

Plenary 6

Financing & Delivering Net Zero at Scale

Speaker:

Andrew Tod, Sureserve
Stuart Gadsden, Kensa

Chaired by: Andrew Burke, NHMF

Room: Ballroom



NHMF
Maintenance
Conference
2026



About Sureserve

Sureserve's mission is to be the **trusted partner of choice** to the social housing and related public sector in **delivering essential and affordable heating, energy savings, and compliance solutions.**



Number of
UK offices

58

Number of
employees

4,751

60% of employees
are Engineers

2,506

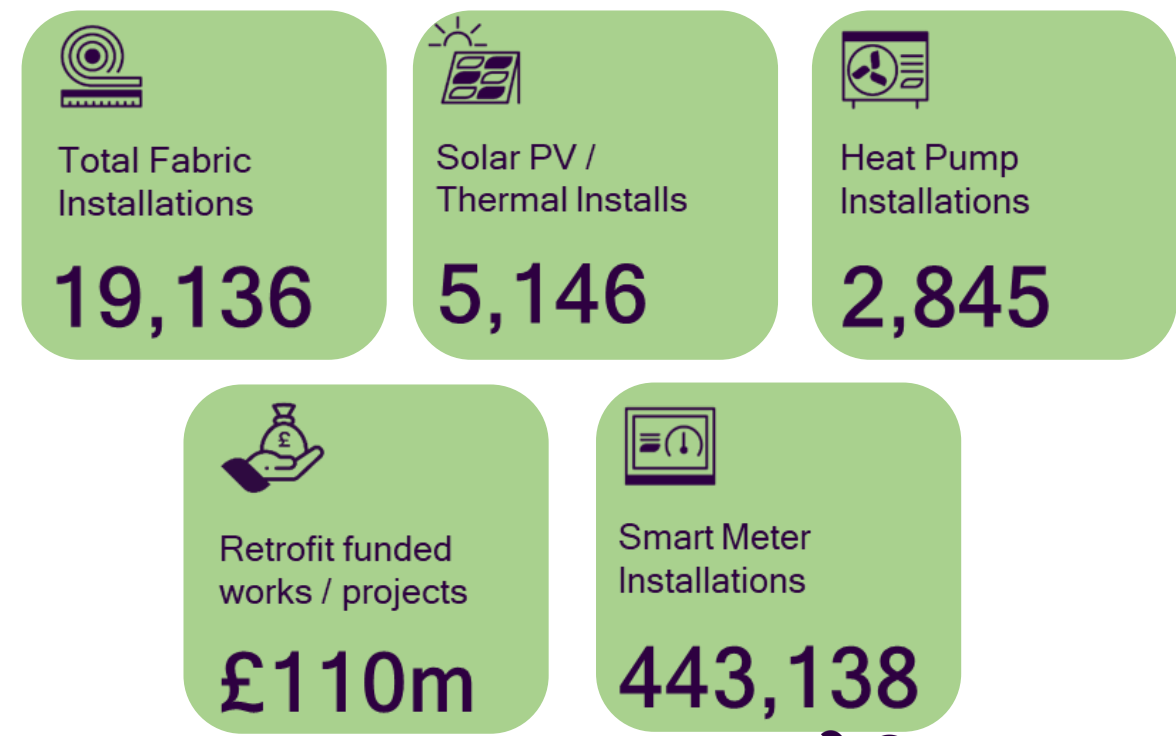
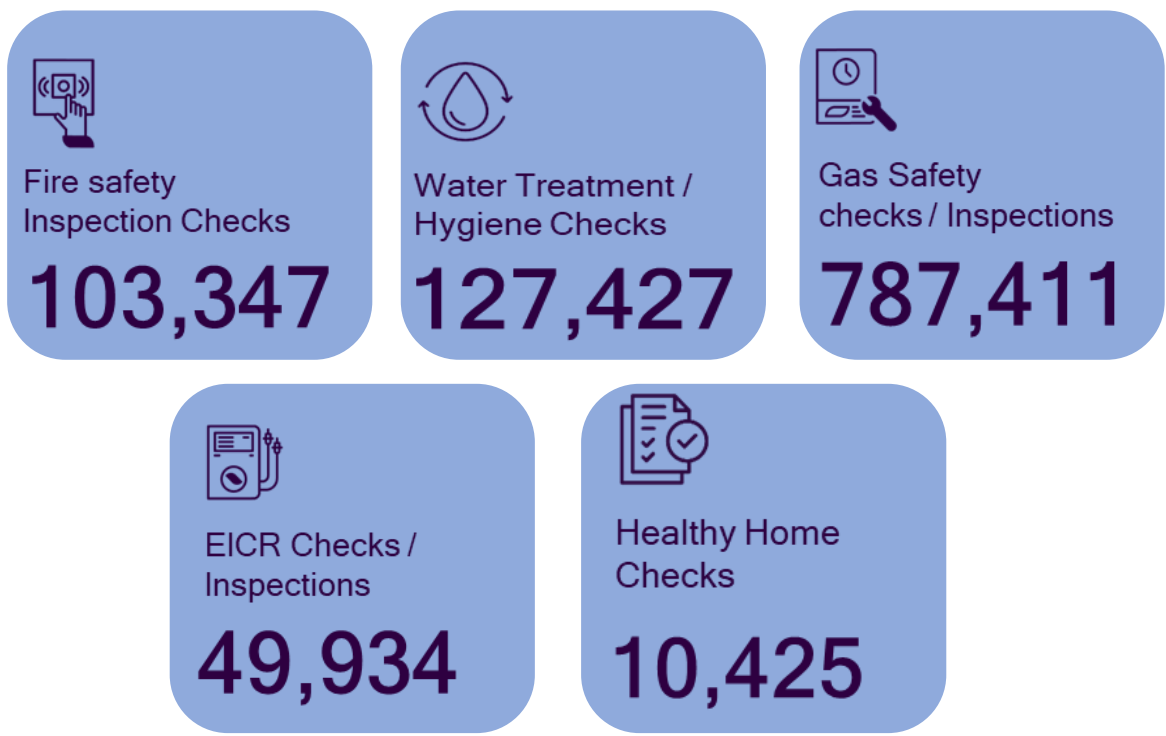


