

# Agenda

## Warm, low energy homes in Haringey

### Agenda:

- What the council is doing to retrofit its own properties – Gill Cox (Housing Department)
- Making sure new build properties are zero or low carbon – Suzanne Kimman (Climate Team)
- What the Council is doing to encourage retrofitting in owner occupied homes – Suzanne Kimman
- What wider schemes are there to support retrofitting, and what are the best technologies? Sydney Charles (Community Energy London)
- Retrofit schemes in Haringey. TBA

With these issues as background there will then be open discussions on

– **Opportunities for pressing climate agenda with new council ?**

– **Building on the legacy of [Sustainable Haringey](#) how can reach all the communities in Haringey to address Climate and Nature damage?**

# Current Retrofit Projects

- Coldfall Estate N10 – 110 Solid wall 2- 3 bedroom terraced properties
- Delivery of fabric-first retrofit measures (PAS 2030/35 compliant): EWI, triple glazing, loft insulation, upgraded doors and ventilation.
- Post-retrofit, all homes will meet EPC Band C
- On site works commenced January 2026, currently 40 properties open.
- A further 23 properties to open in the next month.
- Scheme due to complete at the end of the calendar year.



# Why retrofit?



## THE CASE FOR RETROFIT

The Coldfall Estate houses are uninsulated solid wall properties. Cold room temperatures coupled with inadequate ventilation has led to mould in some houses, in particular in cupboards where air circulation is limited.

Defects in the external render has led to water ingress and damp walls in some houses, exacerbating the issues of internal mould.

Fabric first retrofit will not only give warmer and more comfortable houses but give longer term benefits to the management of the housing stock.

A thorough whole house approach has several key benefits in terms of reducing ongoing maintenance work:

- any current defects can be repaired within the scope of works.
- the addition of EWI, changes to eaves / verge / gutters etc mean that the building fabric is better protected against water ingress.
- the warmer surface temperatures internally greatly reduce the risk of condensation and mould.
- the Retrofit Co-ordination process and Medium Term Improvement Plan provide well considered sequencing, allowing for future upgrades to be done without negative effects or revisiting work that has gone before.

# What will the homes look like?

Please choose your preferred render combination/ wall finish from the selection below. (You will have an opportunity to confirm this choice with your RLO prior to the start of works). The colours have been chosen to reflect colours found across the estate to fit in with the existing homes.

Physical colour samples will be available to see at the drop-in event.

Option A



Bright white  
101-1



Red  
191-3



Option B



Bright white  
101-1



Buff  
110-3



Option C



Cream  
236-1



# Current Retrofit Projects – Wave 3 Borough Wide



- Haringey is member of London Councils Strategic Partnership
- Programme to last 3 years for 363 street properties.
- Borough wide programme aligned with Decency.
- £3.29m grant funding secured.
- Delivery forecast to commence July 2026.
- Baily Garner appointed as Retrofit Co-Ordinator, Designer and MDC
- Works to be completed via the Partnering Contracts
- 289 Retrofit Assessments complete, and 400 letters sent to residents.
- All Retrofit Assessments and IOEs being reviewed internally.



# Retrofit London – Strategic Partnership



Benefits of entering the consortium:

- **Cost Intelligence** – Market analysis and cost comparisons underway with support of external consultants
- **Resident engagement** – Working group and best practice approach being worked on with support of external consultants
- **Specifications** – A common set of specifications are being compiled, which Haringey can use going forward for future appointments
- **Grant Administration** – Centralising the relationship with DESNZ and the reporting function means more focus can be spent on project management
- **Lessons Learnt** – Regularly meeting with fellow Consortium members to discuss common issues and opportunities will help drive value for money and better decision making for our programme.



#RetrofitLondon

Brent	Wandsworth
Barnet	Southwark
City of London Corp.	Sutton
Enfield	Waltham Forest
Camden	Westminster
Ealing	Kensington & Chelsea
Hackney	Kingston-upon-Thames
Hammersmith & Fulham	Clarion
Harrow	Hexagon
Havering	Notting Hill Genesis
Islington	Orbit
Lambeth	Southern
Newham	Wandle

# Properties

Properties were selected based on two main factors:

- Energy performance (EPC rating D or below)
- Property requires Decency work

Carrying out energy upgrades at the same time as other essential works:

- reduces disruption (one programme of works instead of multiple visits)
- makes better use of public and HRA funding
- ensures improvements are delivered more efficiently

Archetypes	Properties
Single House, Traditional > 1899	220
Single House, Conventional	78
Single House, Traditional < 1900	86
Bungalow, Conventional	1
Cross wall House	7
Timber Frame House / Bungalow	2

Archetypes will be validated through retrofit assessments, and therefore the table is subject to amendments.

