

Resident-first retrofit:

A toolkit for London's social housing providers

The Young Foundation for Warmer Homes London,
2026

A toolkit supporting greener, more comfortable homes through meaningful resident engagement

The Young Foundation

The Young Foundation is a not-for-profit organisation driving community research and social innovation. We bring communities, organisations and policymakers together, shaping a fairer future through collective action to improve people's lives.

For more information visit us at: www.youngfoundation.org

Warmer Homes London

Warmer Homes London is a new organisation, jointly funded by the Mayor of London and London Councils. We work in partnership with boroughs and housing associations, to deliver £231 million in funding to improve the energy efficiency of Londoner's homes. To boost the impact of £121m of government funding, the Mayor, boroughs and housing associations have committed over £110m of additional resources, to collectively make London's homes greener, healthier and more affordable to heat.

This toolkit was developed by The Young Foundation, with participation from our Resident Advisory Group and social housing providers from across London.



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Setting the scene

Why this toolkit matters

London is leading the way in climate action, with a clear target of net zero carbon by 2030¹. Achieving this goal means transforming London’s housing stock to make homes greener, healthier, and more comfortable, while cutting emissions and lowering bills.

A resident-first approach to retrofit delivery is essential. When retrofit projects are designed around people’s needs, they deliver better uptake, smoother delivery, and lasting benefits for both households and providers.

This toolkit gives practical guidance and ready-to-use resources:



Who this toolkit is for

This toolkit is designed for London's social housing providers, particularly those working directly with residents – such as Resident Liaison Officers, Retrofit Coordinators and housing management teams.

It is also relevant to anyone delivering retrofit in collaboration with residents.

Why action is urgent

Across the capital, social housing stock is inefficient

London has more than 820,000 social housing dwellings². Many leak heat in winter and overheat in the summer, making them costly and uncomfortable to live in.

Housing drives carbon emissions

Residential buildings account for 32% of London's total carbon footprint³.

Green home improvements are central for London to reach its climate goals.

Fuel poverty is widespread

Over 10% of London households live in fuel poverty⁴, with poor energy performance increasing utilities costs. Millions more people face decisions between heating and eating.

Wider health benefits

Poor housing impacts health. Each year, the NHS spends an estimated £1.4bn on treating illnesses associated with living in cold and damp housing in England.⁵

Retrofit is an opportunity

Many London homes were built decades or centuries ago. **Retrofit offers a vital and timely opportunity to improve living conditions**, tackle inequality, and accelerate climate goals.

Read more about The Young Foundation's work addressing these issues in a [just transition in London's retrofits⁶](#).

The following terms are used within this toolkit:

Social housing providers:

Local or combined authorities, registered providers of social housing, and registered charities that own social housing.

Installers:

Those responsible for delivering energy performance improvement measures in homes. Installers are accredited to Government endorsed quality standards, such as TrustMark, PAS 2030 and the Microgeneration Certification Scheme (MCS).

Residents:

Those living in social housing, including leaseholders, which may include those who have experienced hardship or insecurity in their housing situations.

Retrofit:

The upgrading of a home to improve its energy performance. It may involve repair, renovation or refurbishment, improving residents' comfort and daily lives. For residents, this term can feel inaccessible and regressive. An alternative of home energy improvements could be used in resident communications

Whole house retrofit:

Considering all aspects of a home's energy performance and creating a coordinated plan to retrofit the whole system over time, rather than looking at individual elements. This principle is mandated by [PAS 2035:2023](#), which provides specification and guidance for retrofitting homes that installers are required to comply with by funding requirements.

The impact of the government's Warm Homes Plan⁷

Energy shocks, delivering rising costs and political turbulence over recent years, have highlighted the need to upgrade Britain's homes and secure our energy independence. The government's Warm Homes Plan is supporting investment in insulation and low-carbon heating, with ambitions to upgrade millions of homes, protecting billpayers, reducing fuel poverty and getting the UK on track to meet our climate goals.

The Warm Homes: Social Housing Fund Wave 3⁸, formerly known as the Social Housing Decarbonisation Fund, will provide funding to local authorities, combined authorities, registered providers of social housing, and registered charities that own social housing in England. Wave 3 will upgrade a significant amount of social housing stock to meet an Energy Performance Certificate (EPC) C standard, with the aims and objectives of addressing:

- **fuel poverty** - reducing the number of households in fuel poverty by improving energy rating and reducing energy bills. Funding guidance states that resident energy bills must not increase as a result of retrofit works, relative to what they would otherwise have been.
- **Carbon reductions** - delivering cost-effective measures to reduce CO₂ emissions from social housing. These measures aim to progress the UK towards our national target of producing 'net zero' carbon emissions by 2050, and supporting London's more ambitious target of being net zero by 2030.
- **resident needs** - improving the comfort, health and wellbeing of social housing residents by delivering warmer and more energy-efficient homes.
- **green economy** - building economic resilience and supporting thousands of jobs.

The Warm Homes Plan is also about **developing the retrofit sector** – creating conditions for growth in the retrofit supply chain and capabilities, boosting productivity and innovation in the construction sector and upskilling social landlords in retrofit.

Retrofit should be thought about as something being done with and for people and their home, rather than simply a technical or structural fix to a building.

Retrofit delivery should therefore see the resident and their home - including the emotional connection to it - as a complete package.

The cooperation of residents is needed throughout a retrofit project. Residents need to know what the proposed changes mean for the way they live, and how to use the new features of their home to deliver the full potential increase in energy performance.

Learnings from previous Waves of this fund have highlighted the importance of resident engagement in securing resident buy-in. Poor engagement is likely to be a barrier to successful delivery of projects, potentially leading to refusal of access or residents withdrawing from the project at a later stage.

A London-wide approach

For all retrofit projects⁹ funded by WH: SHF Wave 3, it is mandatory for social housing providers to demonstrate how resident needs will be considered throughout the project and report on any resident engagement undertaken.

Yet, resident engagement in retrofit requires additional skills, such as communication, sensitivity and collaboration, requiring targeted support for social housing providers to help unlock the benefits for residents and the planet.

Recognising the challenges faced by social housing providers delivering retrofit, Warmer Homes London¹⁰ is supporting a 'one-London' retrofit approach that unites providers and places residents at the centre of delivery. This toolkit is part of that effort- combining data insights, communication strategies and engagement planning into a single, practical resource.

Preparing for resident-first retrofit

Careful preparation is crucial in a resident-first approach to home energy improvements, ensuring that works are responsive to needs, priorities and circumstances.

It involves listening to concerns, and practical planning, as well as building a shared trust and understanding between residents and social housing providers.

By dedicating time upfront in the process, retrofit programmes earn stronger community buy-in, increasing uptake and reducing resident drop-out, all of which can be costly and damaging for projects later.

Tool 1: Local data insights

[Link to tool 1](#)

A retrofit programme should start with a clear understanding of the homes and households that might be encountered during resident engagement.

