



# The Key Questions to a Retrofit Strategy

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Co-founder & Chief Innovation Officer

Q1:

# How much do you want to reduce your Residents' energy bills by?

- + Delivering Net Zero does not have to include reducing the home's energy bills
- + As Social Landlords tackling [fuel] poverty and symptoms such as damp & mould, you are likely to want to reduce your Resident's bills
- + Deciding the percentage reduction you want to target will largely set the "outcome" that determines the types and extents of retrofit measures you will target in your homes

# Q2:

## How much are you spending already?

- + Decarbonising homes includes replacing many elements that your maintenance budget is already planning to swap at end-of-life
- + Mapping these budgets and timeframes sets your pace for decarbonisation, and provides some of the budget you'll need to deliver
- + Remember to factor divestment & regeneration homes 'out', and reforecast different maintenance for new measures (this can often be savings)

Q3:

# What's the budget gap?

- + Your maintenance plans probably cover about 40-60% of the budget you need
- + Closing the gap will need a strategy, probably beyond just hoping for the grant fairy!
- + You'll need to understand, and then get your Boards to agree, the options to open new income or value streams that can either give you more budget, or leverage investment.

# Recap so far

- + At this stage you've answered...
- + **What?** Your retrofit measures
- + **When?** Your delivery timeline
- + **How Much?** Your current budget
- + **How Much More?** Your blend of solutions that close the gap in your current budget
- + This is a strategy! Just one more thing...

# Q4:

## Who've you told?

- + You need skills and a supply chain to implement your strategy
- + Sharing your plans, with as much certainty as you can provide, shows them the scale and duration of the demand you are creating
- + Good evidence of demand is the only way to drive up the supply of the services you need. So tell your supply chain as you much as can!

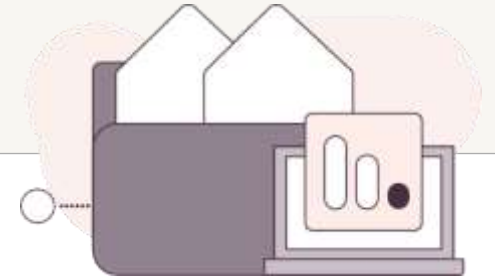
# Worried how to Fund or Deliver your Retrofits?

You can also talk to us about:

Our **Shared Savings bills** that provide an equitable income split from renewables to extend your funding, or service off-balance sheet finance

and

Our **Retrofit Co-ordination Service** provides quality-driven PAS2035 compliant support at scale and pace



**sero**

Name Surname  
22 Ridgeway, Cardiff CF10 5AW

Sero ID: SL000000  
Statement Number: SL000000-4  
Date: Day Date Month 2023

**Your New Comfort Statement Is Here**  
Energy used from 1st June to 30th June 2023

Your Opening Account Balance	£0
Payments (made by you, thank you)	£0
Adjustments (Breakdown on page 2)	£0

**Your Energy Charges**

Electricity Used (brought from Octopus Energy)	£17.01
Gas	£17.01
Solar	£26.25
Community	£6.51

**Your New Account Balance** £0 In Credit

**Emergency Number**  
Power Cut  
Call 105 (24hrs)  
Smell Gas  
Call 0800 111 999 (24hrs)  
Problems with your heating?  
Call 029 2000 2882

**Please Pay £112.23 by 15th April thank you**  
To:  
Sero Life Limited  
Sort Code: 16-58-10  
Account Number: 21331111

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# Thank you

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