



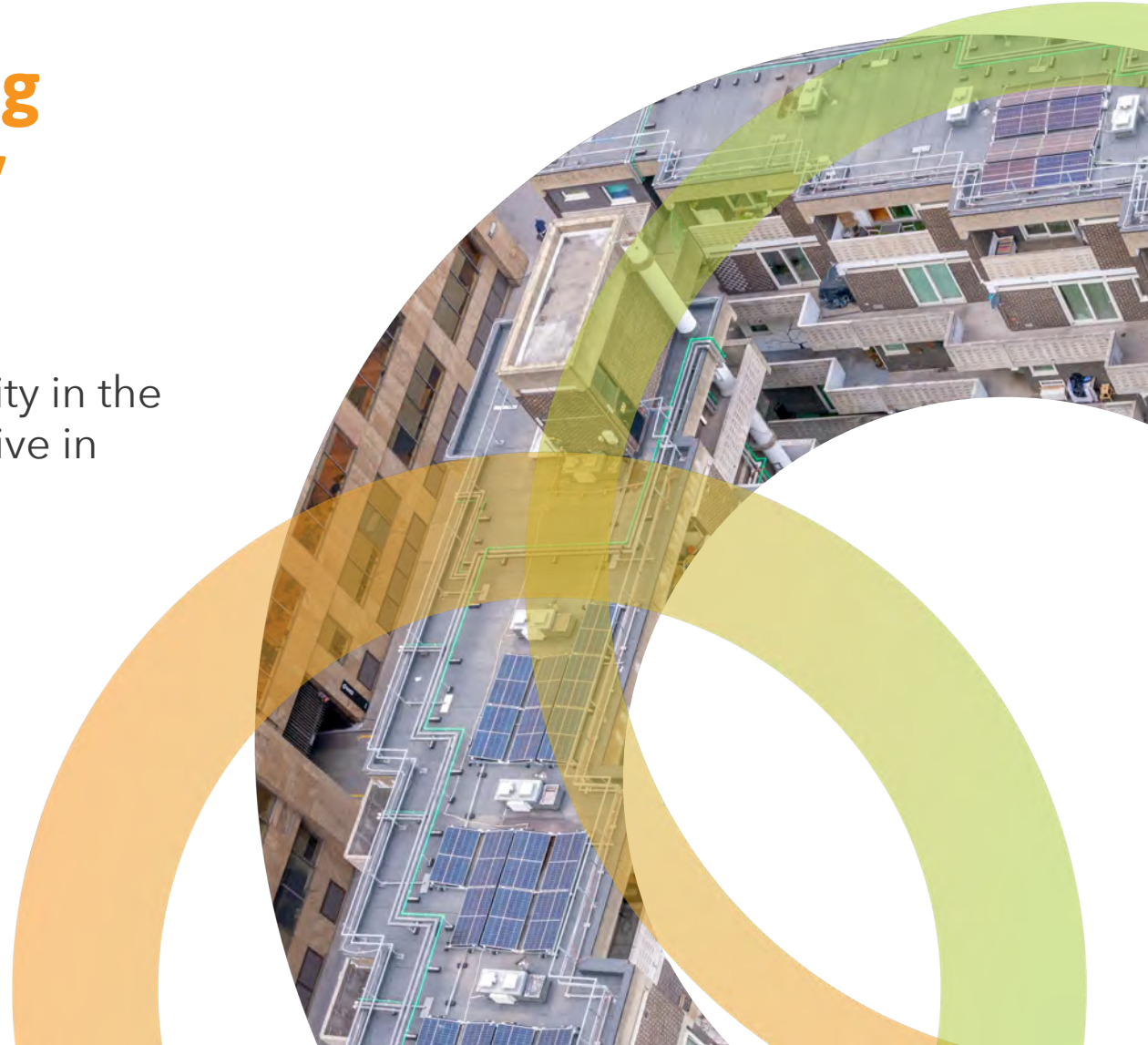
# Repowering Homes

London's community  
retrofit partner



# Repowering London is creating a world in which clean energy works for everyone.

Our goal is for communities in every town and city in the UK to be empowered with clean energy and to live in warm, healthy and comfortable homes by 2030.





