

Retrofit Services

What's Inside

Delivering retrofit the right way



Let's deliver homes for impact together!

Retrofitting some of Europe's oldest and most challenging to treat housing stock is no small task, yet the UK Social Housing sector is leading the way. The improvements being made to our existing housing go far beyond addressing climate change, they're also tackling health, safety, and most importantly, energy insecurity for residents.

At Sero, we're passionate about retrofitting homes the right way, and making the most meaningful impact possible. Our commitment is to our landlords, the planet, and most importantly for the residents who live in these homes. We're here to support the social housing sector every step of the way, from providing funding solutions to retrofit delivery, and ensuring your residents' energy bills remain low.

Our Mission

Net Zero Homes, Simply and Affordably

Our non-negotiables

At Sero, our Values, (our non-negotiables!) are more than just words they guide everything we do, from technology decisions to quality retrofit and real impact.

People first: Putting people first, always.

Integrity: Doing the right thing, not the easy thing

Innovation: Solving tomorrow's problems, today.

Committed: We get the job done well.

Sustainable: Dream green and raise the bar.



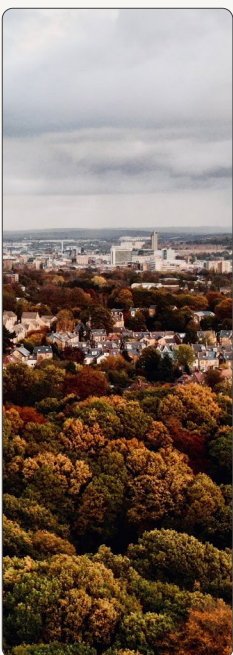
Choose a partner, not a turn-key solution

At Sero, we see retrofitting existing housing stock as a catalyst for positive change. It's an opportunity for landlords to innovate, address long-standing priorities, and deliver homes that not only emit less carbon but are more affordable to power and heat and improve the well-being of residents.

To make this happen, landlords need the right strategy for every home, quality-driven supply chains, and effective resident engagement to empower residents to use the technologies within their homes.

Our Retrofit Services are designed to deliver exactly that. We offer technical expertise and independent oversight across your entire supply chain. We're not a contractor or a turn-key solution, we're a partner, supporting landlords, your supply chains, and residents every step of the way.

When you work with us, you gain access to our team of experts who bring a wealth of knowledge and experience and are passionate about delivering improved homes to the highest standards.



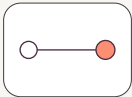
Retrofit done right, from start to finish

If you are looking for a full-service provider, then we can provide Retrofit Assessment and Design, with our Retrofit Co-ordination, as a complete solution, using our trusted third-party partners.

What's more we offer scalable pricing based on the number of units or services required, ensuring you receive the best value for your investment, without compromising on quality.

Our Support every step of the way

When you partner with Sero you get more than just a PAS 2035 compliant provider. You gain access to a wide range of experts and services that help you plan, fund, and deliver your programmes.



Planning Your Retrofit Programmes

We work with you to shape or strengthen your retrofit strategy—ensuring your programmes deliver real impact for residents and value for your organisation.

Our aim: To align retrofit improvements with your biggest priorities—tackling fuel poverty, improving health outcomes, and addressing damp and mould—while making the most of your budgets.

How we help!



Get More From Your Funding

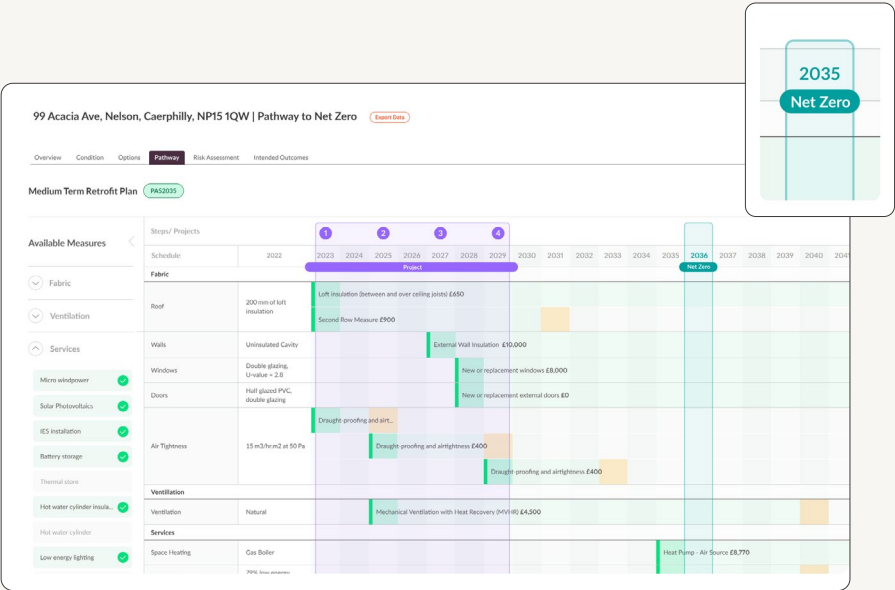
Using Sero’s proprietary technology, we help you design a programme that blends seamlessly with your existing maintenance plans and unlocks the full potential of available grant funding—maximising the number of homes you can improve.

