
- Solar PV installations
- High Heat Retention Electric Storage Heaters (HHRESH)
- Planning applications and tenant liaison

### CLIENT TESTIMONIAL

"Working with Aran Insulation on our SHDF Wave 2.2 retrofit program has been a refreshing experience. Their professionalism, technical expertise, and collaborative approach were key to delivering energy-efficient upgrades across 61 homes. Aran's commitment to quality and resident satisfaction helped us meet our decarbonisation goals while improving comfort and reducing energy costs for our residents. Based on this success, we're now continuing our partnership with Aran on SHDF Wave 3 to help us deliver £10.1m of work over the next 3 years."

- David Lipyeart, Contracts Manager, Paradigm Housing Group

### CLIENT: PARADIGM HOUSING GROUP

### PROJECT: SOCIAL HOUSING DECARBONISATION FUND (SHDF) WAVE 2.2

### PROJECT LIFECYCLE: INITIATED MAY 2024, COMPLETED SEPTEMBER 2025

### OVERVIEW

Aran Insulation was appointed by Paradigm Housing Group (PHG) to deliver a comprehensive whole-house retrofit programme funded through the Social Housing Decarbonisation Fund (SHDF) Wave 2.2.

The project focused on improving the energy efficiency and comfort of 61 homes across Buckinghamshire through a range of fabric and renewable measures, including loft and cavity wall insulation, air source heat pumps (ASHP), solar PV systems and high heat retention electric storage heaters (HHRESH). The primary aims were to reduce carbon emissions, tackle fuel poverty and enhance residents' comfort through a high-quality, PAS 2030-compliant retrofit delivery.



## DELIVERY SNAPSHOT

- ✓ Retrofit delivery across diverse property types and archetypes
- ✓ Proven capability in low-rise flats, maisonettes and street-properties
- ✓ Structured street-by-street delivery ensuring efficient, consistent installation
- ✓ Strong planning and co-ordination in multi-occupancy buildings
- ✓ Resident-first delivery model minimising disruption in occupied homes
- ✓ Clear, proactive tenant liaison supporting smooth programme delivery

## PROJECT CO-ORDINATION

Aran worked in close collaboration with Paradigm Housing and their appointed independent Retrofit Co-ordinator to deliver the program from start to finish. Key aspects of delivery included:

- Conducting and reviewing Retrofit Assessments in partnership with Paradigm Housing Group.
- Co-ordinating tenant liaison and engagement, ensuring clear communication and minimising disruption for residents.
- Managing planning applications where required for renewable technologies.
- Working closely with manufacturers to secure best-value materials, product guarantees and specialist training for Paradigm's in-house heating team to maintain newly installed ASHP systems.



This fully integrated approach ensured a smooth delivery process for both Paradigm Housing and their residents.

## PROPERTY TYPES AND DELIVERY APPROACH

### Range of Property Archetypes

The programme encompassed a diverse range of residential property archetypes, demonstrating Aran's capability to deliver retrofit solutions across varied build types and occupancy arrangements. Properties included low-rise flats (three storeys and below), maisonettes and traditional street properties, delivered both as individual property interventions and through coordinated, street-by-street installations.

### Delivery in Multi-Occupancy Buildings

For flatted developments, including Brushmakers Court and Chiltern Heights, we delivered energy efficiency measures within multi-occupancy buildings where careful planning and coordination were essential. Works included external wall insulation (EWI), loft insulation and upgraded ventilation systems to improve both thermal performance and indoor air quality. Particular consideration was given to maintaining access, minimising disruption and ensuring clear communication with multiple residents within each block.



## KEY OUTCOMES

- ✓ A total of 61 homes retrofitted to modern energy efficiency standards
- ✓ Significant reductions in carbon emissions, supporting Paradigm Housing Group's Net Zero targets
- ✓ Improved thermal comfort and lower energy bills for residents
- ✓ PAS 2035 compliant delivery, ensuring quality and compliance throughout
- ✓ High levels of tenant satisfaction through proactive engagement and communication
- ✓ Upskilling and training for Paradigm Housing Group's in-house heating team
- ✓ A strengthened local supply chain through the use of regional contractors and suppliers
- ✓ Community benefits delivered, including employment opportunities and food bank support
- ✓ Successful collaboration between Aran, Paradigm Housing Group and the Retrofit Co-ordinator
- ✓ Foundation for future programmes, leading to a continued partnership on SHDF Wave 3 (£10.1m / 500+ homes)



## Street by Street Retrofit Delivery

Retrofit delivery for street-properties was undertaken both as single-property interventions and as part of wider phased programmes. At Redwood Gate and Upton Grove (Shenley Green), Aran implemented coordinated installations including air source heat pumps (ASHP), cavity wall insulation and solar PV systems. This structured delivery model achieved efficiencies in programme management while ensuring a consistent standard of quality across entire streets and neighbourhoods.

## Working in Occupied Homes

A key aspect of delivery across all property types was working within occupied homes, often with tenants in situ. Aran's resident-first approach ensured works were carefully planned and communicated, with dedicated tenant liaison, flexible scheduling and considerate working practices to minimise disruption. This was especially important in multi-occupancy settings, where shared access routes, safeguarding requirements and resident wellbeing demanded a highly managed and sensitive delivery approach.

## SOCIAL VALUE AND COMMUNITY BENEFITS

Beyond technical delivery, Aran generated measurable social value outcomes that supported both Paradigm Housing Group's communities and the wider local economy:

- **Employment:** Appointment of a regional Contracts Manager to oversee delivery and strengthen local delivery capacity.
- **Community Support:** Sponsorship of Christmas food banks, supporting families in need within PHG's communities.
- **Local Supply Chain:** Engagement of local subcontractors and suppliers, working alongside Aran's PAYE install team to support the regional economy and reduce travel-related carbon emissions.

**Why not partner with Aran to deliver your next retrofit program?** From initial assessments to final installation, we provide fully PAS 2035-compliant solutions that improve efficiency, comfort and carbon performance.