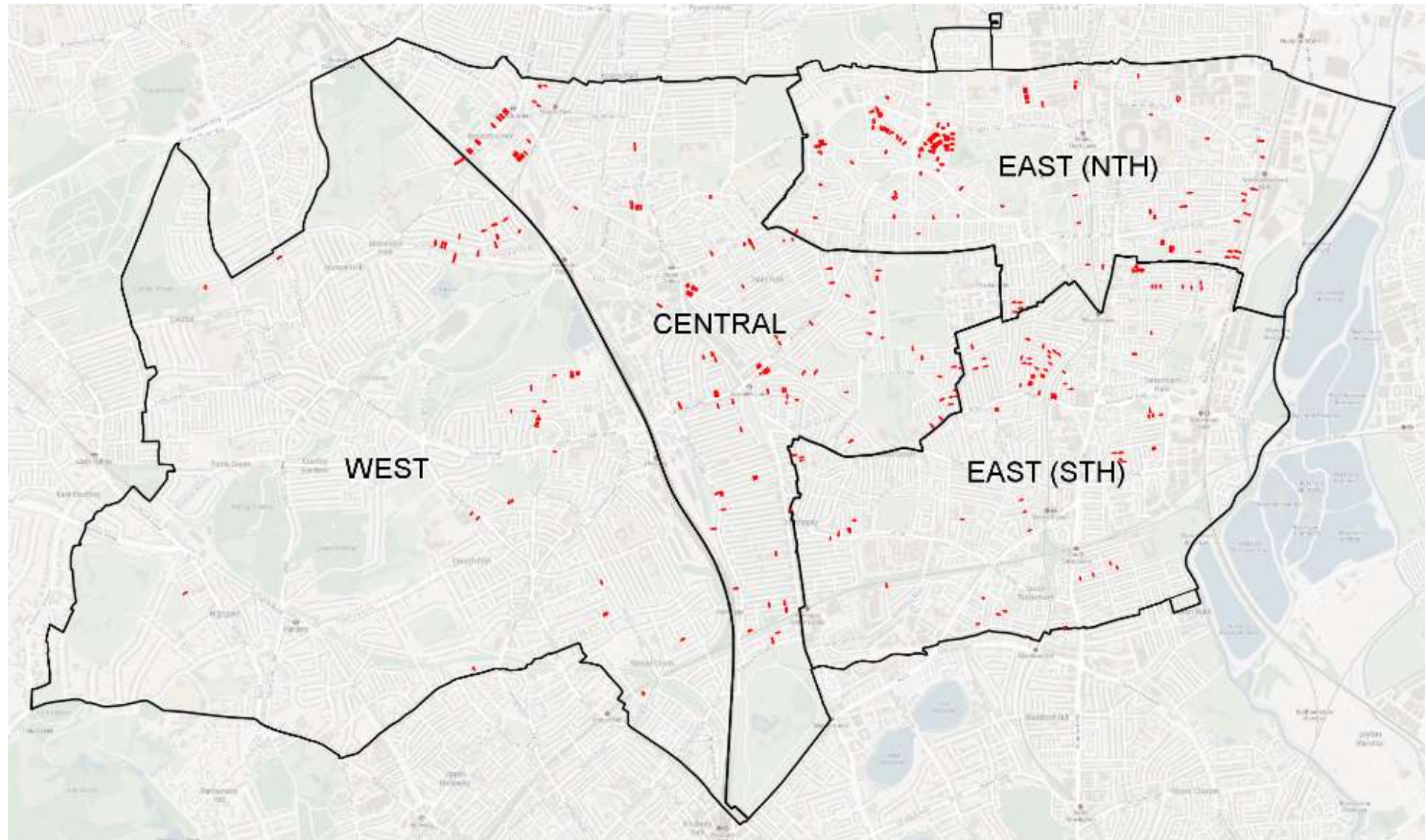


Single House, Conventional



Timber Frame House

# Locations



Areas	Properties
Central	125
East (Nth)	128
East (Sth)	101
West	49
<b>Total</b>	<b>403</b>