Home Visits:

1 in 5

We visit 1 in 5 of all social
homes throughout the UK

Sureserve services (2025 data)



Funding & Policy Landscape

Funding				
Warm Front CERT CESP	FIT / RHI Green Deal ECO1, ECO2 Area Based Schemes (Scotland)	SHDF Demo LAD1 ECO3 Green Homes Grant SHNZHF (Scotland) ORP (Wales)	SHDF w1, w2.1, w2.2 LAD2 and 3 HUG1 and 2 Boiler Upgrade Scheme ECO4 GBIS	Warm Homes: SHF w3 Local Grant End of ECO



Policy				
<i>Decent Homes Standard EPCs introduced Climate Change Act</i>		<i>Each Home Counts MEES Clean Growth Strategy PAS 2035 UK Net Zero 2050</i>	<i>Heat in Buildings Strategy Trailblazer Devolution Deals announced Awaab's Law</i>	<i>Warm Homes Plan MEES Social Housing EPC reform Decent Homes 2</i>

Direction of Travel

Funding: from tens of £millions, to hundreds of £millions, to £billions.

Technology: from single measures, to fabric first whole house retrofit, to clean heat and smart tech.

Delivery: from national 'one-size-fits-all' schemes to place-based local delivery.



Regulation: increased regulatory standards linked to energy efficiency and retrofit.

Delivery quality: renewed focus on quality of delivery to drive better outcomes for people in rented homes.

Beyond grants: more private funding being attracted to the retrofit sector.