## Retrofit can get big results

Retrofit has huge potential to **reduce the UK's carbon footprint, alleviate fuel poverty and make homes healthier and more comfortable to live in** - while addressing the historical shortcomings of its housing stock.

### The scale of the opportunity



The percentage of London households that are experiencing fuel poverty.

Source: Trust for London



The percentage of emissions accounted for by London's 3.5m homes.



No. of local authorities with more than half of their housing falling into band D or lower.

Source: ONS 2024

## But retrofit faces big barriers

### 1. Funding is confusing and erratic

People need a reliable source of information on available funding and whether they qualify for it.

### 2. Trust is lacking

People motivated to make energy efficient home improvements need access to advisors and contractors they can trust.

### 3. The media isn't helping

A focus on energy-efficiency improvement projects that have gone wrong for homeowners send a message that retrofit is a risky proposition.

### 4. Inequality is an issue

Whether retrofit is an option often depends on the level of household income. Those with less means are less able to take action.

### 5. People aren't prioritised

Too much emphasis has been put on the technical aspects of the retrofit process. Instead, the experience of people navigating their way through the retrofit journey must be the priority.





54%

The percentage of Londoners that live in a block 2 storeys tall or higher.

80%

Percentage of flats rated EPC C or below.

Source: Parity projects

## Blocks are falling behind

More than **half of Londoners** live in a flat. This means they face even greater challenges to making home energy efficiency improvements. And receive even less support to meet them.

### These include:

- A tangle of tenure and ownership laws
- Technical challenges
- High upfront costs
- Multi-party decision making
- Conflicting priorities between landlords and tenants



## That's why we've created: Repowering Homes

This new offer from Repowering London puts **people at the heart of retrofit**.

It is also at the **heart of our mission**: to make London's homes greener, healthier and more affordable and give people the power when it comes to generating, pricing and using energy.



# We are moving the dial on retrofit

We are applying what we've learned from more than a decade of community engagement, co-design and financial modelling.



**We call the result  
'community-powered  
retrofit'.**



# Towards a new narrative

Community-powered retrofit mobilises local communities so they can play an integral part in designing and delivering retrofit where they live.



## Individual to collective

The focus is on collective mobilisation around improving communities, rather than on putting the onus for change on individuals – who may not have the resources they need to take action.



## Inputs not extraction

The value of improvements, including financial and social gains, are kept in the community rather than providing profits for far-away corporations.



## Personalisation prioritised

People aren't stuck with off-the-shelf solutions. Instead, the retrofit journey is centred around individual residents, their particular circumstances and needs.