# Measures

## Measures determined from Retrofit Assessments and IOEs for individual properties

	Hierarchy	Measure	Spec	Notes
D	1	Mechanical Ventilation	VentAxia Lo-Carbon NBR dMEVe 100mm Humidistat (500264) in kitchen and wet rooms	<i>It is recommended that dMEVs are installed to all properties where possible to reduce damp and mould risk and particularly where airtightness is increasing due to the installation of loft insulation, CWI and new glazing etc, which can cause humidity to increase and infiltration to drop.</i>
	2	Lighting	100% Low energy	
	3	Heating controls	Programmer, thermostat & TRVs	<i>Only if not already there</i>
	4	Roof Insulation (Pitched Roof)	U= 0.11	
	4	Roof Insulation (Flat Roof)	U= 0.15	<i>Only if there is a flat roof</i>
E	5	Cavity Wall Insulation	U = 0.31	<i>For cavity walls only</i>
	6	Windows DG	U= 1.2, G= 0.76 (Double Glazing)	<i>When house is built &gt; 1900 and baseline is single glazing</i>
	6	Secondary Glazing	U= 2, G= 0.76	<i>When house is built &lt;1900 and baseline is single glazing</i>
	7	Solar PV	3.2kWp for houses; 1.2kWp for flats, 30 degree pitch	
F	8	External Wall Insulation	U= 0.31	<i>For solid walls only and only if not Victorian</i>
	9	Heating - HHRSH	Dimplex QM 070 (Bedrooms - Bathrooms) / Dimplex QM150 (Kitchens)	
	10	Heating - Air Source Heat Pump	102615 - Arotherm+ 8kw temp 45 flow (For Houses)	
	11	Heating - ASHP Controls	Programmer & at least two stats (For Houses)	
	11	Heating - Hot Water Cylinder	200L, 1.8kw Heat Loss, all accessible pipework insulated (For Houses)	

## Future Programme

- Housing Energy Action Plan to be reviewed in light of Minimum Energy Efficiency Regulations, new Decent Homes requirements and impact of new EPC Home Energy Model (HEM)
- HEM will introduce metrics (eg fabric and heating ratings), which may change how we prioritise and sequence homes for improvement
- Working with Baily Garner our housing stock has been archetyped and retrofit assessments and Improvement Options Evaluations completed for each archetype. This information will assist us in planning a targeted and cost effective retrofit programme

# New developments

## Under the current Development Plan

Performance of planning applications in 2025

<b>For residential and mixed use (pre-dominantly resi)</b>	<b>Average savings</b>	<b>77.97%</b>
<b>For non-residential</b>	<b>Average savings</b>	<b>83.80%</b>

\* Based on a % reduction from the baseline compliant with Building Regulations Part L.

### **Forthcoming policy/legislation changes:**

- Haringey's New Local Plan: currently reviewing consultation responses and the evidence base ahead of preparing the Regulation 19 plan.
- New London Plan expected in the Summer for consultation
- Draft NPPF which may restrict Local Authorities in setting local energy efficiency standards
- Future Homes and Buildings Standard will come into force in March 2027



**RETROFITWORKS**  
BUILDING EFFICIENCY TOGETHER

**RETROFIT  
READY**  
BY RETROFITWORKS

**Haringey**  
LONDON



Innovate  
UK



# Power Boost Haringey Scheme: Upskilling Domestic Retrofit

# Context

- 2023 Haringey awarded Innovate UK, Fast Followers Funding: £300k over 2 years.
- Objectives –
  - Identify and address the non-technical barriers to reaching net zero – the retrofit skills gap
  - Tackle problems of supply and demand in domestic retrofit in tandem.
  - Support Housing Retrofit / Warmer Homes London etc.
- Partnered with RetrofitWorks / CONEL

# Retrofitworks Ltd



## Installers

Collaborate with us on retrofit projects, gain access to pre-qualified leads, and benefit from ongoing support and training.



## Professional services

Join as a service provider, including roles like retrofit coordinators, designers, and more. Expand your business.



## Community groups

Join as Advocate member to drive sustainability initiatives, and help homeowners achieve energy efficiency.

“a cooperative network committed to sustainability, providing expertise and practical solutions for energy efficiency”

# Power Up Haringey – Green Skills

## For SME Installers: De-risking Green Growth



### Clear Work Pipeline

Consistent, forecastable installation projects that provide confidence for investments in workforce development and specialized training, enabling sustainable business expansion.



### Skills Development

Targeted professional development through cost-effective boot camps featuring innovative "learn and earn" methodologies directly connected to successful local project implementation.