Make grant funding go further



Better Data & Planning

- Data collection & management
- Stock modelling
- Prioritised investment areas
- Long-term asset investment plans
- Link retrofit with:
 - Asset replacement cycles
 - Building safety
 - Tackling causes of DMC



Long-term Partnerships

- Save on procurement time/costs
- Quicker to mobilize
- Shared risk and reward
- More predictable pricing
- Supply chain skills investment
- Delivery momentum outside of grant funding rounds



Area Archetype & Measure Based Programmes

- Reduces delivery costs
- Standardise specifications across archetypes
- Allows bulk purchasing
- Effective resident engagement

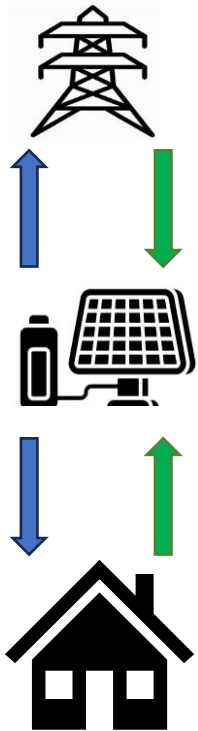


Combine multiple sources of funding

- Capital budgets
- Grant funding
- Private finance
- Revenue generating renewables

Energy as a Service

Solar + batteries



- DNO/DSO pays solar/battery operator for flexibility services.
- Smart Export Guarantee paid for excess power exported to the grid.
- Solar/batteries owned and operated by housing provider or 3rd party
- Residents pay a service fee and benefit from reduced electricity price (e.g. 20% below price cap)



Penderi Community Solar Sharing Scheme

- 518 homes had solar pv installed (1.4MWp total capacity)
- 644 homes received batteries (3.2MWh total battery storage)
- 60% of communities electricity needs met
- Billing system ensures equitable share of low cost electricity
- 20-30% reduction in resident bills
- Projected £100,000 per annum revenue for Pobl
- 350 tonnes CO2 saved per year



Upcoming research:

Reactive repairs vs proactive maintenance

- Housing repair costs were at a high of £8.8bn in 2024 (55% increase since 2020). This is unsustainable.
- Is Awaab's Law leading to proactive approaches or reactive, quick fix repairs?
- A proactive approach should lead to lower costs for landlords and better outcomes for residents.
- We want your opinions on this – take part in our survey.



www.surveymonkey.com/r/HealthyHomesCheck5

[Sureserve - Insights for Social Housing](#)



