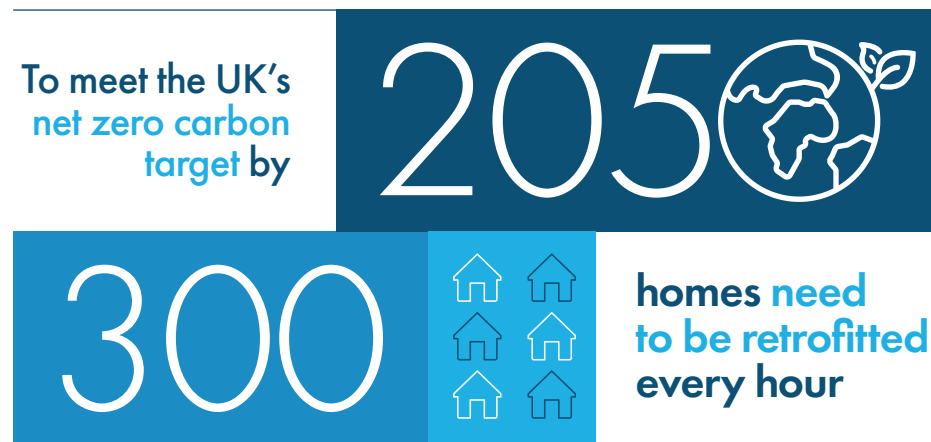


Net zero retrofit



It's now clear that the world is facing a climate emergency. The continued rise in human generated CO2 is having a devastating effect on our planet and we have a limited timeline to avoid the consequences of climate change.

At United Living, our eyes are open to the crisis. We have committed to becoming a net zero carbon business by 2030 and we're already delivering a number of key initiatives to decarbonise our clients' assets.



UK Housing Context

Within the UK housing sector, we know that around 25% of all carbon emissions come from the properties we live in. We also know we have some of the least efficient homes in Europe.

Fuel poverty continues to be a major concern. Official statistics show that 3.2 million people were living in fuel poverty in 2020, and this figure is estimated to have more than doubled with the recent rise in energy costs. We need to act now. If we're to meet the UK's Net Zero Carbon target by 2050, around 300 homes need to be retrofitted every hour.

The good news is that the solutions are known and United Living has the experience to help you start your net zero journey.



The Service

We can help you navigate your net zero journey using our comprehensive decarbonisation service.



1. Stock analysis and assessment

We'll help you assess your stock data and carry out property assessments to inform your retrofit journey. We will also help you align your decarbonisation works against existing work programmes to help identify synergies and cost savings.



2. Energy efficiency funding

We have experience in drawing down funding through some of the major schemes such as Social Housing Decarbonisation Fund (SHDF) and The Energy Company Obligation (ECO).

We can help you administer the whole process and provide oversight of all compliance requirements.



3. Retrofit design

We are Trustmark Registered and our retrofit design partners are fully conversant in all PAS2035 requirements and can help you achieve your desired energy performance targets.



4. Construction works

United Living is PAS 2030:2019 accredited and has significant experience in delivering complicated construction works on time and on budget. Our Customer Excellence Team will develop a bespoke engagement programme to ensure your residents are fully informed throughout.



5. Post-occupancy

We can develop a robust post-occupancy assessment programme to demonstrate energy improvements and provide valuable feedback to your residents.

United Living Expertise

At United Living, we have invested heavily to develop our in-house decarbonisation expertise. We recognise the importance of a collaborative approach to tackling the climate emergency.

Our Decarbonisation Team has sector-leading experience of working collaboratively with clients and supply partners. We provide retrofit advice on strategy, funding, design & delivery for whole-house retrofit in order to achieve your net zero ambitions.

- Involved in the first three Energiesprong projects in the UK.
- Involved in the first EnerPHit compliant project in the UK.
- Delivered one of the first SHDF Demonstrator Projects.
- Secured over £10m of SHDF Wave 1 funding.
- Secured over £84m of SHDF Wave 2 funding.
- Experience of delivering ECO-funded energy efficiency projects.



Clarion SHDF Demonstrator (£4.5M)

On behalf of, Clarion Housing Group, we delivered a broad programme of energy improvements to 60 properties in Tonbridge, Kent, creating energy-efficient homes for residents.

