



Sustain

Proud of our promise
www.novussolutions.co.uk



NOVUS
Property Solutions

Who We Are

Novus Sustain is a specialist service offered by Novus Property Solutions, dedicated to delivering high-quality, end-to-end retrofit solutions that support decarbonisation and improve energy efficiency in social housing. As a leading retrofit contractor, we offer both turnkey and hybrid delivery models, tailored to meet the specific needs of our clients and their customers. All works are fully TrustMark approved and PAS 2030/2035 compliant, ensuring quality, safety, and long-term performance.

Our dedicated Sustain team was created to guide housing providers through every phase of their retrofit journey – from funding support and stock analysis to design, installation and monitoring. We focus on partnership, innovation, and compliance to help create warmer, safer homes, and more sustainable communities.



NOVUS
Property Solutions

Why we do business

Building a legacy where people
can live, work and thrive



We Build A Profitable
Future



We Do Business
Responsibly



We Create Great
Teams



We Deliver Excellence
to our Customers

Onward Homes Retrofit Scheme - SHDF Wave 2

Value: £10.5m

As part of the Social Housing Decarbonisation Fund (SHDF) Wave 2, Novus partnered with Onward Homes to improve the energy efficiency of 402 Victorian properties in Kirkdale, Liverpool.

Scope:

This project aims to upgrade homes to a minimum EPC Band C through a wide range of energy-efficiency measures, including wall, loft, and underfloor insulation, triple glazing, ventilation upgrades, and roof and flue modifications to support EWI. Delivered in 9 phased batches aligned with planning approvals, the scheme began with 3 pilot homes – 1 serving as a show home and site office. A local employment model created 19 new roles, supporting economic regeneration alongside carbon reduction.

Successes:

- **Swift Mobilisation:** Delivery started just 7 weeks after award, showcasing excellent collaboration and planning.
- **Social Value:** Through the “Match My Project” framework, we donated hampers and slow cookers, refurbished Walton Youth Project, and revitalised a Kirkdale allotment.
- **Historic Housing Expertise:** Specialist surveys ensured energy upgrades were integrated seamlessly into Victorian homes.

Challenges:

- **Weather Delays:** Insulation and roofing works were affected, requiring task re-sequencing to minimise downtime.
- **Complex Victorian Stock:** Each property had unique issues, from cellars to roof modifications, needing tailored solutions.
- **Multi-Phase Coordination:** Rapid mobilisation and phased delivery required careful alignment of resources and schedules.



Places for People (PfP) Adamson Court, SHDF Wave 1

Value: £4.5m

As part of the Social Housing Decarbonisation Fund (SHDF) Wave 1, Novus partnered with Places for People (PfP) to deliver a major retrofit programme at Adamson Court in Kempston, Bedfordshire.

Scope:

This retrofit project upgraded 99 low-rise flats, using a fabric-first approach to reduce energy demand to 90kWh/m²/year. Properties originally rated EPC F–D were improved, with 24 reaching EPC B. Measures included EWI, new windows, loft insulation, warm-roof installation, storage heater and hot water upgrades, and thermostatic taps. Supporting PAS 2035, works included asbestos removal, mould treatment, structural modifications, balcony and roof enhancements, and safety upgrades such as smoke alarms and AOVs.

Successes:

- **Longstanding Partnership:** Continued our 15+ year collaboration with PfP, shortlisted for an Unlock Net Zero award for best collaboration.
- **Community Benefits:** Delivered social value through bin store refurbishments, converting a disused gym into a community space, and supporting local initiatives like food banks.
- **Agile Programme Management:** Worked with PfP and internal teams to restructure delivery plans, including accommodating Parish Council design amendments.

Challenges:

- **Coordinator & Assessor Delays:** Restricted property access caused delays in assessments and progress.
- **Funding Protection:** Mitigated delays by supplying additional resources and helping PfP secure a DESNZ extension.
- **Stakeholder Coordination:** Balancing internal and external requirements while keeping the project on track.



Places for People (PfP) South East of England, SHDF Wave 2

Value: £4m

As a long-standing delivery partner for Places for People, Novus was appointed to deliver an SHDF Wave 2 retrofit programme across 162 dispersed properties in Cambridgeshire.

Scope:

Energy efficiency upgrades included Solar PV, Air Source Heat Pumps (ASHPs), loft insulation, ventilation enhancements, hot water storage replacements, and new windows and doors.

