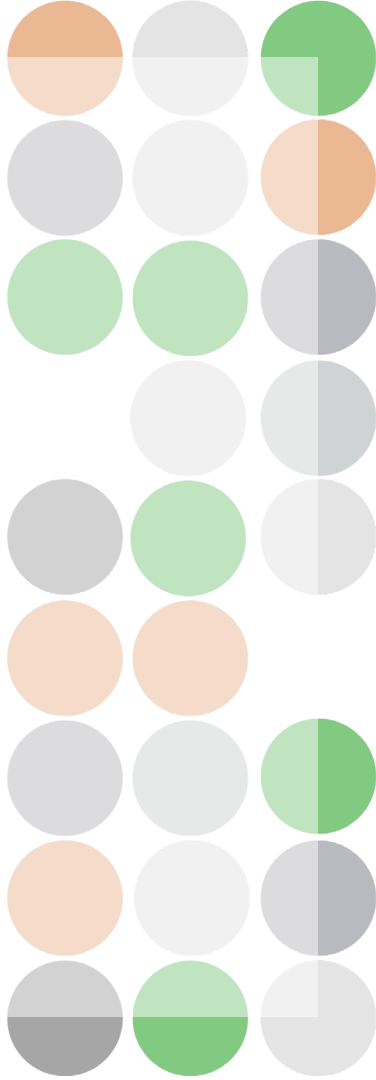


# Retrofit Success Guides

EEA Midlands - Supply Chain  
Conference and Exhibition 2026



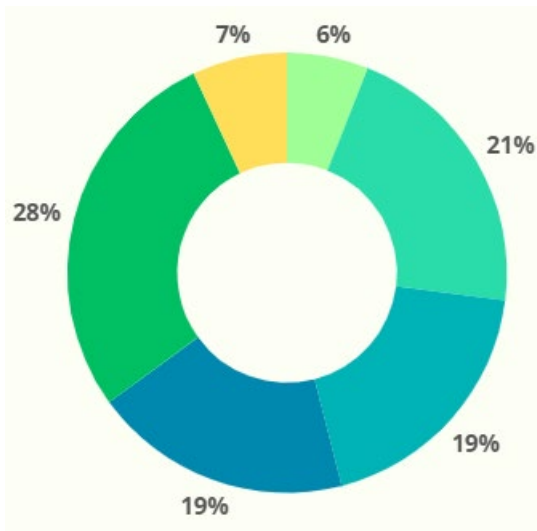
# Our network called for guidance based on real-world experience

SHAP held a series of workshops to draw on the wealth of knowledge in the sector and develop experience-based guidance about **what best practice looks like now** and **how the sector can go further** to accelerate retrofit, raise standards and deliver lasting benefits.

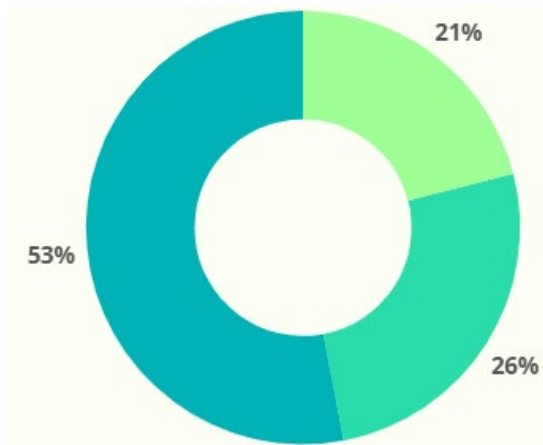


# 70 organisations from across the sector contributed

## Actors/Sector Representation



## Roles/Seniority Representation



- Academic
- Local/Combined authorities
- Third sector
- Contractors / Suppliers / Manufacturers
- Housing associations
- Consultancies

