

# Tackling Hard to Treat Homes

Inside Housing Webinar

Thursday 30<sup>th</sup> January 2025

***e.on***

# Contents

- Achieving Net Zero
- Defining Hard to Treat
- Challenges
- Top tips and lessons learnt

*e.on*



# Achieving Net Zero

# Achieving Net Zero

37%

Of annual UK greenhouse gas emissions come from heating buildings.

85%

Of UK homes use **natural gas** for heating.

29m

UK homes will need to be retrofitted to achieve **net zero by 2050**.

10m

UK homes are **difficult to insulate** or improve by conventional means.

# Achieving Net Zero

37%

Of annual UK greenhouse gas emissions come from **heating buildings**.

85%

Of UK homes use **natural gas** for heating.

29m

UK homes will need to be retrofitted to achieve **net zero by 2050**.

10m

UK homes are **difficult to insulate** or improve by conventional means.

# Achieving Net Zero

37%

Of annual UK greenhouse gas emissions come from **heating buildings**.

85%

Of UK homes use **natural gas** for heating.

29m

UK homes will need to be retrofitted to achieve **net zero by 2050**.

10m

UK homes are **difficult to insulate** or improve by conventional means.

# Achieving Net Zero

37%

Of annual UK greenhouse gas emissions come from **heating buildings**.

85%

Of UK homes use **natural gas** for heating.

29m

UK homes will need to be retrofitted to achieve **net zero by 2050**.

10m

UK homes are **difficult to insulate** or improve by conventional means.

# Defining Hard to Treat



# Defining Hard to Treat

**Hard to Treat** – *Difficult to make energy efficient through conventional improvements*

**Very Hard to Treat** – *Often properties that are rural, heritage and off the gas grid*

Common factors making them HTT

Age of property

Construction type

Location of property

Planning requirements

## **Complex to Decarbonise**

*The property's location, structure, or history present barriers to electrifying and sufficiently improving its energy efficiency to make it comfortable and affordable to heat in a zero-carbon future*

Common factors making them complex to decarbonise

Conservation areas

Listed building status

Remedial works requirements

Accessibility

Shared ownership

Measure suitability



# Challenges

# Challenges

Some of the main **characteristics** of hard to treat homes :

- Solid Wall Construction
- Listed Buildings
- Flats
- Hard to Fill Cavity Walls
- Bespoke Features e.g. Bay Windows, Thatched Roofs, Cob Walls

Some of the main **challenges** of hard to treat homes in the UK:

- Cost of improvements
- Planning restrictions
- Grid constraints
- Building economies of scale
- Technical expertise



# Top tips and lessons learnt

# Challenges, lessons learnt and top tips

## 1

### Common challenges:

- Stop/start nature of funding streams can cause challenges with programming
- Changing priorities of funding streams
- Supply Chain demand (especially linked to funding streams) and a secure skills capacity
- Coordinating with other capital works programmes or planned maintenance is essential to coordinate works accordingly (i.e. roofing/EWI)
- Prohibitive costs for complex properties
- Lack of up-to-date asbestos registers

# Challenges, lessons learnt and top tips

## 2

### Lessons we've learnt:

- Every property is different (occupancy/works)
- Carry out up to date Retrofit Surveys early, but not too early
- Resident refusals on certain technology (particularly ASHP')
- DNO costs and timelines have disrupted/halted projects
- Early engagement with all key stakeholders is essential
- Resident engagement is key
  - What?
  - How?
  - Why?
  - When?

# Challenges, lessons learnt and top tips

## 3

### **Our top tips:**

- Don't rely on inaccurate property data
- Carry out up to date Retrofit Surveys ahead of planned works programmes
- Collaboration is key! Engage the market to find the correct solution
- Select a trusted, quality Retrofit Delivery Partner early
- Engage comprehensively with residents to ensure a seamless delivery
- Integrate HTT solutions with planned CWPs and funding streams to maximise measure deployment

# Any questions?

Emma McKim

T: 07890 065982

E: [Emma.McKim@eonenergy.com](mailto:Emma.McKim@eonenergy.com)

The logo for e.on, featuring the lowercase letters 'e.on' in a white, bold, sans-serif font. The 'e' is lowercase and the 'on' is lowercase, with a period between them. The logo is positioned in the bottom right corner of the slide.