Sero Pathways Engine (SPE)

Our bespoke digital tool, the Sero Pathways Engine, analyses your property data and generates PAS 2035-aligned retrofit plans for every home in your portfolio.

The Outcomes

- Our Medium Term Retrofit Plans (MTIPs) and combination of measures balance affordability for residents, capital costs, budget constraints, existing work programs, funding requirements, and carbon reduction.



Our support at every step

Each Pathway is tailored to the unique characteristics of the home, sequencing measures logically to avoid unintended consequences and ensure long-term performance.

SPE can be customised to meet your specific needs—whether that's aligning with funding requirements or syncing with planned maintenance. And because it's regularly updated, you can be confident it reflects the latest legislation, technologies, and industry standards.

What's more you will get access to our award-winning technology providing easy means to view and download your retrofit plans and documents.



Funding Your Retrofit Programmes

We understand that funding remains one of the biggest hurdles in delivering retrofit at scale. That's why we offer tailored support to help you unlock grant funding and explore alternative finance options—so you can do more, with less.

Our aim: To help you retrofit as many homes as possible by making the most of every available funding route.

How we help!



Bid Writing Support

We support your funding applications with expert input on project definition, stock analysis, retrofit pathways, and resident engagement. Our Sero Pathways Engine (SPE) also helps you evidence impact and value.

Access to Private Finance

Through our Energy-as-a-Service model, we offer flexible funding options—including off-balance sheet finance or payback mechanisms—so you can invest confidently without carrying the burden alone.



Our support at every step



Delivering Your Retrofit Programmes

At Sero, we know that when retrofit is done right, it transforms lives. That's why we work closely with you and your supply chain to deliver high-quality, resident-focused outcomes—first time, every time.

We provide the full suite of PAS 2035:2023 roles, including Retrofit Assessor, Designer, Co-ordinator, and Evaluator, ensuring every step of your programme is expertly managed and fully compliant.

Our aim: To deliver the right combination of measures for every home—designed and installed to the highest standards, and delivering real, lasting impact.

How we help!

Supply Chain Support & Training

We collaborate with your assessors, designers, and installers to set clear expectations from the outset. Our experts can deliver targeted training to raise quality, build understanding, and ensure everyone knows what good looks like—and why it matters.

Project Management

You'll have a dedicated project manager as your single point of contact, coordinating all stakeholders, tracking progress, and keeping your programme on time and on track.

The Outcomes

- ✓ Your homes are improved to last, reducing your ongoing maintenance spend, tackling some of your competing priorities, such as damp and mould, and reducing your carbon footprint.
- ✓ Our partnership leaves your organisation and people feeling confident and supported to deliver your programmes.



Our support at every step



Say hello to our
Retrofit Co-ordinators



Retrofit Co-ordination

As your Retrofit Co-ordinator, we guide you through every stage—from selecting homes and defining intended outcomes, to co-ordinating assessments, designs, and installations. We use our Sero Pathways Engine to model tailored medium term improvement plans, oversee quality, and ensure full PAS 2035 compliance. Post-installation, we evaluate performance and manage TrustMark lodgement—ensuring nothing is left to chance.

Assessment and Design Services

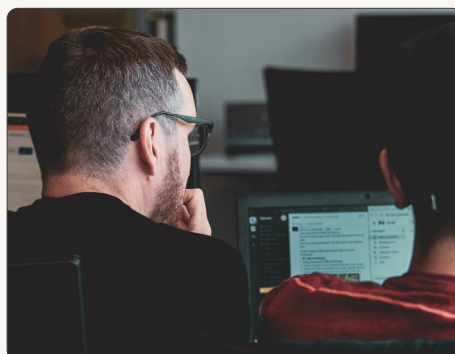
If you're looking for one provider to give you a complete solution, we can offer assessment and design services along with our Retrofit Co-ordination using our trusted third-party providers.