By combining stock condition data with local demographic information, providers can plan engagement that is relevant, respectful and responsive to the needs of communities.

The purpose of this toolkit is to build a strong foundation for targeted, relevant resident engagement.

How to use this tool

1. Review data for the target area by filtering for the relevant Lower Super Output Area (LSOA) code or number, then compare relevant demographic data in one place. An LSOA is a statistical geography that helps organise national datasets and captures between 400 and 1,200 households.
2. Where possible, review this alongside additional household data that is internally available. This might include data on residents in rent arrears, those in receipt of housing benefit, or any relevant insights on household vulnerability that may impact their engagement in retrofit programmes.
3. Consider the implications for resident engagement, using insights to identify where support or resources might be required. This will facilitate resident engagement that is relevant, resourced and supportive for your target areas.

Local insight	Implication for engagement
Households in bad health	✓ Highlight the health benefits of retrofit (better air quality, reduced damp) ✓ Engage health services early ✓ Ensure flexibility to adapt works to resident needs
Households in fuel poverty	✓ Emphasise bill savings ✓ Partner with trusted local services, such as food banks ✓ Signpost financial support

Local insight	Implication for engagement
Young people (0-19)	✓ Frame retrofit as futureproofing for the next generation ✓ Engage schools as trusted sources of information ✓ Plan works around school holidays, and consider childcare provision during works
Older people (65+)	✓ Offer a named contact ✓ Provide paper-based and face-to-face communication ✓ Partner with provision to support mobility
Adults living with a disability or long-term health condition	✓ Engage carers or social service providers to support the process ✓ Explore whether any support is currently offered in housing provision, and engage key contacts
One-person households	✓ Build trust through transparency about works and funding
Large households (5+)	✓ Offer tailored scheduling or phased works to minimise disruption
Residents whose main language isn't English	✓ Provide translated materials and in-person interpreters

Other useful insights

[The London Office of Technology and Innovation](#) (LOTI) are collaborating with London boroughs and Housing Associations to enable the rapid deployment of Internet of Things (IoT) sensor technology. This can help social housing providers gather insights of residents' lived experiences. By capturing temperature and humidity data in homes, London can respond to damp and mould in homes and understand retrofit outcomes, both of which can improve homes for residents.

It is part of their strategic aim to enhance data insights for London Borough councils and their partners to improve the quality of London's housing stock.

Find out more [here](#).

Tool 2: Stakeholder memo template

Link to tool 2

Retrofit is as much about relationships as it is about renovation. Residents engage more positively when they hear consistent, trusted messages from people they already know.

The purpose of this tool is to equip internal teams, particularly those who regularly meet with residents, with a clear understanding of retrofit projects. The aim is to help them communicate with clarity and consistency to residents, building community trust in planned works.

How to use this tool

1. Adapt this template to reflect the aims and target areas of planned works in the local area. Once you've finished editing the template, right-click anywhere in the table of contents and select 'Update Table of Contents', then choose 'Update entire table' and click 'ok'.
2. Brief key internal teams, and share core messages across the organisation for consistency.
3. Consider briefing key local stakeholders, who can play a supportive role in the process.

Such stakeholders may include:

Local leaders – individuals with authority or influence in the community, including elected officials, leaders of local organisations, faith leaders, or informal influencers, such as tenant association members who can mobilise others.



Local infrastructure organisations – groups that support the voluntary, community, or social enterprise sector, such as community action branches or members of the national association for voluntary and community action. They often provide training, resources, and opportunities to build community capacity, including through emerging community energy groups.



Internal staff who regularly interact with residents – staff who engage with residents daily play a key role in building trust. Involving them in the home improvement process equips them to answer questions and communicate confidently about what residents can expect.



Tool 3: Template for building the case

Link to tool 3

Retrofit brings multiple benefits, but only if residents are actively 'on board'. Resident engagement in retrofit is a necessary part of successful retrofit initiatives.

If done effectively, it can increase uptake of retrofit works, providing benefits to the housing provider, the resident, and the planet.

Clearly identifying these benefits and articulating their value with confidence will help attract additional funding, secure backing of key local stakeholders, and ensure stakeholders engage with long-term goals.

The purpose of this tool is to secure support and resources for resident-first delivery.

How to use this tool

1. Identify your target audience(s)
2. Adapt the template provided
3. Back up your case with local data provided in Tool 1, or local examples from households that have undergone retrofit, where available.

Overview: three key cases to make when engaging residents, stakeholders, support, funding and resources



Tool 4: Developing a resident engagement plan

Link to tool 4

Without a clear plan, resident engagement can be inconsistent, reactive and fragmented- damaging trust and slowing delivery. Alongside this, there should be clarity in roles and responsibilities, particularly when working with delivery providers who will be supporting with resident engagement throughout the process.

How to use this tool

1. Identify roles that support the resident engagement process.
2. Create a timeline, mapping key stages in the resident journey towards green home improvement.
3. Consider who will undertake each activity, identifying the skills or training needs required. Assign responsibilities
4. Regularly review the progress of resident engagement activities.

Roles that support the resident engagement process include:

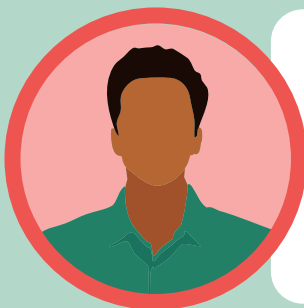


Resident Liaison Officer (RLO)

Acts as a crucial bridge between a retrofit project and the residents affected by it.

They ensure clear and consistent communication, manage resident expectations and address any concerns or complaints related to the work.

They act as a point of contact for residents, building rapport to foster a positive and collaborative relationship.



Retrofit Coordinator

Manages and oversees building retrofit projects, ensuring they meet energy efficiency standards, particularly PAS 2035 in the UK.

They act as project manager, coordinating various stakeholders (assessors and installers), while managing risks and ensuring compliance with relevant regulations and standards.



Retrofit Assessor

Conducts thorough property assessments to evaluate energy efficiency and identify areas for improvement in the home.

They gather data on a home's construction, insulation, energy systems, and occupancy patterns to inform retrofit strategies.



Retrofit Installer

Responsible for the hands-on installation of energy efficiency measures in the home.

Their role may encompass a range of tasks related to physical upgrades, ensuring proper installation, and contributing to the building's overall energy performance.



Resident Champion

Residents who have undergone green home improvements can become a vital asset to building effective engagement – providing invaluable insights, building trust in the process, and advocating for resident needs.

Consider the role that residents might play in championing green home improvements in your area using the template provided: [RFR-Supplement-to-Tool-4-Template.dotx](#)

This may be a formal, paid role or an informal, voluntary role, depending on the resources available. If the role is voluntary, consider offering vouchers to demonstrate that you respect and value the contributions of a Resident Champion.

Having laid out the different roles - you can now explore how considerations in resident engagement could be mapped onto each stage of the household journey to home energy improvements, which broadly involves: awareness, accessibility, acceptance, adoption and adaptation.

