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Heritage & Net Zero

A wicked problem

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Scale of the problem

- We have 125,000 homes under management across 169 Local Authorities



- Our initial work on net zero carbon has completed works to 110 homes in 21-22 with a further 450 homes underway in 22-23
- Disparity in planning policies and the decarbonisation agenda at local authority level
- Our current asset management archetype modelling is too broad for decarb
- Fuel poverty and decarbonisation go hand-in-hand



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Its not just an asset problem

- Decarbonisation is as much about people as it is about bricks and mortar
- Community cohesion and the impact on the wider community heritage
- Respecting the memories people have made



“.....a house becomes a home when it is a haven for love, memories and happiness.....”



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The opportunity

- An opportunity to rethink our approach to asset management and neighbourhood planning
- To collaboratively reinvent homes and neighbourhoods with customers at the centre that respect the past and existing heritage, but embrace the future
- We have to drive change and innovation
- Balance is key – The balance between
 - achieving the best possible customer experience
 - technical practicalities
 - retaining v creating heritage
 - control overall cost
- The opportunity to create “*a plan for every home*”



Thank you



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