

Streamlining clean energy for residents

October 2025





CIVIC
CAMPUS

h&f
hammersmith & fulham



The Civic Campus energy network

- Restoration and extension of Town Hall, 204 new homes across 3 new blocks (over 50% affordable housing), cinema, offices, retail
- West King Street Renewal District Heat Network supplying heating and cooling across the site from the London Aquifer. £2.5m grant won from DESNZ, £5.5m for net zero heat in 14 other H&F buildings.



Social housing pilot – West Kensington



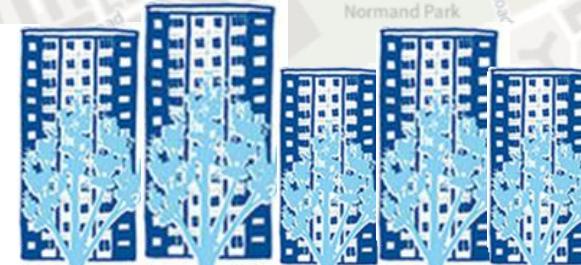
Overview:

- 396 homes improved
- Over £59,000 in bill savings for residents
- Less damp & mould
- Healthier homes & better air quality



Improvements made to 5 tower blocks: windows, cavity wall insulation,

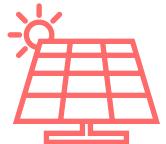
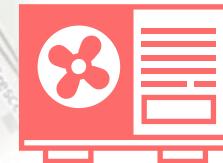
180 tCO2 pa



Bill saving - £154 p/a per home



Potential for innovative clean heat network linked to ECDC



Social housing where's next?



52 solar panels & home batteries



Wormholt & Old Oak



110 street properties getting improvements such as loft insulation, cavity wall insulation & ventilation improvements



Selection criteria:

- Funding available to carry out works
- High density of council owned stock
- Similar housing type
- Large proportion of street properties
- Other options include White City Close, South Fulham, Hammersmith Central

Partially funded through Social Housing Fund including **£20,000 per property** Low-Carbon Heat Incentive requiring **no match funding**



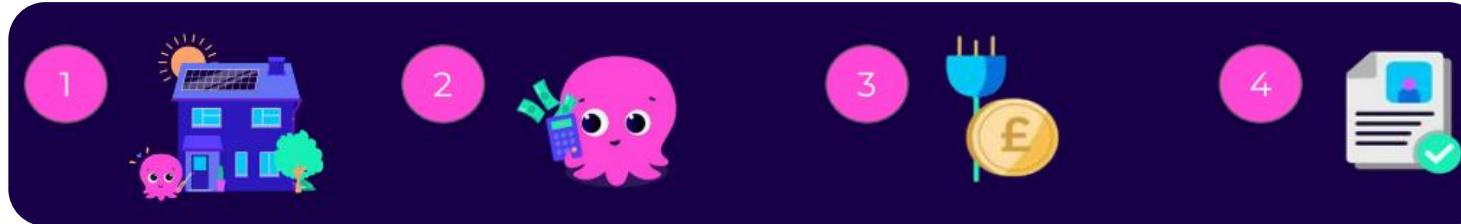
52 homes getting heat pumps



Tenant Energy Power



How it works

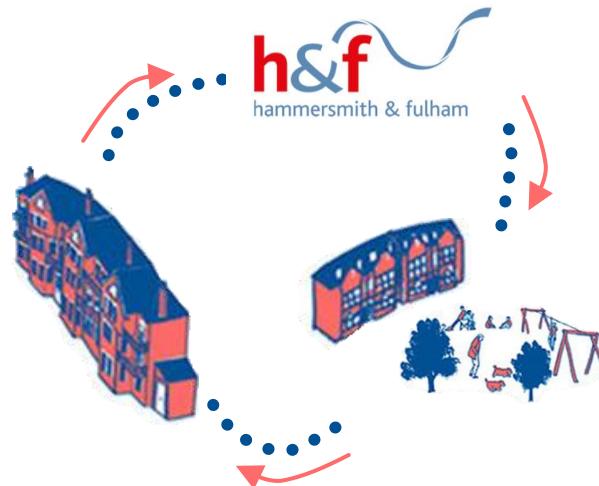


Council installs an approved solar & battery system on the home

Resident switches to 'Tenant Power' tariff

Resident receives Tenant Power discount (% to be agreed by council)

Monthly income report is shared with council



Benefits residents – Bill savings, clean heat, savings can be invested into further solar PV or energy saving
Benefits Council – Income generation potential from social housing
Octopus Energy is able to provide this service. H&F could be the first London borough to do this.