- Operational
- Middle manager
- Senior manager

# The guidance has been distilled into 8 'Retrofit Success' guides



Communicating retrofit effectively



Community and resident engagement



Data and digitalisation



Financing and procurement for retrofit



Governing and managing retrofit delivery



Retrofit evaluation and improvement



Skills and workforce development



Strategic planning for area-based retrofit



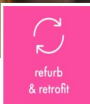
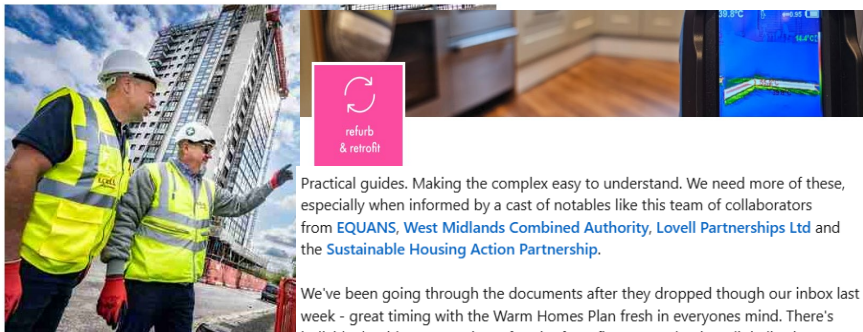


# Feedback has been hugely positive



## West Midlands leads the way with new retrofit delivery blueprint

Published: February 26, 2026 | 120 pm · Alice Spencer



Practical guides. Making the complex easy to understand. We need more of these, especially when informed by a cast of notables like this team of collaborators from EQUANS, West Midlands Combined Authority, Lovell Partnerships Ltd and the Sustainable Housing Action Partnership.

We've been going through the documents after they dropped though our inbox last week - great timing with the Warm Homes Plan fresh in everyone's mind. There's individual guides on a variety of topics from finance, evaluation, digitalisation, community engagement and strategic planning.

The information is explained clearly and goes so far that you can actually read about routes to best practice from residents to landlords want.

trending now  
Facilities Management

### Beyond the Boiler: Lovell backs new industry guides to support retrofit acceleration



#### Beyond the Boiler: Lovell backs new industry guides to support retrofit acceleration



AS the UK prepares for major energy efficiency works under the government's Warm Homes Plan, refurbishment



Success Guide

Lovell Renew has joined forces with Sustainable Housing Action Partnership (SHAP) to launch a new series of Retrofit Success Guides, providing practical, experience-led guidance to support improved retrofit delivery.

Delivering retrofit at scale continues to present significant challenges for the housing sector. Data gaps, resident engagement, skills shortages and programme delays are widely experienced across organisations and are rarely confined to individual programmes.

In response, the Sustainable Housing Action Partnership (SHAP) has developed a new series of Retrofit Success Guides, providing practical, experience-led guidance to support improved retrofit delivery.

The Retrofit Success Guides have been informed by contributions from more than 100 individuals representing around 70 organisations across the housing ecosystem. The content reflects learning from those planning, commissioning and delivering retrofit in real homes and communities, as well as from those experiencing its impact first hand.

Ian Mather • 1st  
Director of Strategy and Partnerships at Robert Heath Heating supp...

A great piece of work it was a pleasure to support this and share [Robert Heath Heating](#) s experiences

John Christophers • 1st  
@zerocarbonhouse Reimagining Retrofit  
3d •

Really exciting to see these SHAP Retrofit guides appear, with so many industry & community groups involved (including Retrofit Balsall Heath 🏡 /zero carbon house, MECC etc) [National Retrofit Hub Sara Edmonds CIVIC SQUARE Melissa Mean Dan People Powered Retrofit](#) Huge thanks to [SHAP \(Sustainable Housing Action Partnership\)](#) team for all your hard work

Sarah Young • 1st  
Sustainability Consultant | Net Zero, Retrofit & Fuel Poverty Projects | Care...  
4d •

Great to see these published and very pleased to have been involved and contributed.