About Kensa



British

made in the UK, reducing supply chain risks

15 years

experience in social housing

Turnkey solution

manufacturing, design, installation

17,000+

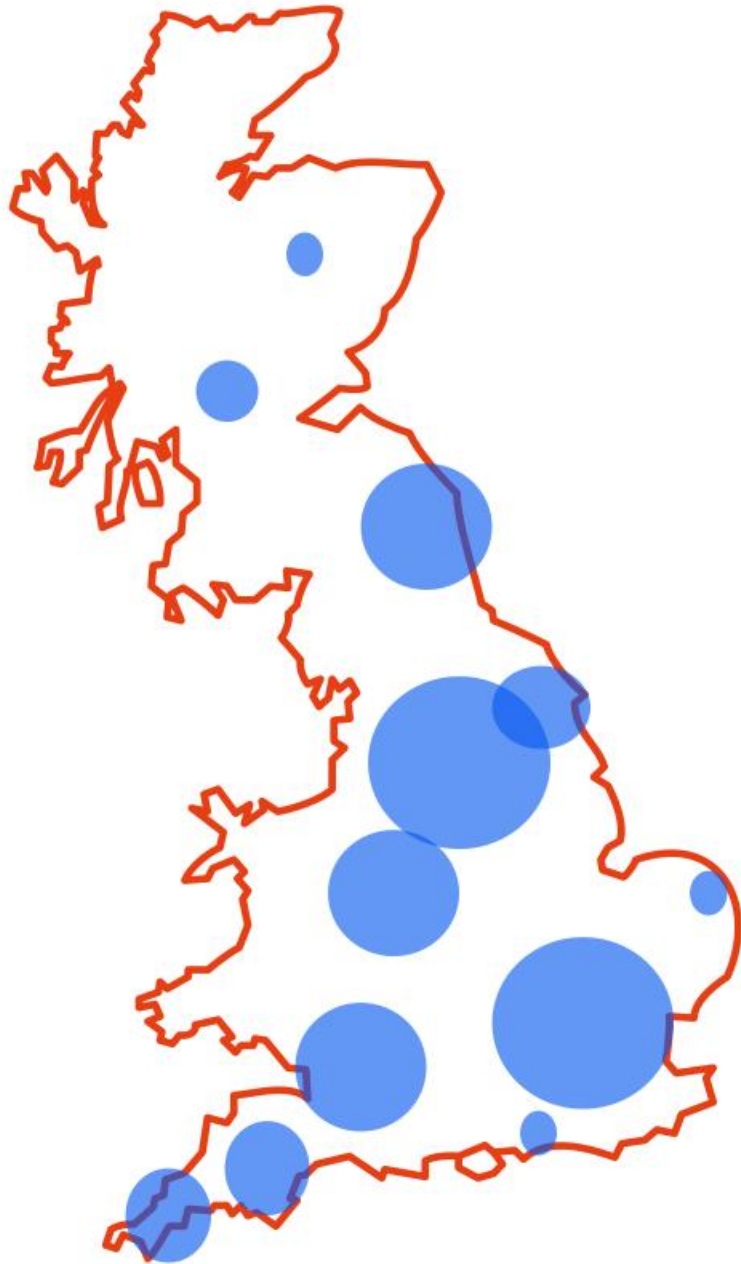
heat pumps installed to date

1 million

tonnes of CO₂ will be saved from
installed Kensa heat pumps over
their lifespan



octopusenergy



100 new build development projects and counting