H&F Healthy Homes: cutting through confusion to guide residents through retrofit



H&F Healthy Homes website

- Info on measures, benefits, case studies
- Links to services to guide residents through retrofitting journeys



Simple form to understand relevant service



Fuel Poor residents

Free Groundwork service:

- Home visits
- Simple energy measures
- Phone consultations
- Grant application support



Owner-occupiers

New hand-holding service:

- Home assessments
- Appoint installers
- Finance and bulk purchasing
- 100 retrofit plans pilot



Private renters

Additional information:

- MEES
- Simple energy measures
- Grants and advice

Healthy Homes 'hand-holding' service



Suppliers include

Retrofitworks,
EcoFurb, Furbnow

Retrofitworks service
shown below



Common features

Accredited installer networks

Access to **finance** – green
loans, mortgages, grants

Cover fabric measures, PV, heat
pumps, and/or batteries

Unique features

Retrofitworks offers **bulk purchasing**
to save money

EcoFurb offers a simple **free online
assessment tool** prior to full home
assessment to indicate potential



Healthy Homes pilot area – Wendell Park



Engagement with schools and trusted community organisations



Establishing community energy champions



Hyper-localised engagement with the community, targeted communications, door knocking



Comprehensive support for fuel poor residents

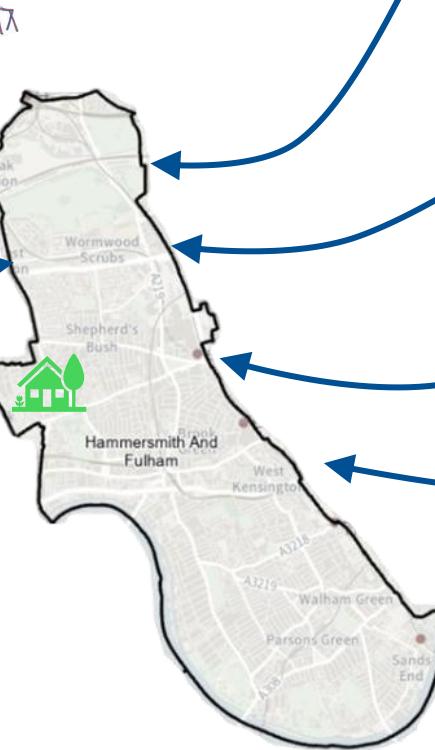


Govt grants



Selection criteria:

- Consistent and typical housing type
- Mainly houses
- High proportion of 'able to pay' residents
- Active resident association
- Previous engagement on Climate Action
- Nearby community spaces/ schools

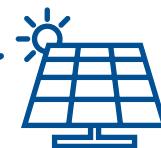


Potential EU H2020 Positive Energy District programme



Using drones to create street level heat loss maps to recommend measures to reduce energy bills

Complete journey hand-holding and finance



Exciting comms campaign on solar

HFCE Green Energy co-op

H&F set up H&F Community Energy in 2024, allowing residents to **invest from £50** in clean energy projects.

Independent community benefit society

How can H&F help this to **expand and accelerate**?

- Offer roofs – especially maintained schools.
- Engage Academies, businesses and churches
- Promote Community Share offers (the first launched June 2025)



Jack Tizard School



Benefits residents – opportunity to invest in solar for everyone
Benefits council – reduces emissions with no upfront cost
Benefits schools – reduces energy bills

Clean heat is a strategic investment opportunity



Heat Networks are:

Supported by UK government – Heat network zoning regulations expected 2026

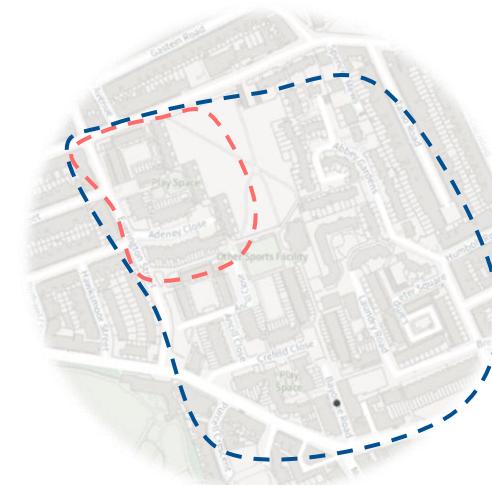
Proven to work – 66% of Danish homes connected to district heating systems

International interest – H&F Civic Campus heat network presented in Brussels

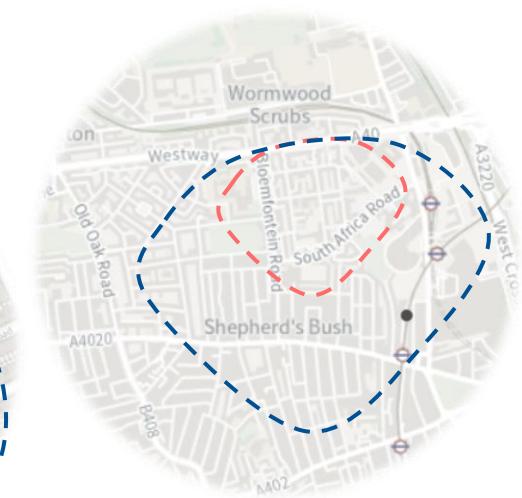
Investable – positive returns on investment, private finance interest, positive for Industrial Strategy

The cheapest way to decarbonise heat is often an area-based approach. **Heat networks** can unlock this in H&F - **we want more Civic Campuses**

Current Work:



Bayonne & Margravine
354 housing buildings, hospital, schools



White City Estate
1385 homes, university

Exploring GLA and government grants to expand to new areas