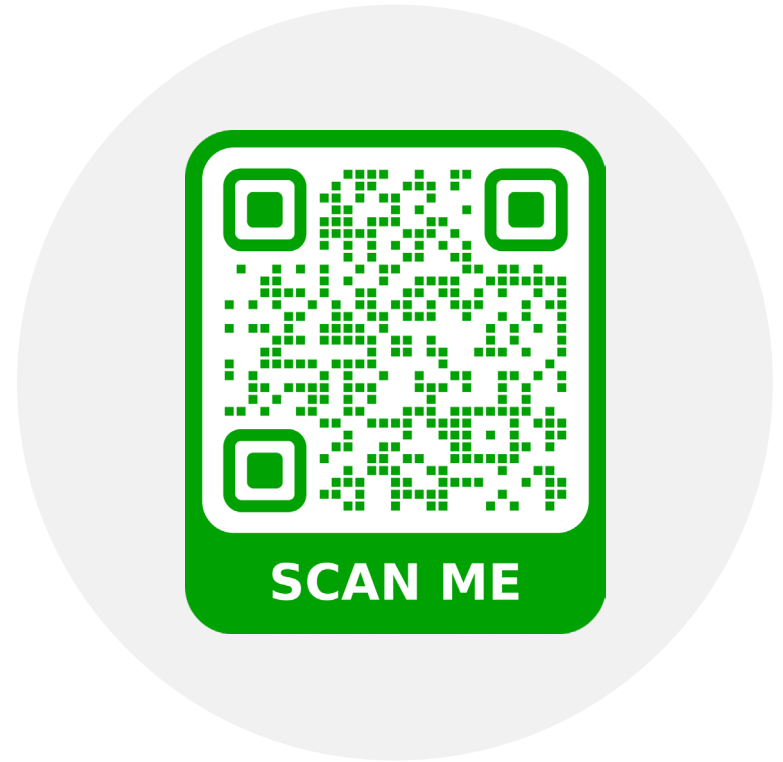
Alan Yates OBE • 1st  
Chairman, Liberty Developments,

An excellent piece of work - well done SHAP!

The Guides are free to access and available to download now

- Scan the QR code or visit [www.shap.uk.com/retrofit-success/](http://www.shap.uk.com/retrofit-success/)
- We're also building a live repository of 'Retrofit Success' case studies. Get in touch if you want to share yours:

[comms@shap.uk.com](mailto:comms@shap.uk.com)



# The Guidance: Community and resident engagement

## Best practice now

Plan engagement resourcing as seriously as any technical workstream

Frame retrofit as a service, not a one-off technical intervention

Stay visible and available beyond the install phase

Before

During

After

Provide access to shared regional engagement materials and tools

Inclusion of resident satisfaction as a delivery performance measure

Partnerships with local organisations to support long-term behaviour change

## How we can be bolder



# The Guidance: Strategic planning for area-based retrofit

## Best practice now

Establish a long-term, place-based retrofit vision aligned with local priorities

Ensure delivery visibility supports wider community buy-in

Track social, economic and environmental outcomes at area level

Before

During

After

Coordinate with utility providers and infrastructure owners

Use area-based delivery to test scalable net zero infrastructure

Align post-retrofit evaluation with other public service agendas

## How we can be bolder



# The Guidance: Communicating retrofit effectively

## Best practice now

Develop a tailored communications strategy for each audience

Provide two-way communication routes throughout delivery

Provide follow-up communications to reinforce trust

Before

During

After

Launch place-based retrofit education campaigns

Use branding that reflects local identity

Use outcomes from past delivery to shape future marketing and messaging

## How we can be bolder



# The Guides are accompanied by Lunch & Learns and WMCA Community of Practice

- Retrofit Success Lunch & Learns



**CHIC** **BROAD OAK GROUP**

**Financing & Procurement For Retrofit Lunch & Learn**

**Retrofit Success:**  
From Contracts to Communities –  
Aligning Procurement with Outcomes

**Wednesday 22nd April**  
12.00 - 13.00, online, free

RETROFIT SUCCESS  
Financing and procurement for retrofit



**together housing** **Panasonic**

**Community & Resident Engagement Lunch & Learn**

**Retrofit Success:**  
From Technology to Trust –  
Engagement in Practice

**Wednesday 20th May**  
12.00 - 13.00, online, free

RETROFIT SUCCESS  
Community and resident engagement



**ideal HEATING**

**Skills & Workforce Development Lunch & Learn**

**Retrofit Success:**  
From Ambition to Delivery - Heat Pumps and the Skills Challenge

**Wednesday 17th June**  
12.00 - 13.00, online, free

RETROFIT SUCCESS  
Skills and workforce development



**mixergy**

**Data & Digitalisation Lunch & Learn**

**Retrofit Success:**  
Using Data to Improve Retrofit Outcomes

**July 2026**  
12.00 - 13.00, online, free

RETROFIT SUCCESS  
Data and digitalisation



**EQUANS**

**Strategic Planning For Area-Based Retrofit Lunch & Learn**

**Retrofit Success**

**September**  
12.00 - 13.00, online, free

RETROFIT SUCCESS  
Skills and workforce development

Register for your  
FREE place



SCAN ME

- WMCA Retrofit Success Community of Practice: Details to be announced soon.

