

H.W. Flesher Housing Co-op

CASE STUDY - 3545 East 43rd Ave, Vancouver

RETROFIT SUCCESS

100 HEAT PUMPS
Cold climate mini-splits

100 HAPPY HOMES
Ground oriented units

\$160,000 IN REBATES

“ MY HEAT PUMP IS ”
EFFICIENT, CLEAN,
BETTER FOR THE
ENVIRONMENT



“ The heat pumps are working great and have significantly reduced our energy costs and improved comfort. ”

WHY A HEAT PUMP?

SATISFACTION, CHECK	
IMPROVED COMFORT	A heat pump will maintain your preferred temperature, keeping you cool during heat waves and warm during the winter. ✓
QUIET OPERATION	With sound dampening in place, outdoor units were measured by acoustical engineers as essentially inaudible against normal background noise. ✓
UTILITY BILL SAVINGS	Residents are reporting between 30% and 50% savings on their electrical bills after installing a heat pump. ✓

COMING TOGETHER

The H.W. Flesher Housing Co-Op is a 100 unit non-profit, independent housing cooperative in Vancouver, BC with a mix of market-priced and subsidized housing. The buildings were built in 1984 and heated by electric baseboards before upgrading.

The project was initially sparked by the installation of a single heat pump in the community hall. This inspired several residents to install heat pumps in their own homes, which led to the Board investigating the cost and feasibility of installing heat pumps in all units as a capital project.

The heat pumps represented an opportunity to reduce heating costs and improve comfort. The air-conditioning feature was a bonus that proved to be critical during the 2021 heat dome.

The project was approached as an investment in the value of the co-op’s assets and in the well-being of residents, not just a one-time cost.

“I knew that installing heat pumps in every unit in our co-op would greatly improve the quality of life of the residents, reduce energy consumption, improve air quality and extend the life of our buildings.”

- Brennan Laird, Resident

“I’ve lived in the same apartment 37 years. I was always cold even with the thermostat at 25°C. I seldom have my heat pump at 20°C, usually 18°C and I’m nice and warm. I love my heat pump.”

- Cathleen Willoughby, Resident

“In addition to lovely warm soft heat that is well circulated through the area - this has saved me a LOT of money in electrical bills.”

- Gael Storey, Resident



KEYS TO SUCCESS



Designate or hire a project manager to oversee contractors and liaise with owners and members. Invest the time to research, educate and communicate.

- Have a proof of concept to test out a heat pump and allow familiarization
- Have knowledgeable, dedicated project champions to help coordinate
- Have a good handle of finances and the business case
- Research the [availability of rebates](#) and their requirements before upgrading

By the Numbers:

100	\$422,000	\$262,000
heat pumps installed	before rebates	after rebates

For your successful retrofit, check out the Retrofit Guide for Strata and Co-ops at bringithome4climate.ca/strata-guide



STAYING COMFORTABLE

Heat pumps provide both heating and cooling in one system.

“The biggest benefit for me is the fact you can program the heat/air to come on or off. It is great to wake up in the morning and the heat is already on and parts of the house are warm. Same with the air you can program it to come on and then come home to a cool house.”

- Nancy Allen, Resident

“It’s hard to overstate the benefit in comfort, health, and reduced anxiety of having A/C during this summer’s heat wave. Especially considering we have a number of elderly and disabled residents, it’s not overstating it to say that the heat pumps may have saved lives.”

- Lise Townsend, Project Organizer

KEEP COOL DURING HEAT WAVES



Interior 23°C

The heat pump kept this resident cool, even when it was 37°C outside.



Exterior 37°C