The tool below provides an overview of these stages, as well as key resident-engagement activities that should be considered to support resident-first delivery.

Before undertaking resident engagement, social housing and delivery providers should clarify their responsibilities within this journey, with the purpose of ensuring that resident engagement is planned, predictable and responsive to resident needs.

Stage of the household journey to green home improvements:

4.1 Awareness

First, communities and households find out about potential green improvements in the home. This is an entry point for engaging residents in retrofit, who may be made aware of planned works through formal communications from social housing providers, or informal interactions in the community.

Relating to this stage, scheme guidance indicates that:

DESNZ expects resident engagement to go beyond leafleting and cold calling, which DESNZ does not consider to be sufficient methods of resident engagement when implemented in isolation.

Timeline: <timeline>

Activity	Who
✓ Establish a named point of contact and protocol for capturing resident feedback on planned works.	Fill out with who should complete this step
✓ Consider the role of a Resident Champion to support the process (see page 13 for template).	Fill out with who should complete this step
✓ Ensure that communications are appropriate for your local context by sharing with established resident groups in the area. Adapt as necessary (see page 19 for templates).	Fill out with who should complete this step
✓ Attend events taking place in the community, meeting people face-to-face and sharing key messages about planned works – highlighting the benefits.	Fill out with who should complete this step

Stage of the household journey to green home improvements:

4.2 Accessibility

Many households have concerns about perceived (or unforeseen) costs, how retrofit will impact their life and circumstances, the emotional energy required, and barriers linked to vulnerability and inclusion.

Relating to this stage, scheme guidance indicates that:

Ensuring that equality, diversity and inclusion is embedded from the outset is essential to attract diverse talent to organisations, cater to the diverse needs of residents with protected characteristics, and ensure effective solutions to complex challenges impacting residents' lives.

Timeline: <timeline>

Activity	Who
✓ Invite households to participate in conversations about retrofit, providing an overview of planned works. (see page 24 for template)	Fill out with who should complete this step
✓ Host an event or show a demonstrator home to build community understanding of planned works, allowing residents to see and feel different materials to build understanding.	Fill out with who should complete this step
✓ Follow up with households who have not taken up the measures. Listen to their concerns, provide clarity and reassurance, and explore how any anticipated challenges might be mitigated (such as storage solutions, childcare, working from home, or language barriers)	Fill out with who should complete this step
✓ Undertake assessments and present residents with a proposed plan of works, painting a clear picture of the process.	Fill out with who should complete this step
✓ Introduce key individuals who residents may encounter during the process, such as installers. Putting 'a face to names' can build trust.	Fill out with who should complete this step

Stage of the household journey to green home improvements:

4.3 Acceptance

This is about managing expectations, navigating decision-making roles, acknowledging trade-offs, negotiating a fair responsibility burden, trusting the technology, financing, and leadership.

Relating to this stage, scheme guidance indicates that:

Applicants are expected to outline how suitable support, and information will be provided both during retrofit and occupancy so that residents can maximise benefits from installations.

Timeline: <timeline>

Activity	Who
✓ Agree the plan of works and issue a Service level Agreement, to build trust and shared understanding. (see page 37 for template)	Fill out with who should complete this step
✓ Provide a clear timeline against the plan of works, and support residents to navigate the works. Begin making necessary arrangements.	Fill out with who should complete this step
✓ Confirm arrangements to support residents during scheduled works where possible – potentially including hotels, storage, co-working spaces, and childcare.	Fill out with who should complete this step
✓ Provide residents with a named on-site contact during the works and ensure that resident queries are responded to within an agreed timeframe (eg 24 to 48 hours).	Fill out with who should complete this step
✓ Establish a protocol for residents to escalate concerns as necessary and clearly communicate this to the resident.	Fill out with who should complete this step
✓ Agree a schedule for communicating progress with residents (eg, daily/ weekly) to update on progress or any expected changes to the timeline.	Fill out with who should complete this step
✓ Ensure that installers are equipped with the skills and knowledge to the residents they will encounter, ensuring that interactions are sensitive to resident circumstances, particularly for residents who are most vulnerable.	Fill out with who should complete this step

Stage of the household journey to green home improvements:

4.4 Adoption:

Next, explain when changes will be made in the home; timeframes and processes; how to navigate disruption to the home or community; and the ongoing management of expectations.

Relating to this stage, scheme guidance indicates that:

Reasonable adjustments must be made to minimise negative impacts and inconvenience to residents (especially those of a protected characteristic covered by the Equality Act 2010).

Timeline: <timeline>

Activity	Who
✓ Minimise disruption to residents by sequencing works logistically and communicating daily progress.	Fill out with who should complete this step
✓ Proactively 'check in' with residents to identify and resolve emerging issues quickly.	Fill out with who should complete this step
✓ Ensure that issues identified in the home that are beyond the scope of green home improvements are appropriately responded to, coordinating with maintenance and repair colleagues.	Fill out with who should complete this step
✓ Maintain site cleanliness, safety and respectful behaviour at all times.	Fill out with who should complete this step
✓ Provide a simple, user-friendly guide to new measures to ensure household reap the full benefits of green home improvements. (see page 37 for template)	Fill out with who should complete this step
✓ Conduct a joint inspection of internal and safe-to-access spaces with residents to ensure all works meet agreed standards, and trouble-shoot any issues.	Fill out with who should complete this step
✓ Confirm residents know who to contact for any questions or early issues.	Fill out with who should complete this step

Stage of the household journey to green home improvements:

4.5 Adaptation:

Adjusting to life after green home improvements involves learning new technologies, adapting daily routines, managing household budgets, and responding to ongoing challenges such as climate impacts and evolving energy systems. Though the final stage, this is a long-term process rather than an ending.

Relating to this stage, scheme guidance indicates that:

Post-award, DESNZ will provide a small number of questions that Grant Recipients will be required to issue to residents via a resident questionnaire. Examples include resident satisfaction e.g. with measures installed and perceived post-installation improvements e.g. to warmth and comfort.

Timeline: <timeline>

Activity	Who
✓ Host ‘surgeries’ or drop-in events where residents can learn more about new technologies, providing information or training to build residents’ green skills and knowledge.	Fill out with who should complete this step
✓ Conduct a follow-up visit within three months to check performance and answer questions. (see page 38-39 for template)	Fill out with who should complete this step
✓ Gather feedback on both the works and engagement process to inform improvements or build testimonials.	Fill out with who should complete this step
✓ Consider a follow-up visit at six -12 months to understand how green home improvements are experienced throughout the year.	Fill out with who should complete this step
✓ Maintain an open line of communication for ongoing support and troubleshooting.	Fill out with who should complete this step

Tool 5: Templates for communicating a resident-first approach

Link to tool 5

Resident engagement can fall short if communications materials are unclear, inaccessible, or irrelevant to the household experience.