Funded CapEx model delivers the best outcome for developers.

215 social housing retrofit projects and counting

Largest and most established player across social housing.

More than 30 high rise building retrofits

Most experienced at 'hard to decarbonise' high- and low-rise flats.

Networked heat pumps



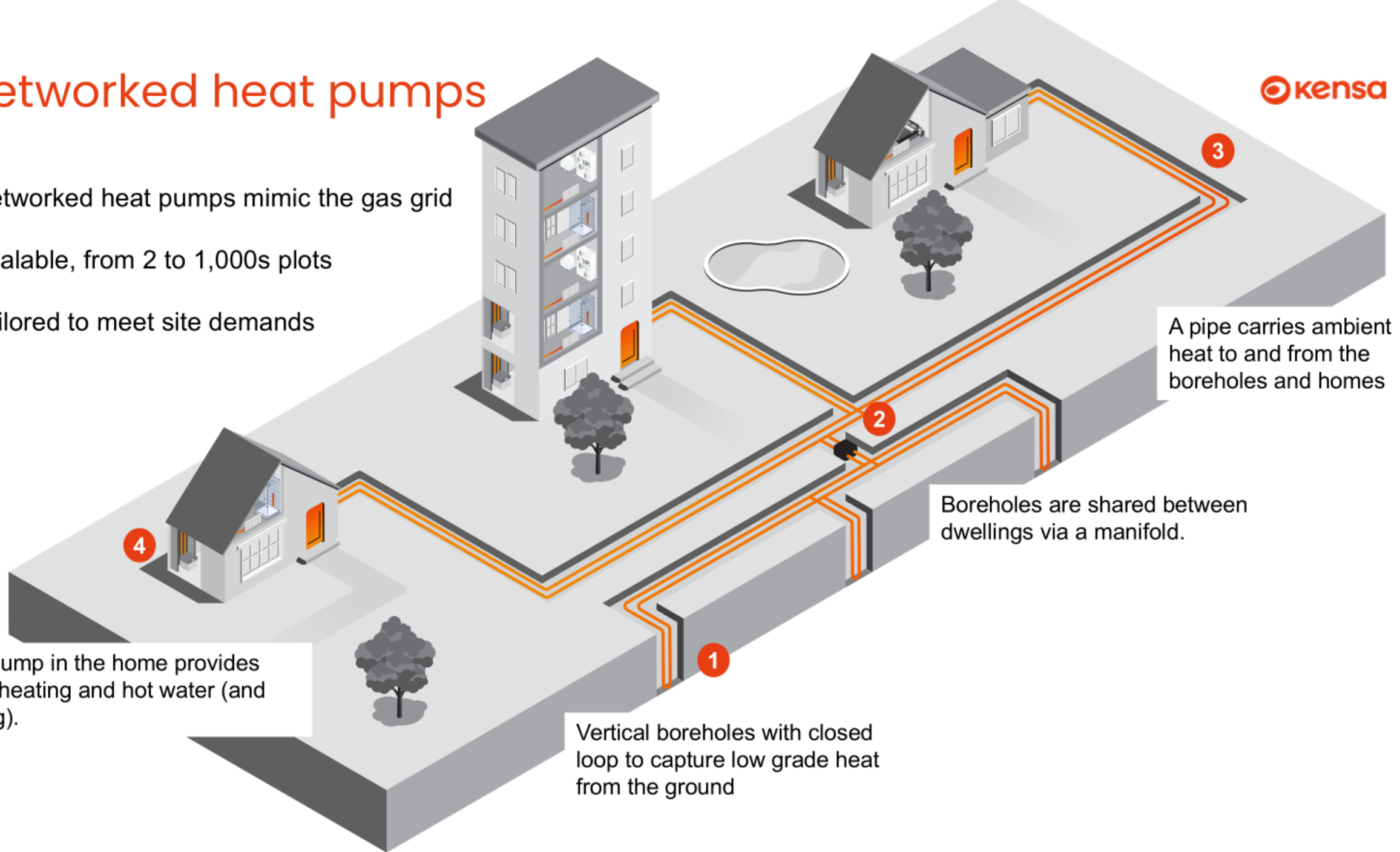
- Networked heat pumps mimic the gas grid
- Scalable, from 2 to 1,000s plots
- Tailored to meet site demands