### Business Support

Comprehensive assistance package including subsidized accreditation pathways, performance-incentivized bonus structures, and strategic business development mentoring to build resilient local enterprises.

# Power Up Homes

Launched  
in March  
2026

01

## Register

Quick, free registration with basic home details

- ✓ 5-minute online form
- ✓ No financial commitment
- ✓ Choose your technologies

02

## Group Buying Power

We negotiate better prices through collective purchasing

- ✓ Reverse auction for materials
- ✓ Up to 25% savings achieved
- ✓ Quality never compromised

03

## Your Power Up Plan

Receive personalised recommendations and pricing

- ✓ Tailored to your home
- ✓ £7,500 grant included
- ✓ No pressure to proceed

04

## Home Survey

Professional assessment and retrofit design

- ✓ £125 refundable deposit
- ✓ Technical home survey
- ✓ Retrofit design proposal

05

## Installation & Aftercare

Expert installation and ongoing support

- ✓ MCS-certified installers
- ✓ Quality guaranteed
- ✓ Powered-Up Home

# Power Up Homes: Registrations

370<sup>+</sup>

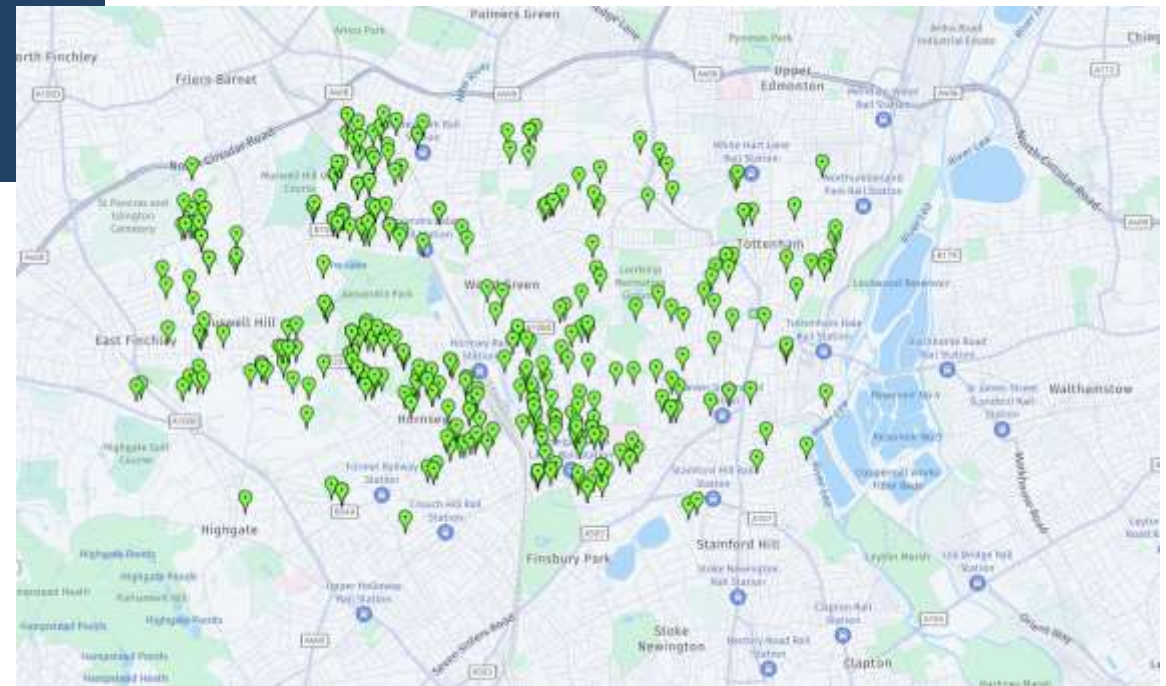
HOMEOWNERS SIGNED UP

## Haringey residents are already on board

Join your neighbours in the borough's biggest group-buy energy scheme. The more homeowners who sign up, the better the deals we can secure for everyone.