Funded through the governments 'Social Housing Decarbonisation Fund' (SHDF), the energy efficiency measures being delivered ensure occupant satisfaction and improved building energy performance, drastically reducing residents' heating bills and providing warmer, healthier, more comfortable homes.

The energy efficiency measures delivered include new high-performance triple glazed windows and doors, loft insulation, roof improvements and heat & energy solutions. These works, coupled with monitoring and maintenance systems will ensure occupant satisfaction and building energy performance.

Clarion SHDF Wave 1 decarbonisation works (£9m)

With the success of the SHDF Demonstrator, we subsequently supported Clarion's successful Wave 1 application and are currently delivering retrofit design and decarbonisation works to a further 250 properties (houses & flats) across London and the South East.

"My experience of working with United Living on the Social Housing Decarbonisation Fund project has been refreshing and a real pleasure. The professional approach to planning and execution of the works is well complemented by the support and expertise provided central, and they have worked collaboratively with us (The Client) along with our consultant partners and other partner contractors to deliver a really complex programme of works in a relatively short delivery window."

Paul Norman, Head of Asset Management, Clarion Housing Group



People for Places: The Meadows (£5M)

We worked closely with Places for People (PfP) to support the London Borough of Hounslow's successful SHDF Wave 1 funding application for this scheme.

Following a competitive tender exercise, we were appointed to deliver whole-house retrofit works (EWI, triple-glazed windows, repairs & alterations) to 128 properties. Working in partnership, we are undertaking the retrofit design and installation roles, and PfP is retaining the retrofit assessor, coordinator and evaluator roles under PAS2035.

Kensington and Chelsea Council: Treadgold House

We were appointed by Kensington & Chelsea Council in March 2022 to design and build a whole house deep retrofit refurbishment to Treadgold House on the Lancaster West Estate that will use the Energiesprong approach on its first council-owned housing block to go carbon-neutral.

The PAS2035-compliant improvements that will be delivered to the block of 38 homes include triple-glazed windows, solar PV panels, non-combustible wall, floor, and roof insulation, mechanical ventilation with heat recovery, the removal of gas to be replaced with an Air Source Heat Pump, as well as comprehensive internal refurbishment.

As well as reducing the energy demand of the building, this work will mean residents benefit from substantially lower energy bills, reduced need for repairs and maintenance, better air quality, reduced noise from outside, and more comfortable homes setting the standard for other housing estates across not just Kensington and Chelsea, but the whole of the UK.



Moat: Pollards Hill Retrofit (£17.5M)

Delivered on behalf of Moat, the project's key focus was on improving properties' energy efficiency to lower carbon emissions through thermal improvements.

Improvements included new insulated roofs, new External Wall Insulation (EWI) systems, replacement front doors and new UPVC windows. Internally, residents benefited from new kitchens, bathrooms and heating systems and ventilation, electrics, and fire safety upgrades.

This broad programme of energy improvements ensured occupant satisfaction and improved building energy performance, drastically reducing residents' heating bills and providing warmer, healthier, more comfortable homes. The works also reduced Moat's overall carbon emissions and maintenance costs.

"This exciting project has been an excellent example of partnership working between Moat and United Living.

"Not only have we delivered a large range of improvements to customers' homes, but have also jointly launched a range of initiatives to bring the community together and provide opportunities to individuals. The collaborative team that we have created between both organisations, has helped make this project a great success".

Marian Burke, Director of Strategic Asset Investment, Moat Homes



Accreditations

United Living is a market leader in energy efficiency and whole-house retrofit, following a 'fabric first' approach. We follow the quality framework set out under the PAS2035 specification for retrofit works.



We are members of the Retrofit Academy Centre of Excellence.



United Living is a PAS 2030: 2019 accredited and Trustmark registered company.



United Living is a member of the National Home Decarbonisation Group

Procurement Routes

We have also secured places on some of the leading net zero procurement frameworks including, Fusion21, SEC, LHC, NHMF and the GLA Retrofit Accelerator for Homes.





For further information on how
United Living can help please contact:

Samuel Hazelton

Director of Decarbonisation & Business Improvement

E : samuel.hazelton@unitedliving.co.uk

T : **07875 545497**

United Living, Media House, Azalea
Drive, Swanley Kent, BR8 8HU
Switchboard: 01322 665522

unitedliving.co.uk