Successes:

- **Fast-Track Mobilisation:** Began works just 3 weeks after notice by appointing a single lead subcontractor and accelerating recruitment of a skilled Site Manager and mobile Customer Liaison Officer (CLO).
- **Customer Engagement:** Full-time mobile CLO managed all communications, appointments, surveys, handovers, and post-installation demonstrations of ASHP and Solar PV systems.
- **Logistical Planning:** Divided the project into 12 sub-geographical phases, supported by mobile welfare units and temporary site offices across North and South Cambridgeshire.

Challenges:

- **On-Site Property Issues:** Some properties required pest control and loft clearances, particularly for elderly customers unable to manage this themselves.
- **Specialist Support Required:** Engaged pest control contractors and provided on-site assistance, including skips and temporary storage for loft clearances.
- **Complex Timeline and Logistics:** Despite tight deadlines and dispersed locations, maintaining efficient delivery and high customer satisfaction required careful planning and coordination.



The Guinness Partnership Whole House Retrofit Scheme, SHDF Wave 2

Value: £2.5m

The Whole House Refurbishment Project in Crewe was delivered for The Guinness Partnership under a full design and build arrangement, enabling a streamlined and integrated retrofit process.

Scope:

Delivered ahead of schedule through close collaboration with Eco Surv (Retrofit Coordinator), Constructive Thinking (Retrofit Designer), and Warburton Associates (Principal Designer), the project achieved significant energy efficiency upgrades. Key measures included external wall insulation to all 50 homes, loft insulation, new windows and doors, ventilation improvements, and roof replacements. Additional works included selective installation of storage heaters, Solar PV, and enabling tasks such as soil-stack replacements.

Successes:

- **Completion Ahead of Programme:** Early completion delivered cost savings on prelims, which were reinvested into additional property enhancements, including roof works and kitchen & bathroom upgrades.
- **Trusted Relationships:** Long-standing partnerships with design and retrofit teams ensured cohesive delivery from design through to completion, with the project shortlisted for Best Retrofit Project at The Northern Housing Awards 2024.
- **Customer Engagement:** Local presence, customer events, and active communication rebuilt trust with residents, leading to positive feedback and increased participation in this and future phases.

Challenges:

- **Street-by-Street Delivery:** Ensuring minimal disruption while maintaining consistent quality required careful planning and coordination across the community.
- **Rebuilding Trust:** Some residents had previously declined works, so engaging hesitant customers and gaining buy-in was a key challenge.
- **Coordinating Multiple Enhancements:** Reinvesting savings into additional works required agile management to integrate upgrades without affecting programme timelines.



Our Accreditations

We're proud to hold accreditations that give our clients confidence in the quality, safety, and sustainability of our retrofit works.



Novus Property Solutions Ltd
Five Towns House, Hillside , Festival Way , Stoke on Trent
, Staffordshire , ST1 5SH

**Certified by
The Installation Assurance Authority
to PAS2030:2023 for the following measures:**

**Loft
EWI**

12/06/2025 Date Issued	11/08/2026 Expiry Date	CIG10738 Membership Number
---------------------------	---------------------------	-------------------------------

Chief Executive

Head of Certification

GREEN DEAL APPROVED

UKAS
11819
PAS 2030:2023
Energy Efficiency of Buildings

The Installation Assurance Authority Limited
Unit 3, Osborn Industrial Estate,
Crescent Road, Longforn Business
Park, L17 4BB
www.iaa.co.uk

Trustmark Scheme
Novus Property Solutions Ltd
Five Towns House, Hillside
Festival Way
Stoke on Trent
Staffordshire
ST1 5SH

is registered on The Installation Assurance Authority Trustmark
Scheme

TRUSTMARK
Government Endorsed Quality

12/06/2025 Date Issued	11/08/2026 Expiry Date	TMR079 Membership Number
---------------------------	---------------------------	-----------------------------

Chief Executive

Head of Certification

Installation Assurance Authority
Right first time
Registered

The Installation Assurance Authority Limited
Unit 3, Osborn Industrial Estate,
Crescent Road, Longforn Business
Park, L17 4BB
www.iaa.co.uk



Get in touch today



Rebecca Hart
Head of Sustain
National
07918726444



Claire Bailey-Jones
Business Development
& Marketing Director
National
07810151453



Gemma Edwards
Senior Business Development
& Marketing Manager
Midlands & South Region
07500062251



Ruth Whitehouse
Business Development
Manager
North Region
07935710074