Heat pump in the home provides 100% heating and hot water (and cooling).

Vertical boreholes with closed loop to capture low grade heat from the ground

Boreholes are shared between dwellings via a manifold.

A pipe carries ambient heat to and from the boreholes and homes





For larger properties

Shoebox NX 5kW
SCOP at 35C: 4.6
SCOP at 55C: 3.65
ERP rating: A+++

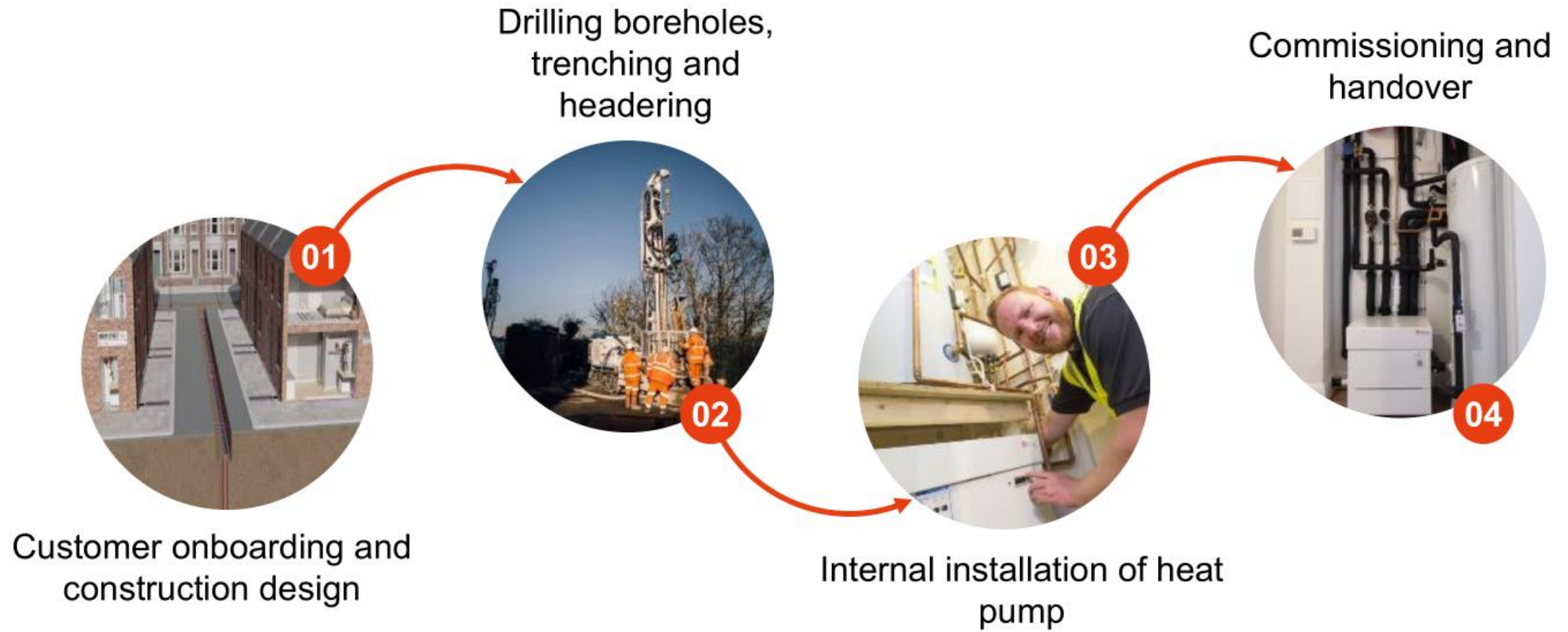
For smaller properties

Shoebox NX 3kW
SCOP at 35C: 4.53
SCOP at 55C: 3.47
ERP rating: A++





Kensa's turn-key solution



Benefits for you and your residents



Lowest carbon emissions
and minimal grid impact.



Makes your budget go further
with the lowest life cycle costs.