The resources in this toolkit have been designed to help make every resident-facing communication inclusive and easy to understand.

How to use these tools

1. Review the key messages for communicating retrofits and the channels for communication
2. Select the relevant template(s)
3. Adapt for your audience
4. Test materials with key stakeholders before rollout

Key messages for communicating retrofit



Acknowledge the starting point:

Some residents may have complex housing needs, experience of housing insecurity, or have had negative experiences with housing provision. Recognise this and support them to imagine a hopeful future in their home, outlining how providers and installers will work in partnership to address some of the challenges presented.



Focus on the outcome:

Highlight the benefits that households can expect to see following green home improvements, including reduced damp, mould or condensation; lower average bills through improved energy performance; warmer homes; and better health for residents as a consequence.



Paint a realistic picture:

Green home improvements can address many challenges that are a source of frustration for residents, such as damp, mould, condensation and draught. Through engaging residents, other maintenance and repair issues may be highlighted, which cannot be addressed through WH: SHF Wave 3. Communicate the funding limitations and restrictions clearly with residents, and work in partnership with internal teams to address any outstanding issues.



Don't ignore the process:

Undergoing green home improvements can create disruption for the household, particularly when they are internal measures (such as internal wall or loft installation). Residents may be apprehensive to participate in these measures, but acknowledging their concerns, presenting options to mitigate expected challenges, as well as providing clarity around timelines and responsibilities, will build trust and understanding.



Include a clear call to action:

Many people want to see stronger climate action but struggle to understand the role they can play in supporting this. Inviting residents to participate in green home improvements and explaining that the opportunity will improve the daily lives of millions of Londoners, can help residents feel part of creating a fairer, greener city.



Consistency matters:

Residents may be nervous about scams or poor-quality work in their home, and inconsistent or confusing messaging about the works will add to this. Decide early on how works will be referenced in resident communications and stick to it, and ensure that there is a consistent resident facing officer to build trust in the process.



Avoid jargon overload:

Technical terms are used throughout green home improvements, many of which are uncommon in day-to-day life. Using too many of these terms, or not providing an accessible explanation, can be difficult for residents.

ChangeWorks A to Z of retrofit is a valuable resource for residents, collating key terms that might be encountered and providing a brief explainer.

Channels for communication

Website

To boost credibility and trust, create a digital space that hosts all relevant information, including:

- An overview of planned works
- Expected benefits to households
- Frequently asked questions
- A clear point of contact for residents

For two-way communication, consider using Commonplace or a similar platform to gather feedback, answer queries, and build ongoing dialogue with residents.

Letters and leaflets:

When communicating directly with eligible residents, strike a balance between:

- Providing useful, necessary information about the works
- Keeping content clear, simple and jargon-free
- Marking next steps

These communications should feel official and trustworthy – while leaflets can convey information in a more visual way.

Newsletters:

Identify local mailing lists and newsletters (from delivery providers, residents' groups or community organisations). Provide short, accessible updates on:

- The programme's progress
- Local opportunities for participation
- Resident success stories and testimonials

Social media:

Some residents may find information through social media platforms valuable in building their understanding of planned works. Content ideas include:

- Introducing key contacts residents will meet
- Short videos demonstrating different home improvement measures
- Simple explainers of key terms

Suggested platforms: Facebook, Instagram, BlueSky, TikTok or YouTube.

WhatsApp or NextDoor:

Many residents already communicate in WhatsApp or NextDoor groups (eg, neighbours, estate specific chats, tenant associations). Consider:

- Creating official group chats for programme updates (with opt-in consent)
- Sharing short reminders, quick updates and reassuring messages
- Offering voice notes or translated content for accessibility.

Flyers or canvassing:

Door-to-door engagement can build trust where residents are hesitant. Flyers or canvassing can:

- Provide a human, face-to-face introduction to the planned works
- Answer questions directly
- Reassure residents that works are official and funded

This works especially well when delivered by trusted, local representatives (such as housing officers, or resident champions).

Community meetings and events:

Hosting or joining community events provides opportunities to:

- Present the benefits of the programme in a clear and interactive way
- Give residents space to ask questions in person
- Build trust through visibility and transparency

Events might include drop-in sessions at community centres, housing associations, or co-hosted events with local groups.

Delivering resident-first retrofit

In the delivery stage, retrofit works are carried out in and around residents' homes. A resident-first approach ensures the process is managed with care, respect and transparency so that disruption is minimised and trust is maintained throughout. The delivery stage is about doing the work with residents, not just to their homes. Through clear communication, respectful practice, and ongoing support, retrofit can be delivered smoothly, safely and with minimal stress – ensuring that residents are partners in change.

Tool 6: Overview of the household journey in home energy improvements

Link to tool 6

Providing clarity for residents on what they should expect at different stages in their journey to home energy improvements helps build clarity, understanding and trust.

By encouraging them to consider different questions along the journey, common challenges that are often costly and time consuming for housing providers can be avoided, and practical steps to mitigate steps can be taken to mitigate these challenges early on.

How to use this tool

1. Share this tool with households to help build an understanding of the journey to home energy improvements.
2. Work with residents along the journey to support them, help build trust and foresee any challenges along the way.

Home energy improvements for Londoners

<Housing provider> is making homes healthier, warmer and greener – at no cost to you. Here's what you can expect, and some questions to consider along the journey.

Your journey to home energy improvements	Prompts to support you on this journey
Awareness: We will work with you to help you understand the benefits of home energy improvements and build your confidence in the process.	• What do you hope will change in your home – for example, warmer rooms, lower bills, or fewer repairs? • Do you feel confident knowing who to speak to if you have questions or concerns about these improvements? • Do you have any worries or hopes about making changes to your home?
Accessibility: Our specialist energy surveyors will visit to understand your property, needs and daily use to identify areas for improvement.	• Are there any parts of your home that are hard to keep warm or where you've noticed damp, mould, or draughts? • How do you usually use your heating, hot water and electricity? Does anything feel difficult about that right now? • Is there anything you'd like the surveyor to understand about your household, routine, or health needs?
Acceptance: We will present a plan for the improvements, and our specialist installers will take some measurements to make sure the plan works for your home.	• Does the improvement plan make sense for how you live and what you need? • Is there anything in the plan that you don't fully understand or want more information on? • Do you feel listened to, and trust that this plan will work for you and your household?
Adoption: We'll let you know when the improvements are going to be made and how long they're going to take. Our trusted installers will make energy improvements to your home, and you will begin to see the benefits.	• What do you need to do to prepare for the improvements? This might be removing or storing items, is there any support available from your housing provider? • Do you understand who will be coming, what they will be doing, and how long it will take? • Do you know who to contact if you have questions during the improvements?
Adaptation: We'll conduct an inspection to make sure the improvements are all up to standard and be in touch to make sure that the improvements are working for you.	• Do you feel any differences in your home – like it being warmer, quieter or more comfortable? • Is there anything that isn't working as expected, or that you need help understanding? • Do you need any support or follow-up to help you feel confident using your home's new systems?