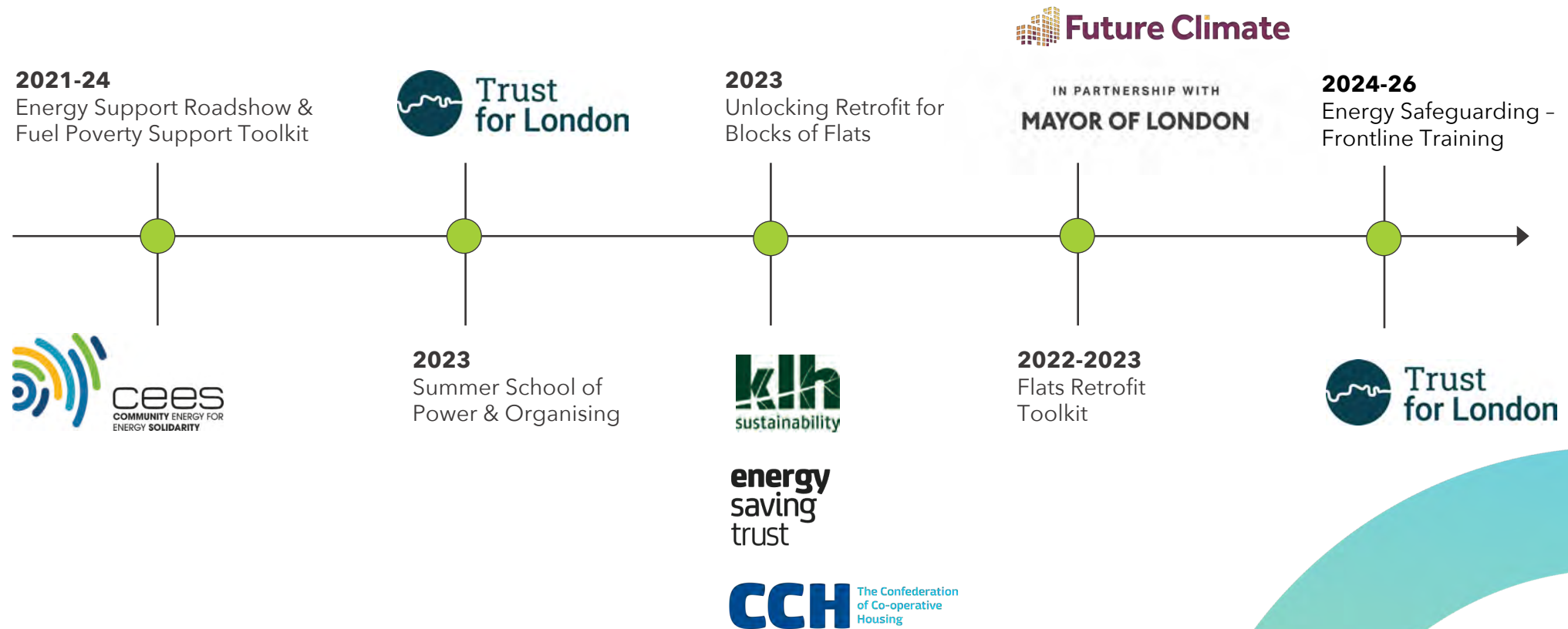


## It's about outcomes

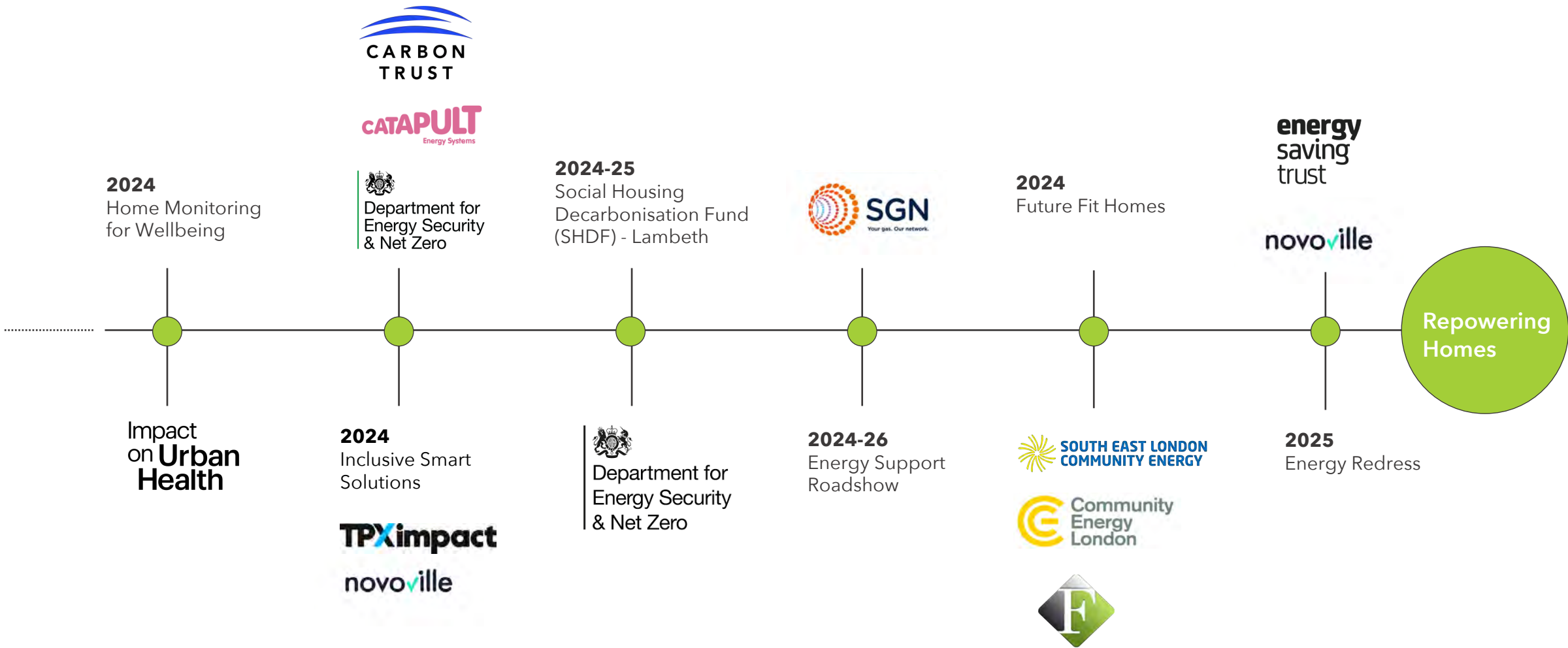
Success isn't measured by the number of installs and interventions made but on the positive impacts achieved for residents. These may include better resident health, reduced fuel costs, and support for communities often overlooked.



# Our retrofit journey – key projects



# Our retrofit journey – key projects continued





Our delivery model

## Repowering Homes – Blocks of flats



### Options appraisal

We provide an accessible, early-stage roadmap for retrofit, reliably guiding initial planning and decision-making.



### Co-design with the community

We shape each project with the local community and partner with community champions to access deep local networks.



### Sharing the project

We keep residents with differing needs engaged throughout the process – via letters, emails, surveys, community events and dedicated phone support.



### Technical innovation

We deploy cutting edge whole-block energy modelling, collect smart meter data, and blend technical findings with behavioural insights.



### Eligibility for support & financing

We assess household eligibility for government grant schemes, signposting relevant support, and give guidance for whole-block financing options.



### Aftercare & ongoing support

We don't disappear when work is complete. We monitor energy efficiency upgrades, help residents live with the new technologies and provide ongoing support.

Our delivery model

# Repowering Homes – Neighbourhood focus



## Community engagement & awareness

We drive demand for retrofit services through our community-first approach, embedded retrofit champions and relevant, local, targeted outreach and advice.



## End-to-end service

We provide an end-to-end PAS 2035-compliant service including retrofit assessments, co-ordination and design.



## Finance & funding

We carry out eligibility checks and support residents to identify and access all available funding and finance options.



## Personalised plans

Our retrofit coordinators keep residents informed, provide them with a personalised plan and support them throughout the retrofit journey.



## Monitoring, evaluation & feedback

We track energy savings, comfort improvements and customer satisfaction, including post-completion resident support.



## Accredited supply chain

We have developed partnerships with Trustmark-verified local supply chain partners, accredited to PAS 2030/MCS to deliver quality retrofit installs.



# The High

Overcoming barriers to retrofit in blocks of flats

## Challenge

Though blocks of flats represent over half of London's housing stock, they are massively underserved in retrofit planning and delivery due to a myriad of technical, legal, and economic challenges.