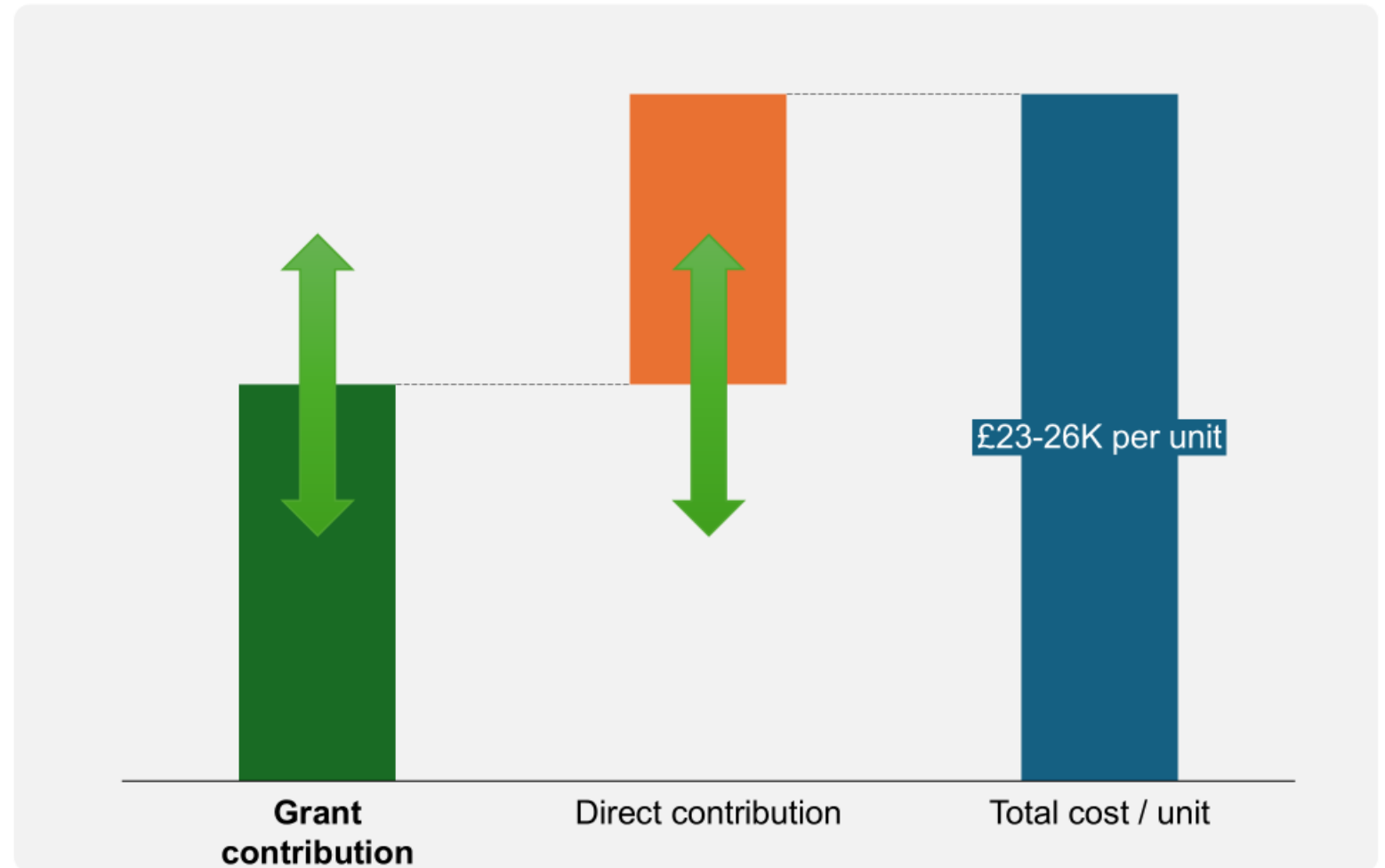


Alleviate fuel poverty
with real lasting social and
financial benefits.