Tool 7: Case studies of resident-engagement in retrofit

Link to tool 7

For many social housing providers, resident engagement is a key part of their role. When engaging residents in home energy improvements, unique challenges and opportunities may emerge, including some that may not have been encountered previously.

These examples synthesise work undertaken by Altair Consultancy and Advisory Services (Altair), who conducted a mapping exercise of existing resident engagement practices amongst retrofit partners, informed by a survey and a small number of interviews. They will not capture all that an organisation does but are presented to help social landlords think about how they might approach resident engagement.

Learning from the experiences of others, gaining insight about what worked well and what could be done differently, can be a valuable source of information, building the knowledge and confidence of those in resident-facing roles.

How to use this tool

1. Read the case studies to understand different approaches to resident engagement in retrofit
2. Identify relevant lessons, successes and challenges
3. Apply insights to strengthen communication and build trust with residents

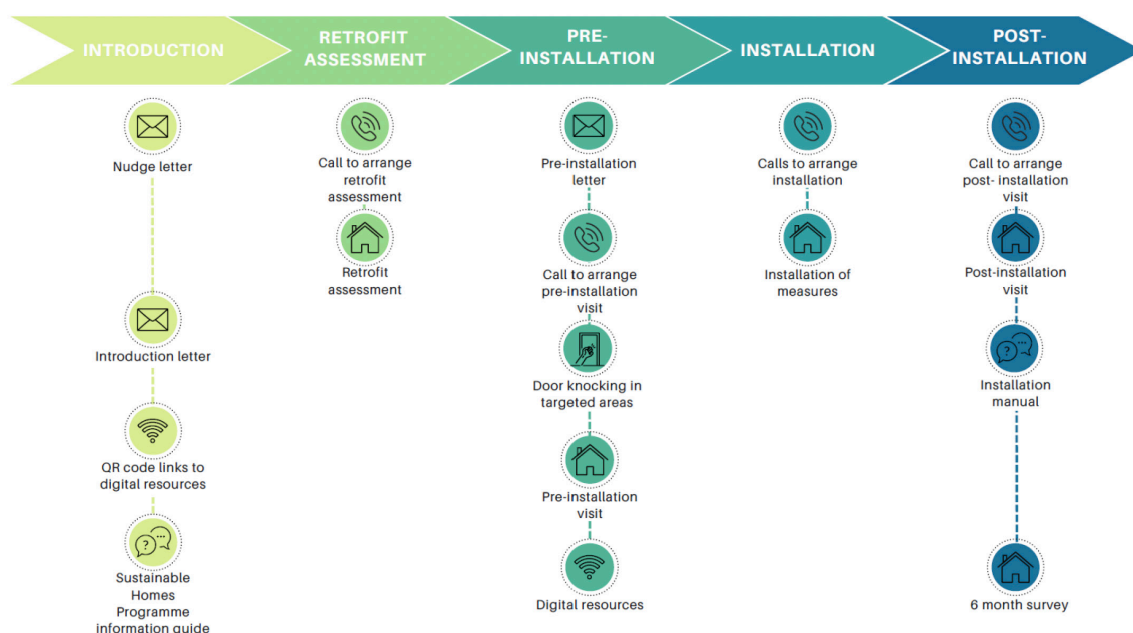
Case study: Clarion Housing Group

Clarion Housing Group is the largest housing association in the UK and has committed to becoming a net zero carbon organisation by 2050. This will be partly achieved through reducing energy use of residents in existing homes and building highly energy efficient new homes. Clarion delivered just under 1,000 retrofits under previous waves of the SHDF, including measures such as cavity wall insulation, external wall insulation, loft insulation and air source heat pump installations. In 2023/24, they started work on improving the energy efficiency of 2,300 homes, which they aim to complete by late 2025.

The overall strategy is to focus on the hardest to heat first to achieve an EPC rating of C or above by 2030, focusing on fabric first initiatives. One of their guiding principles is 'a plan for every property', as each resident and home is unique. Clarion aligns their Sustainable Homes Programme works with other asset improvement programmes, such as decent homes, to minimise disruption and ensure efficient delivery. They build working hubs from which they deliver the combined programme of works across estates and street properties in that area.

How are residents engaged?

The customer journey for their Sustainable Homes Programme is shown below:



Source: Clarion Sustainable Homes Programme Customer Journey, via Altair

The initial customer engagement is a letter sent by Clarion notifying residents that they are considering their home for works. This sets out what this might entail and says that the resident will be contacted by a contractor to arrange an assessment of their home. All future contact is then by the contractor, with text messages and letters quality checked by Clarion.

Resident engagement is through a mix of methods, including:

Written communications such as letters for different stages, leaflets and flyers. Language is very important in engagement, avoiding 'retrofit', 'warm homes', or potential savings on energy bills. Letters are developed through a working group of the Clarion and contractor delivery teams and contractor customer engagement team, with resident review through scrutiny panels. This is to ensure letters are fit-for-purpose and that messaging is as concise and powerful as possible, setting out expected benefits.

There are digital resources, which residents are signposted to. These include video testimonial videos from customers, infographics and videos outlining how works are going to be delivered. There is a digital platform for booking repairs and sending messages about energy improvements.

Community events are used in some areas, including fun days with product demonstrations, coffee mornings, and meet the contractor events. If there are several programmes of work in one area, then a working hub will be set up which can include a pilot home to demonstrate measures.

Each customer has a dedicated Resident Liaison Officer (from the contractor at the outset). They are on site all day, every day, and the knowledge and practice from Resident Liaison Officer's is captured through monthly meetings with contractors and regular reporting. They are key to understanding resident needs and supporting adjustments, such as temporarily rehousing residents undergoing medical treatment or with certain disabilities.

What works well?

- Having a pilot house that can be used both as site office and as a demonstrative retrofit project.
- Planning and ensuring that works on sustainable homes and other planned improvements are delivered in tandem has built trust with residents.
- It can be easier to deliver retrofit works on estates as closed communities mean residents can more easily share positive experiences.
- The team delivering the Sustainable Homes Programme are proud of what they deliver. Works can be so substantial and aesthetic (for example, external wall insulation or new windows) that they transform homes and customer's lives for the better, delivering more comfortable and energy efficient homes that look good.

What could be done differently?