[Register Your Home](#) →

SH LK RB MP TW 365+ from Haringey



# Power Boost Haringey Fund

**From March 2026**, a grant of *up to* £5,000 available per household

- 15% cashback if you install 2 types of measures (e.g. a heat pump + solar PV system)
- 25% cashback if you install 3 types of measures (e.g. a heat pump + solar PV system + insulation)
  
- Type 1: air source heat pump
- Type 2: Solar panels and battery storage
- Type 3: Insulation/fabric improvements

# Power Boost Haringey Fund – Application

## How to Apply

1. Register your interest through Power Up Homes Haringey:  
<https://powerup.homes>
2. Receive your Power-Up Plan with recommended upgrades, quotes and eligible grants.
3. Complete this application form and attach all required documents.
4. Email your application to: [climate@haringey.gov.uk](mailto:climate@haringey.gov.uk)
5. If successful, you will receive a Grant Agreement.
6. Cashback once the works have been completed

# Power Boost Haringey Fund – Grants

## Need support?

For Power Up Homes Haringey, contact RetrofitWorks:

- Phone 020 4623 2140
- Email [powerup.homes@retrofitworks.co.uk](mailto:powerup.homes@retrofitworks.co.uk)

For the Power Boost Haringey Fund, contact the Climate Action Team:

- Email [climate@haringey.gov.uk](mailto:climate@haringey.gov.uk)

# Online Retrofit Design Guide

Visit:

[haringey.gov.uk/environment/climate/retrofit-design-guide](https://haringey.gov.uk/environment/climate/retrofit-design-guide)



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## Retrofit design guide

Published: 13 December 2024

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  - [2. How to retrofit](#)
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  - [4. Planning and other statutory regulations](#)
  - [5. Funding](#)
  - [6. Finding the right contractor](#)
  - [7. More information](#)

Are you interested in improving the energy performance of your homes to cut down energy bills and carbon emissions but do not know where to start?

Our Retrofit Design Guide includes a summary of different methods of building improvement works. It also covers statutory considerations, potential available funding, how to find the right contractors and further supporting information if you want to find out more.

Next >

[1. Introduction to retrofit](#)

# Fuel Poverty Officer Referral Pathway

**Haringey**  
LONDON



# Resident Contact

Resident will contact the affordable warmth team via one of the following method:

- Direct Email: [Anthony.francis@haringey.gov.uk](mailto:Anthony.francis@haringey.gov.uk)
- Mailbox: [affordable.warmth@haringey.gov.uk](mailto:affordable.warmth@haringey.gov.uk)
- Affordable warmth Contact number: 0208 489 3686
- Or directly to our energy advice partner either over the phone via 0300 365 3005 or via there online form link can be sent to any organizations that wants it

Once they get in contact depending on their query they will either be passed to our energy advice partner or the affordable warmth team will deal with their query

# Professional Contact

- The affordable warmth team also receive referrals from internal departments such as council housing, Income max, retrofit engagement officer.
- When we receive these referrals, they are triaged the same as residents contact however we log that the came from an internal department we also keep the referrer updated the progress of the referral Our new energy advice partner is Groundworks London



# Passed to Energy Advice Partner

- For complex resident case this is passed to our energy advice partner. Complex energy advice case including but not limited to the following:
- Energy Doctor home visits
- Energy Meter Investigations
- Bill Disputes
- Supplier discounts & extra care services



## List of all services offered by energy advice partner

- The following slides are a non-exhausted list of what our energy advice partner will be able to offer.

**Haringey**  
LONDON

# TELEPHONE BASED ENERGY ADVICE



All callers undergo an energy assessment to see what services they would be eligible and suitable for:

- Our energy advice partner is operated by trained Energy Advisors who provide advice on energy saving, billing and metering, heating systems and controls
- They can compare all the suppliers and tariffs on the market to find out if a household could save money with another supplier or tariff
- When available, they will assess and refer for electricity and water discounts, heating and insulation grants to improve household efficiency and refer households with additional needs to supplier and power network to Priority Service Registers
- Our energy advice partner will make onward referrals into a network of partners whose services keep Londoners well and warm. This may include airTEXT alerts, befriending services, benefit checks from Haringey Income Max, fire safety checks, handy person services, housing support, Occupational Therapy, falls and telecare teams, Stop Smoking Service and/or Taxicard assessments.

# SUPPLIER DISCOUNTS AND EXTRA CARE SERVICES



- Thames Water offers half price or capped water bills for vulnerable clients. Groundworks can assess and refer into this discount scheme.
- UK Power Networks' Priority Services Register keeps households safe during a powercut. If a household relies on electrical medical equipment or has any other needs which make them a vulnerable in a powercut, Groundworks will add them to the register for extra support.
- The majority of gas, electric and water suppliers have Priority Service Registers and offer tailored support to customers with additional needs; provision varies by supplier and may include large print or talking bills for those with visual impairments, password systems and named representatives for vulnerable customers, supported meter reads for those with limited mobility.

