

# Customer engagement across retrofit projects

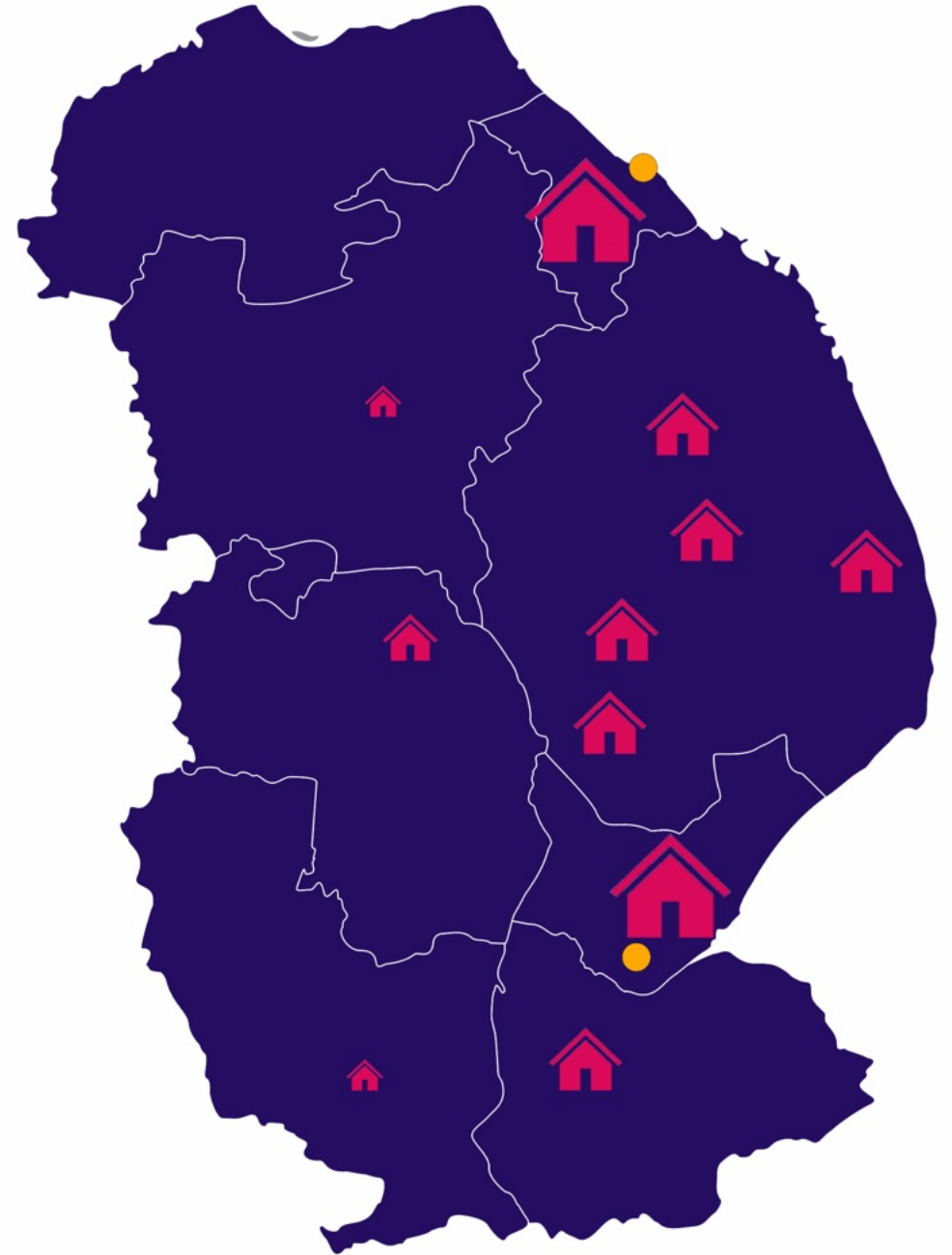
Libby Kerman

Lincolnshire Housing Partnership



# A bit about us

- 12,000 homes
- 20,000 + customers
- Great Homes, Strong communities
- 89% SAP 69 or above



# SHDF Wave 2.1 Project

- £8m successfully awarded
- 733 external wall insulation installs
- 82 air source heat pumps



# Customer Journey: SHDF

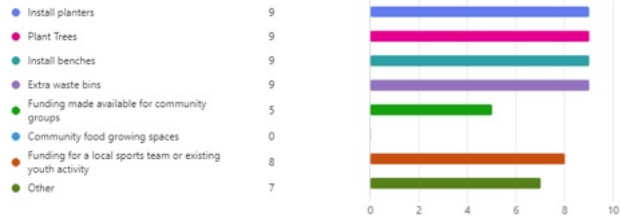
- 1 Customer receives a joint-branded letter & launch webinar
- 2 Retrofit assessment & induction booked with TLO
- 3 Install date confirmed
- 4 Continuous engagement events
- 5 Satisfaction survey to ensure that we can Listen, Act & Learn to make continuous improvements



# Social Value



2. We're investing in your area with our External Wall Insulation partnership with EON. Part of this project includes the opportunity for wider improvements to spaces in your area. Let us know what you think we could do. Tick a maximum of 3. please feel free to give us a new idea too! [More details](#)



Customer insight used to shape delivery



# Easy

Information shared in bite size pieces



# Attractive

Positive delivery & engagement



# Social

Frequent engagement events



# Timely

Clear timelines from the start





Thank you for listening

[Libby.kerman@lincolnshirehp.com](mailto:Libby.kerman@lincolnshirehp.com)

LinkedIn: Libby Kerman