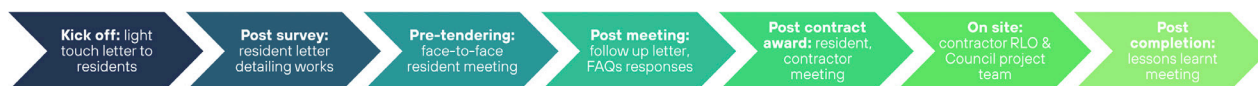
- A key challenge is residents cherry-picking measures (e.g. accepting new windows but refusing other works), undermining overall energy efficiency. To address this, window installations have been moved later in the schedule.
- Manufacturers are training Resident Liaison Officers to answer residents' technical questions. Clarion is also exploring incentives, though differing home needs make this difficult.
- Misconceptions and mistrust persist: some residents doubt retrofit benefits or distrust technologies like air source heat pumps. Clarion uses simple analogies (e.g. comparing heat pumps to fridges) and avoids overly technical messaging early on.
- Resident fears about works are being addressed. For example, testing mobile platforms instead of long-term scaffolding and committing to fix any interior damage during works, though flooring can be challenging.
- Better advance information on resident needs (e.g. disabilities or decision-making capacity) is required to plan and carry out works effectively.

Case study: Camden Council

Camden is the fourth largest local authority landlord in London, with over 22,000 social homes and around 9,000 leasehold properties. The Council is making improvements to its homes through its Better Homes programme, as well as delivering a net zero agenda. Camden has been involved in two waves of the Social Housing Decarbonisation Fund (SHDF), undertaking deep retrofit in 120 heritage protected buildings with an average dwelling cost of £70,000 in Wave 1. In 2023/24, Clarion started work on improving the energy efficiency of 2,300 homes, which they aim to complete by late 2025.

How are residents engaged?

Residents are engaged on projects with as much notice as possible, prior to preliminary surveys to assess eligibility. Different methods of communication were used, from letters and emails to build resident awareness, to maintaining a site presence during installation. In general, engagement follows the stages in the diagram below:



Source: Camden Council engagement plan via Altair

The modes of communication differ depending on what residents want, but will always follow the process outlined above, with online meetings and newsletters also provided at resident request. This process also follows the Council's access protocol, which involves letters.

Communications use plain English and focus on the benefits of the works, centring on the need for energy improvements. More technical information is available for any residents who want it, and there are pre-drafted responses to commonly asked questions about what the Council is doing and why.

Camden try to go above and beyond to adapt their communication and designs for different residents, joining up with their Neighbourhoods (housing management) team and the contractor to understand different needs. This includes having interpreters (including sign-language) and adapting design for residents with disabilities. The Council are sensitive in their approach, mindful of what residents want and appreciate that these are people's homes.

What works well?

- Responsiveness and clear responsibilities for communication: Camden has found email communication quite successful and finds that the more opportunities to communicate with residents and for residents to input – the better.
- More Council involvement leads to more successful engagement: there is a need to build up personal rapport with residents, including remembering names. The mannerisms of the contractor towards the resident has a big impact on the likelihood of the resident participating.
- Home Energy Advisors: this team help with liaising with residents and have exceptional communication skills in advising residents and helping with any energy issues, such as reviewing bills and speaking to their energy providers. They feed back any emerging issues to the Council, building a strong rapport with residents that helps overcome access issues for the works.
- Piloting: for residents experiencing longstanding issues with heating, framing improvements as a pilot for new technology meant they felt like a fresh approach and there might be creative solutions to resolving issues.

What could be done differently?

- One-size doesn't fit all: engagement should be tailored to the site, nature of works, and how much they will affect residents, as well as resident needs and preferences. There is no one solution, which can make it hard to predict in planning.
- Learn from previous projects: for example, Camden redesigned their ventilation strategy after some residents were unhappy with the piping and boxing in their flats. They also try to expedite any repairs or issues identified by residents, and clear up any misconceptions, so work can proceed.
- Getting less engaged residents, including leaseholders, to respond is a continued area of focus: receiving input from all residents helps with confirming the final programme of works. More precise timescales and physical examples of proposed measures were suggested by residents as areas to improve.

Case study: Royal Borough of Kensington and Chelsea, Lancaster West Estate

The Lancaster West Neighbourhood Team was established in response to the Grenfell Tower tragedy in 2017. Its mission is to restore trust, deliver a high-quality housing management service, and create a model twenty-first century estate, with sustainability and green recovery at its core.

The team aims to transform Lancaster West into a carbon-neutral, resident-led neighbourhood through deep retrofit and co-design with residents. This includes low-carbon homes, energy efficiency measures and estate-wide improvements. Their vision is not only technical (meeting PAS2035 standards), but also social – ensuring that change is made with residents, not to them.

How are residents engaged?

Resident engagement at Lancaster West is highly structured, inclusive and ongoing. Co-design is embedded in every stage, from early concept to final design. Residents are asked to identify their priorities, help select materials and finishes, and vote on key decisions. The process has three core stages:

- Initial design ideas
- Emerging preferences
- Finalising finishes and details

To ensure meaningful engagement, co-design engagement was carried out with the aim that at least 50% residents give feedback, with decisions based on the majority vote. To date, 73% of 795 households have participated in the

process. Communication methods are diverse and adapted to resident preferences, including:

- Door knocking, especially in the evenings
- WhatsApp groups for each block
- Multilingual communication to reflect demographic needs
- A neighbourhood website, WeAreW11
- Posters, letters, walk-ins to the on-site estate office, and one-to-one conversations.

Resident Liaison Officers, often recruited from the local community, serve as trusted, informed contacts. Residents could also walk into the estate office and speak directly to staff. This physical presence fostered informal, accessible communication.

Special consideration was given to language use – avoiding terms like “cladding” and using “retrofit” carefully. Engagement was also tailored for non-resident leaseholders, vulnerable residents, and those with culturally specific needs, such as cooking methods.

What works well?

- Co-design: a participatory model that gave residents real influence. If a majority opposed an option, it wasn't implemented. This builds trust and makes residents feel ownership over the improvements.
- Pilot home: one exemplar low-carbon home allowed the team to test and refine retrofit solutions in real-world conditions before estate-wide rollout.
- Price promises: co-designed guarantees that reassured residents their energy bills would not increase due to the heat network upgrade. This was crucial to reducing anxiety about new technologies and costs.
- Respite plan: recognising the disruption caused by retrofit works, residents helped create a plan to offer rest bite for those most impacted.
- Accessible team: the on-site location of the neighbourhood team enabled fast, responsive communication, usually resolving concerns within 24-48 hours.
- Tailored support: The *Goodbye Gas* project helped residents' transition from gas to induction cooking, covering the cost of new hobs and compatible cookware.

What would be done differently?

- Avoid consultation fatigue: too many letters or overwhelming choices led to disengagement. The team learnt to streamline communication and prioritise meaningful engagement over volume.
- Communication must be tailored: residents had diverse preferences, so a one-size-fits-all approach didn't work. A continuous feedback loop for preferred communication methods would be beneficial.
- Be realistic with timelines: co-design takes time, and residents weren't always prepared for the 2-3 years between design and site work.
- Retrofit is not one-size-fits-all: each home required unique consideration, especially due to previous alterations or specific resident needs, such as hoarding or disabilities.
- Tech transitions are challenging: some residents were wary of new systems like mechanical ventilation or induction cooking. The team addressed this through targeted education and automatic repair alerts for ventilation failures.
- Leaseholders are complex to engage: particularly non-resident owners who are hard to reach and less invited. This required bespoke, one-to-one engagement.