# ENERGY DOCTOR HOME VISITS

**Haringey**  
LONDON

- Energy Doctors focus on physical and behavioural changes which can reduce energy usage and costs. The Energy Doctor can review energy bills, check heating controls, contact suppliers and fit energy efficient measures. The measures which are may be provided as part of the home visit are as follows:
  - Draught proofing doors and windows
  - Reflective radiator panels
  - LED light bulbs
  - Standby saver devices
  - Secondary glazing film
  - Hot water tank jackets
  - Electricity use monitors
  - Thermometer cards
  - Chimney balloons



# FUEL DEBT SUPPORT




Our energy advice partner will offer support to clients in arrears with their gas or electricity supplier. Advice and support varies on a case by case basis but tends to cover:

- Investigating usage, submitting meter reads and clarifying actual amount owing
- Checking clients are on cheapest possible tariff with their supplier
- Practical support to help clients liaise with their supplier where appropriate
- Negotiating repayment plans and methods
- Reviewing the rights and obligations relevant to the case
- Applications to grants for assistance clearing debt where appropriate
- Onward referrals for support with other debts and income maximisation, e.g. benefits checks



# Dealt with by Fuel Poverty Officer

For issues that can be dealt with over the phone or that do not take complex investigation these will be handled by the fuel poverty officer. They will carry out a basic assessment over the phone to make sure that the resident does not have any deeper issues then from there will help residents with the following:

- Issing fuel vouchers (through our collaboration with HACT)
  - Helping residents with registering for available grants such as Warm home local grant
  - General Fuel debt support
- 

# The Warm Homes: Local Grant (WHLG)



- The Warm Homes: Local Grant is a new UK Government-funded scheme providing free home improvements - like insulation measures, solar panels or heat pumps - for low-income, privately owned homes. It will help these households heat their homes, reduce their energy bills and be well-adapted to climate change.
- Haringey Council is a member of the London Consortium, made up of 30 other London boroughs and led by the Greater London Authority (GLA) and London Councils. We are working with other London boroughs to deliver the scheme in a co-ordinated, efficient approach. [Read the GLA's Warmer Homes privacy notice](#), to understand how the GLA uses your personal information when you apply (or someone in your household or your landlord applies) to the Warm Homes: Local Grant programme.

# What can be funded



- If Residents are applying as a homeowner or a private tenant, they are not required or expected to make any contributions to the cost of upgrades. In some cases, they may be able to self-fund additional measures not recommended by the retrofit coordinator, or to fund other improvements not covered by the grant (such as cosmetic touches).
- If they're applying as a landlord, they can apply for multiple eligible homes. They will only be able to receive full funding for one home, then must pay 50% of upgrade costs for any additional homes upgraded after the first. Tenants are not required or expected to pay for upgrade costs.

## **You can get:**

- up to £15,000 worth of energy-efficiency improvements for your home, and/or,
- up to £15,000 grant towards installing low-carbon heating

The aim of the scheme is to boost the EPC rating of the resident's home to at least a 'C' once the improvements have been installed. Measures that could be funded include:

- wall, loft and underfloor insulation
- double/triple glazing
- solar panels
- Low Carbon Heating – including air source heat pumps



# What residents are eligible



To qualify for the Warm Homes: Local Grant, residents must meet the following criteria:

- they must own their home or rent from a private landlord.
- their home must have an energy performance certificate (EPC) rating of D, E, F or G. Residents and support staff can find EPC's out when they apply or [check their home's energy certificate on GOV.UK](#).
- Have a home located within one of the government's priority postcodes. [Qualifying postcodes can be checked here](#)

Or

- Residents have a gross household income below £36,000 a year or at least one resident on a means-tested benefit including housing benefit, job seekers allowance, pension credit or universal credit. A maximum of £25,000 in household savings also applies.

# HACT Fuel Vouchers

- ▶ This is a scheme aimed at helping financial vulnerable Residents with their energy bills to avoid self-disconnection.
- ▶ Each tenant is eligible to receive a three £49 vouchers at a time to assist them with their fuel costs over the duration of the fund. In total tenants are able to receive six £49 vouchers. They must wait three months to apply for the final three vouchers or until the first three have been redeemed.
- ▶ Evidence of rent arrears or an income and expenditure assessment or evidence of means tested benefits or evidence of pension credits. This is required as it shows both immediate need and longer-term financial vulnerability





## Further assistance needed?

- If residents need further assistance which is not cover or is outside the expertise of the Affordable Warmth Team they will have their details passed onto other department such as income maximization or council housing.