


SuperHomes

Retrofit Services Prospectus for Local Authorities
Private Sector Housing



Where eco-refurbishment and energy reduction
meet home comfort

Brought to you by  National Energy Foundation

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Introduction

SuperHomes© is the home of independent domestic retrofit advice. We specialise in helping homeowners take positive steps in their retrofit journey, offering comprehensive home assessments and services which are designed for the private 'able to pay' sector housing market.

To grow our influence and help scale up retrofit activity, we are currently seeking to work in partnership with a limited number of local authorities to bring retrofit services in their local area to homeowners. We recognise that many councils have signed climate emergency declarations but have limited resources to implement retrofit services that the lead to the desired action in the community.

We bring significant experience of working with local authorities to successfully set up and operate end-to-end retrofit services for the benefit of homeowners who pay for our support. SuperHomes© is part of The National Energy Foundation (NEF). NEF has been providing trusted, impartial, and independent energy efficiency advice since 1988, and retrofitting advice since 2007 as part of our SuperHomes initiative.

Our offer to local authorities

Working in collaboration with NEF, we can help you to establish and operate a retrofit service in a local area for as little as £15,000 + VAT. A new service can be up and running within three months, providing homeowners with advice to help meet local residential sector decarbonisation targets. Our not-for-profit status makes us an ideal partner, and we are not affiliated with any other brand so you can trust our advice to your residents is impartial.

Our core service is the provision of retrofit plans providing tailored advice and recommendations to customers which are delivered by our team of Retrofit Consultants. Our in-house consultants are accredited Assessors and Coordinators with experience of offering expert advice and support to homeowners. We currently offer two versions of retrofit plans and our service model can work on either a customer full self-funded plan basis, or subsidised plans (either in-part or in-full with a local authority contribution or voucher scheme).

Home Energy Retrofit Options (HERO)©	Whole Home Retrofit Plan (WHRP)
<p>This appraisal report is a condensed version of the WHRP and available for homes less than 150m² floor area and which are not either listed or located in a conservation area.</p> <p>£350 + VAT no hidden fees!</p>	<p>This is a comprehensive report closely reflecting the principles of BSI PAS 2035 to give the homeowner the most comprehensive view of the options for their property.</p> <p>from £600 + VAT prices vary depending on property size</p>

Both options include a welcome pack, initial customer consultation, home survey, post-survey and plan consultation, and a next steps pack.

Pricing schedule

The table below details our offerings for local authorities on a per annum basis. A detailed breakdown of what is included in each service can be found on our website (link to site page). Our determination to make retrofit happen is such that we will offer match funding for marketing services.

Services	Costs / inclusions
Cost to LA year 1	
Retrofit service set-up and management fee	£15,000 + VAT
SuperHomes Community webpage	Yes
Customer on-boarding and guidance through retrofit journey	Yes
Community engagement and outreach	Yes up to four outreach events per annum
Grant funding advice and eligibility checks	Yes
Progress reporting to LA	Quarterly
Marketing budget* - LA contribution (minimum recommended)	+£5,000 + VAT
Marketing budget* - NEF match funding	Up to £5,000 match funding per annum
Ongoing customer liaison to track installations	Yes for a 12 month period post plan
Customer satisfaction surveys with reporting to client	Yes
Cost to LA year 2 onwards	
Ongoing service management fee (includes reporting)	£7,500 + VAT

**An annual marketing budget of £10,000 is generally adequate for a target of up to 300 customer sign-ups to service per annum.

Optional services

We also offer a range of optional add on retrofit services which we will be happy to discuss with you. These include more intensive customer support post plan through to the installation phase and an evaluation methodology called the 'SuperHomes Rating Scheme' to review the success of completed retrofit projects based on actual monitored energy, health, and comfort performance data.

Additional services	Costs
Retrofit Installer / designer procurement and quotation evaluation	All subject to negotiation and agreement with options for customer paid for or LA subsidised
Customer support and QA during the installation phase	
Performance monitoring and evaluation post retrofit (with provision of monitoring kit)	
Housing stock analysis (for service priority targeting)	Subject to negotiation and agreement with LA
Home archetype energy modelling and local retrofit pattern books	

Other offerings

We pride ourselves on shaping tailored made services to meet the needs of clients and will gladly provide a fee proposal in response to a client brief for the following services:

- Project Management
- Community Engagement
- Grant funding management (including allocation of non means tested funds)
- Retrofit related research projects
- Retrofit presentations and training
- Retrofit supply chain development
- Consultancy support

Our track record

Our work with local authorities includes Hertfordshire and Bedfordshire as part of the Local Energy Advice Demonstrator scheme that is aimed at delivering energy advice to residents via our bespoke HERO retrofit plans. Another flagship project that SuperHomes completed in October 2023 was a 2.5-year Pilot Whole House Retrofit Service in Hampshire. We worked with two local authorities and two climate action community groups in Winchester and Petersfield to deliver 300 Whole House Retrofit Plans to residents across these areas.

Meet the Team



Paul Ciniglio – Head of Whole Home Retrofit

Paul is our Head of Whole Home Retrofit. Paul has over 35 years of experience working in the built environment, two decades of working in affordable housing. He joined NEF in 2020 having previously supported NEF as a consultant. He has extensive knowledge of domestic retrofit having led many projects several of which have been recognised by awards. He retrofitted his own home in 2009 and again in 2022.



Sally Hodgkinson – Project Manager

Sally joined SuperHomes in 2021 as a Project Manager to help oversee the development of the service. She works across the team, ensuring our projects run smoothly and efficiently, delivering positive results for all stakeholders.



Bill Wright – Retrofit Consultant

Bill is our technical lead and joined SuperHomes in 2022 as a Retrofit Coordinator. Bill is responsible for conducting home surveys, producing reports to recommend suitable cost-effective energy efficiency measures for the homeowner to help them reduce their carbon footprint. He also ensures a consistent quality of service is maintained across our team of consultants.

Next steps...

To find out more about our retrofitting service, the next step is to arrange a short call where we can discuss your specific requirements.

To arrange this call, please email superhomes@nef.org.uk



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Basic retrofit service

Working in collaboration with NEF, we can help you to establish and operate a basic retrofit service in a local area for as little as £7,500 + VAT.

Pricing schedule

The table below details our entry service level for local authorities on a per annum basis.

Services	Costs / inclusions
Cost to LA year 1	
Retrofit service set-up and management fee	£7,500 + VAT
SuperHomes Community webpage	Yes
Customer on-boarding and guidance through retrofit journey	Yes
Community engagement and outreach	Yes up to two outreach events per annum
Grant funding advice and eligibility checks	Yes
Progress reporting to LA	Bi-annually
Marketing budget* - LA contribution (minimum recommended)	+£2,500 + VAT
Marketing budget* - NEF match funding	Up to £2,500 match funding per annum
Customer satisfaction surveys with reporting to client	Yes
Cost to LA year 2 onwards	
Ongoing service management fee (includes reporting)	£5,000 + VAT

**An annual marketing budget of £5,000 is generally adequate for a target of up to 100 customer sign-ups to service per annum.

The opportunity to transition from the basic service to a more comprehensive one as set out in the main prospectus exists in subsequent years.

We offer both Home Energy Retrofit Options (HERO)© Whole Home Retrofit Plan (WHRP) under the basic service, refer to main prospectus for costs and details.