Case study: Notting Hill Genesis

Notting Hill Genesis (NHG), a major London housing association, launched its Warmer Homes Programme with the goal of improving energy efficiency in 1,000 homes over two years. By March 2026, NHG aims to complete 100 whole-house retrofits to the PAS2035 standard, focusing on measures such as air source heat pumps, solar panels, high-performance windows and doors, and loft insulation. The overarching ambition is to make homes warmer, reduce energy bills, and move towards net-zero carbon targets, all while ensuring the retrofit process is resident-focused and inclusive.

How are residents engaged?

Resident engagement is central to the programme and evolved through onsite learning, staff workshops and continuous feedback. NHG developed a structured customer journey with 12 internal staff stages, and five simplified stages for residents. Communication began with an introductory letter directing residents to a website featuring FAQs and videos. Eligibility was determined through home energy surveys, after which engagement was intensified with contractor visits, surveys, and scheduling of works.

Resident engagement was guided by six core principles: integrated working, a resident-first approach, clear communication, learning from feedback, understanding individual needs, and involving residents early. Communication methods were tailored, including home visits, texts, letters, phone calls, WhatsApp (found to be most effective), and community events. On some estates, resident champions supported peer engagement.

NHG worked with its Resident Forum to review communication materials and ensure messages about benefits were clear but realistic. For complex changes like switching to low-carbon heating, in-depth consultation events were held, supported by installers offering individual appointments. Understanding vulnerabilities and communication preferences were crucial, with adjustments made for those needing extra support, such as families with autistic children or bedbound residents.

What works well?

The Marcus Garvey Mews project exemplified successful engagement and delivery. Residents previously lived in cold, inefficient homes, but were empowered through education and choice regarding heating systems – most chose air source heat pumps. NHG's approach of offering choice and taking time to listen to residents fostered trust and deeper understanding.

Key successes included:

- Residents conducting their own research and engaging in peer discussions.
- Practical demonstrations, such as visiting a pilot property, helping residents visualise changes.
- Use of Resident Liaison Officers as a consistent point of contact.
- Collaborative planning and regular communication across teams.
- Early support with logistics, such as helping residents' clear lofts or move furniture, which was integrated into contractors' social value commitments.

What could be done differently?

- Communication around the timeline, noise, disruption and responsibilities (for example, maintenance of new systems) needs to be even clearer from the start.
- Some residents required more practical and non-digital solutions, especially with digital heating systems.
- Moving belongings was more challenging than anticipated and needed better upfront planning.
- Resident involvement takes time – there may be value in introducing deadlines for decision-making to avoid delays.
- Better coordination of the order of works and ensuring all staff share one-page schedules with residents helped reduce confusion and frustration.
- Tackling resident misconceptions – such as fear about costs – must be part of early engagement.

Tool 8: Template for agreeing the schedule of works

Link to tool 8

Consistent, transparent communication ensures everyone knows what to expect and avoids misunderstandings. Once a home energy survey has been undertaken and suitable measures have been identified, providing clarity on the next steps and ensuring that residents, housing providers and installers all know what to expect can build trust, understanding and confidence for everyone involved, and can mitigate resident drop-off if there is a long wait between the survey and improvement work commencing.

How to use this tool

1. Review the template and tailor against your organisational policies and protocols
2. Issue to residents, providing a named point of contact for any questions or queries
3. Once residents have signed the Agreement, commence works and refer to the document throughout to ensure that all parties are upholding their responsibilities

Aftercare

The aftercare stage ensures residents can live comfortably and confidently in their improved homes, maximising benefits of retrofit and strengthening long-term trust between residents and providers.

It involves supporting residents to adjust, by providing clear handover information on how new systems, controls and features work, offering demonstrations or training so residents feel confident, and ensuring information is accessible.

The retrofit journey does not end when the installation does. By equipping residents with the knowledge, skills, and support they need, housing providers can ensure that improvements deliver lasting benefits- lower bills, healthier homes, and feeling part of building a greener London.

Tool 9: Aftercare resources for residents

Link to tool 9

Lasting impact depends on how households adapt and learn to navigate their newly retrofitted home.

The purpose of these tools is to equip residents with information about commonly installed retrofit measures, providing explainers and frequently asked questions to build understanding, created in collaboration with our Resident Advisory Group.

How to use this tool

1. Adapt the templates to provide specific guidance based on the measures supplied
2. Offer drop-in sessions or training where appropriate
3. Follow up with residents using the tool below to understand performance of measures and the household experience of green home improvements

Tool 10: Resident experiences of home energy improvements

Link to tool 10

Understanding the resident experience of home energy improvements and effectively capturing outcomes is key to supporting a **resident-first** approach. By listening to residents' perspectives, we can ensure that retrofit and home energy efficiency programmes deliver not only on technical performance, but also on comfort, wellbeing and satisfaction.

In order to comply with The Department for Energy Security and Net Zero's conditions, Strategic Partners are required to collect feedback from residents following retrofit works. These questions, designed by IFF Research, help assess residents' experience during and after installation. **Each question must be worded exactly as specified, irrespective of questionnaire method** (for example, online, telephone or face-to-face). These questions are subject to change over time.

Survey data should be submitted to Warmer Homes London with the homes UPRN and date of works complete.

By embedding reflection into the resident experience, we can:

- Build a clearer picture of what residents' value most
- Identify challenges and barriers
- Adapt home energy improvement programmes to better meet residents' needs
- Create a continuous cycle of improvement, where every programme benefits from the experiences of those who came before.

Resident questionnaire

Five key questions are included, along with socio-demographic questions:

1. To what extent were you satisfied or dissatisfied with the process of your energy saving measures being installed?
2. Since the installation, to what extent have you been satisfied or dissatisfied with your energy saving measures and how they have worked?
3. Since the energy saving measures were installed in your home, have your mental and physical health got better, worse, or has there been no change?
4. Since the energy saving measures were installed in your home, have your feelings of warmth and comfort at home improved, worsened, or has there been no change?
5. Since the energy saving measures were installed in your home, what change, if any, have you seen to your energy bills?

To enable effective distribution of these questions, a master-copy of the required resident questionnaire has been created on Microsoft Forms, a resident-friendly platform.