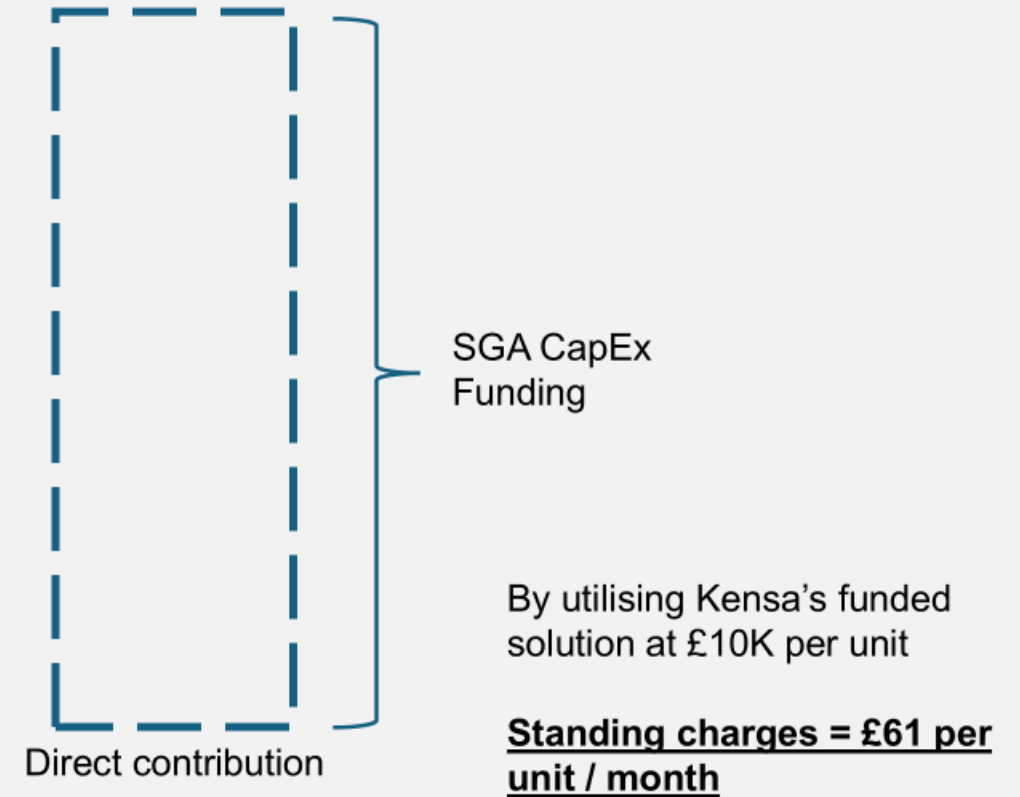
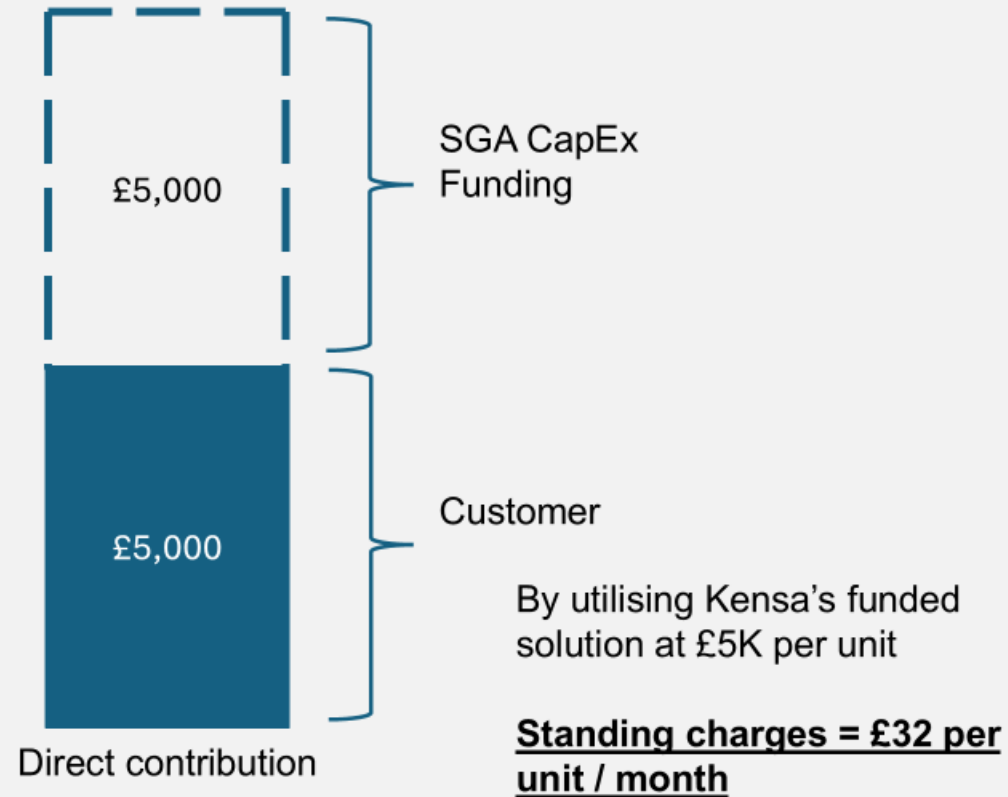
The best value-for-money solution, with grant funding layered in

Determining factors on funding

- England: WH:SHF, GHNF
- Scotland: SHNF
- Wales: Optimised Retrofit



For your direct contribution, you could **fund all** or **part-fund** via Kensa Utilities' 'funded model'



Three high rise social housing retrofit blocks in Essex

Chadwell St Mary, Thurrock Council
273 flats with storage heaters
66% cut in heating bills

Transforming low-rise flats in Yorkshire with clean heating and low bills

Together Housing, Lancashire and South West Yorkshire
770 flats with storage heaters
> 45% cut in heating bills

Period social housing retrofit

Sutton Dwellings, Chelsea

81 homes

70% carbon emissions than gas boilers

What's new



Ashford Clusters - Ashford Council



Gallowhill - Renfrewshire Council

What's new



Abbey View - Watford Community Housing



Hamilton Lodge - One Manchester

Putting people at the heart of your programme

- Upgrading homes to be warm or cool, all year round
- At a cost people can afford
- And supporting local jobs and benefits in your community

Diane Barr
Thurrock resident

"The heating before was a big expense, and we all dreaded the winter months. The new heating system is easy to use, keeps our home warm and is much cheaper than the old system that we had."



Thank you.

See you at the
next conference!



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