## Solution

At The High, a site made up of five blocks and 174 units in Streatham, South London, Repowering London worked in partnership with residents to co-design a new service model. This helped residents and landlords set goals together to guide retrofit planning, engaged residents with the retrofit process and helped landlords to understand what technical interventions were feasible and appropriate for their building.

## Results

This service delivered an early-stage roadmap for improving the energy efficiency of the building, reducing its carbon emissions and making it more comfortable for residents. Each resident received a personalised Smart Plan for their home. This approach strips the jargon from retrofit, making the process and the benefits clear for participating communities.

THE HIGH  
BLOCK 4  
FLATS 110-139

Potential  
CO<sub>2</sub> saving per  
year/flat

**1.25**  
tonnes

**“There's been genuine value in helping us steer our way in the management of the building ... it demonstrates that we are thinking about our long-term future.”**

– Board Member, The High

# Future Fit Homes

End-to-end support for individual households that is locally-led, place based and technology agnostic

## Challenge

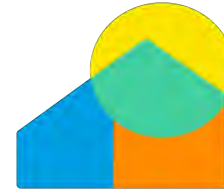
This demonstrator project set out to test the proposition that access to a trusted advisor was a key component in driving forward energy-efficient home improvements by homeowners.

## Solution

Repowering London supported homeowners in two London boroughs to access free retrofit advice, helping them understand the options and their pathway to reduced energy bills, improved well-being and reduced carbon emissions. Homeowners were guided across the entire retrofit journey.

## Results

Advice on grant-funding eligibility and end-to-end project support through the home assessment and installation process gave homeowners greater access and confidence to undertake works.



Total enquiries  
from homeowners

**210**

Referrals to  
contractors for  
suggested works

**13%**



# Why partner with Repowering London?

We are the UK's most experienced urban community energy developer.

## A trusted partner

We work in partnership with major London councils and national funders in a way that puts **real people at the heart of the energy system** and ensures they get the benefits created from using clean energy.

## Net-zero delivery

For more than 10 years, our team has supported the establishment of **11 community-energy co-ops across London**, working closely with local councils and helping meet the Mayor of London's net-zero targets.

## Investment innovation

We've pioneered a **fast-track funding vehicle to move projects quickly** and offer a proven model for building fundable, self-sustaining social enterprises.

## An end to inequality

Our community-led approach **cuts energy costs for those who have often been overlooked**, reducing inequality and supporting positive behaviour change.



# Making a difference in London



**11**

Community Benefit Societies & co-operatives supported



**1,120**

tonnes of CO<sub>2</sub> emissions expected to be avoided

**Developing work**  
Southwark, Waltham Forest, and Westminster

**Established projects**  
Barnet, City of London, Hackney, Hammersmith & Fulham, Kensington & Chelsea, Lambeth and Newham



**~900**

people directly involved as local investors, co-operative members and volunteer directors



**£225k**

Ringfenced in Community Funds earmarked for spending on local priority projects



We are now working in 9 of London's 32 boroughs and the City of London



**OUR GOAL**

FROM  
**1MW**

TO  
**5MW**

Total installed solar capacity by 2030



**2,000**

children and young people involved in and inspired by climate and energy learning



**150+**

young people received paid training, internships or mentoring



**~60**

people mentored in governance and management



# Help us bring Repowering Homes to your borough

- Demystify retrofit for residents
- Provide a roadmap for building managers
- Put people at the centre of the process
- Create social capital and climate benefits





**We can create a world in  
which retrofit works for  
everyone.**







# THANK YOU

**Repowering London**  
8th Floor, Blue Star House  
234-244 Stockwell Road, Brixton,  
London, SW9 9SP

**Claire.Harrold@repowering.org.uk**  
**07931 219887**



[repowering.org.uk](https://repowering.org.uk)



# An award-winning organisation



# Some of our partners and stakeholders

## Local Authorities



## Grant Funders



## Corporate & Corporate & Delivery Partners