How to use this tool

1. Follow [this link](#) to open a copy of Warmer Homes London's Resident Experience Survey, which can be tailored to meet your needs. By doing so, you will become the owner of the form and any responses collected will be viewed solely by you and any collaborators you invite.
2. Where prompted by **highlighted text**, update to reflect your organisations details and key contacts. This includes [space](#) in settings to customise your organisational contact if respondents have any feedback or questions.
3. In order to comply with PAS 2035:2023 under SHF guidance you will be required to complete basic evaluation requirements. To create efficiencies, you can integrate these questions into existing data collection processes- including PAS 2035:2023. See Clause 13.4 of the [PAS 2035:2023 Retrofitting Dwellings | BSI](#)
4. Data and privacy notices are a requirement under UK GDPR. A Privacy Notice Template can be found [here](#). Add any additional details required to ensure compliance with your own data governance structures.
5. Consulting your data protection officer for the process of gathering, storing, and sharing data is strongly recommended to ensure that you comply with your own organisational processes and GDPR.
6. Dispatch the form to residents after work has been completed.
 - a. To allow residents to complete the form **digitally**, click 'collect responses' and share the link via email or text.
 - b. For **face-to-face or telephone** feedback, gain consent to fill the form in on their behalf and complete digitally for ease of data collection.
 - c. A copy of the questionnaire can be found [here](#), allowing you to add your organisations logo, update to reflect your organisations details, print and distribute to residents to gather feedback for those who prefer a paper copy. Please note that the PDF must be opened in Adobe Acrobat to function correctly. You can download Adobe Acrobat [here](#).
 - d. For those that complete a paper copy, we ask that you in-put the responses back into a Microsoft form to ensure a clean data set.
7. Please store the information securely (as per your organisation protocols) until IFF (DESNZ's appointed research organisation) have agreed how they would like this information transferred.

Conversation prompts for deeper exploration of resident experience

Once you have distributed the Resident Questionnaire, some residents may be eager to share additional information about their experience of home energy improvements. Working with our Resident Advisory Group, we have identified outcomes of home energy improvements that matter most to residents.

These conversation prompts can enable the capture of outcomes that are deeply valued by residents, and can support social housing providers to build anonymous testimonials to build resident understanding, trust and confidence in the process - as well as identifying opportunities for change in future works:

- When agreeing the plan for your home's energy improvements, do you feel that your views and opinions were listened to?
- While arrangements were being made for your home's energy improvements, do you feel that you were informed about the progress?
- During your home's energy improvements, were you treated with respect by those involved?

Since your home's energy improvements have been made, have you:

- Learnt more about your home and how it works?
- Felt that the quality of your home has been improved?
- Feel proud to have contributed to a greener future?
- Shared your experience of home energy improvements with friends, family and neighbours?
- Gained skills and knowledge during the process of home energy improvements?
- These responses are also valuable to Warmer Homes London- with the permission of residents please forward on responses to SHF@warmer-homes.london

About this toolkit

To ensure this toolkit is grounded in the lived experiences of London's residents, it has been developed in collaboration with a group of residents across London's vast social housing stock.

The Young Foundation's work as part of a Just Transition in London's Retrofits allowed us to engage with more than 100 residents from a range of tenures to understand their current experience of green home improvements.

Building on this work, we supported 12 residents, with diverse lived experiences, and living in a variety of housing types and geographies across London, to participate in a resident accountability group in the development of this toolkit.



The Young Foundation hosted a series of participatory workshops, focused on building understanding of the delivery context for social housing providers and shaping each tool in this toolkit. We are grateful for all the insights and experiences brought by: **Achille Crawford, Alea Khatun, Annie Milusheva, Dorea Nengese, Emmaliter Williams, Jummy Otaiku, Kadiga Ngoua, Mahabuba Rahman, Melanie Johnson, Sabah Hussain, Usman Butt and Yahkiyah Kusi-Mensah.**

Members said:

“

initiatives like these let marginalised groups feel seen and that people are working towards making progress around their issues”

“

we all have our different views of the world and unique experiences that, when shared, make for a more inclusive project”.

Resident participation promotes active participation, co-operation and mutual responsibility, and the resident experience should be central to the delivery of green home improvements for the full benefits to be unlocked.

The resident advisory group developed a set of working principles for this toolkit's development, reflective of London's residents' aspirations for green home improvements. These principles guided how we worked as partners in change for a fairer, greener future:

- | | | |
|-----------------------|------------------|------------------|
| • Respect | • Organised | • Contribution |
| • Compassion | • Freedom | • Joy |
| • Openness | • Uniqueness | • Caring |
| • Grace | • Affordability | • Health |
| • Giving back | • Humour | • Fairness |
| • Love of learning | • Uniqueness | • Purpose |
| • Hope | • | • Fun |
| • Future generations | • Knowledge | • Usefulness |
| • Diversity | • Embrace | • Wellbeing |
| • Knowledge | • Kindness | • Vision |
| • Equity | • Parenting | • Pay it forward |
| • Community | • Responsibility | • Teamwork |
| • Making a difference | • Integrity | • Honesty |
| • Curiosity | • Inclusion | • Adaptability |
| • Fairness | • Equity | • Growth |
| • Trust | • Justice | • Ambition |

Alongside our resident advisory group, The Young Foundation collaborated with a group of social housing providers, who formed this toolkit's working group to ensure the tools meet their needs and priorities.

They steered this toolkit's direction of travel, and user-tested different tools. We are grateful for their thoughtful contributions throughout this process:

- Isabelle Nest-Coleman, Warmer Homes London
- Laura Shellard, Notting Hill Genesis
- Sarah Cross, Royal Borough of Kensington and Chelsea Council
- Maria Hill, Havering Council
- Luka Miljanic, Ealing Council

In addition to the working group, we thank each member of the Warmer Homes London strategic partnership or trusted delivery providers who participated in this process, particularly:

- Richard Gill, Islington Council
- Matthew Hayden, Aston Group

Endnotes

- 1 <https://www.london.gov.uk/programmes-strategies/environment-and-climate-change/climate-change/zero-carbon-london>
- 2 <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>
- 3 <https://data.london.gov.uk/dataset/leggi/>
- 4 <https://trustforlondon.org.uk/data/fuel-poverty-rates/>
- 5 <https://commonslibrary.parliament.uk/research-briefings/cbp-9696/>
- 6 <https://www.youngfoundation.org/our-work/publications/a-just-transition-in-retrofits/>
- 7 <https://www.gov.uk/government/news/help-to-save-households-money-and-deliver-cleaner-heat-to-homes>
- 8 <https://www.gov.uk/government/publications/warm-homes-social-housing-fund-wave-3>
- 9 <https://www.gov.uk/government/publications/warm-homes-social-housing-fund-wave-3>
- 10 <https://www.warmer-homes.london/>



The Young Foundation

The Young Foundation is a not-for-profit organisation driving community research and social innovation. We bring communities, organisations and policymakers together, shaping a fairer future through collective action to improve people's lives.

For more information visit us at: www.youngfoundation.org

Warmer Homes London

Warmer Homes London is a new organisation, jointly funded by the Mayor of London and London Councils. We work in partnership with boroughs and housing associations, to deliver £231 million in funding to improve the energy efficiency of Londoner's homes. To boost the impact of £121m of government funding, the Mayor, boroughs and housing associations have committed over £110m of additional resources, to collectively make London's homes greener, healthier and more affordable to heat.

This toolkit was developed by The Young Foundation, with participation from our Resident Advisory Group and social housing providers from across London.



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