Resident Engagement

We help you create a resident experience that builds trust and confidence. From understanding the benefits of retrofit to using new technologies, we support residents every step of the way. Our team can help you shape an engagement strategy that wins hearts and minds—and leaves no one behind.

The Outcomes

- ✓ Our Retrofit Co-ordination Services ensure quality assessments, designs, and installations from your supply chain.
- ✓ Our resident engagement support makes sure your residents feel their home improvements are happening with them, not to them. Upon completion, they feel confident to use the new technology within their homes to reduce their energy consumption.
- ✓ Most importantly, for your residents, their homes are greener, more affordable to power and heat, and better for their well-being.



What we do all in one place

| Role | | What We Do |
|------------------------|---|---|
| Funding Support | ✓ | Bid Writing: To support successful bids |
| | ✓ | Business Case Development: With portfolio reviews and strategy support |
| | ✓ | Access to Private Finance: Via Energy-as-a-Service. |
| Retrofit Co-ordination | ✓ | Supply Chain Support: Setting clear quality standards |
| | ✓ | Intended Outcomes: That detail your requirements |
| | ✓ | Medium Term Improvement Plans: That select the right combination of measures |
| | ✓ | Quality Assurance: For PAS 2035 compliance and best practice from start to finish |
| | ✓ | TrustMark Lodgement: Submitting all required documents |
| | ✓ | Retrofit Evaluation: Resident satisfaction surveys post-installation. |
| Resident Engagement | ✓ | Customer Experience Experts: To help design your strategy |
| Complete Solution | ✓ | One Stop Shop: With Retrofit Assessment and Design services also available. |

Built on experience, designed to deliver quality and real impact

At Sero we see the value of retrofit and the positive impact it has on residents lives when delivered well. Here are just a few examples of our experience and how we're helping landlords retrofit the right way.

£158m+

Secured grant funding

Our Bid Support has helped landlords secure funding from the ERDF and multiple waves of the SHDF—now Warm Homes: Social Housing Fund.

2000+

Homes with a plan!

We've created MTIPs for 100 to over 1,000 homes, covering mixed tenure and hard to treat homes.



"Sero has been extremely supportive in delivering a new solution for us and driving the required changes needed to deliver day-to-day volume activity. Over the last 12 months, we have delivered a robust process that clearly defines the requirements for delivering a successful Retrofit Coordination process for the scheme."

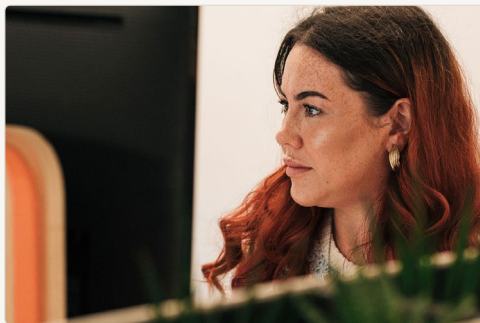
Ross, Head of Nest at British Gas

Improving together

We work in close partnership with our landlords, continuously learning and evolving from each project. These insights not only shape our future collaborations but also enhance the value we bring to our wider client base.



Read how we've done this with SNG in [Unlock Net Zero: Sero Retrofit Q&A: What Would You Do Differently?](#)



David

CHP: Sustainability and Asset Data Manager

"Sero's strategic planning and adaptability were key in optimising our funding allocation for the Warm Homes: Social Housing Fund Wave 3. Despite receiving a reduction in grant funds, their expertise has enabled us to retrofit more homes, ensuring we still make a significant impact. This partnership has demonstrated how effective collaboration and the right strategy can overcome financial constraints and drive meaningful results."



See how we helped CHP make their reduced Wave 3 funding go further. [Read more.](#)

Latest case studies

[SNG case study](#)

[CHP case study](#)

[British Gas case study](#)

Meet your retrofit team

Our experts are what give us stand-out at Sero, so we think it's important you meet some of our wonderful team behind our Retrofit Services.

Retrofit the right way · Retrofit the right way · Retrofit the right way

Account and Project Management

Your primary point of contact ensuring you receive a smooth and responsive experience from initial enquiry through to project completion.



Anne-Marie

Account Manager

Anne-Marie's all about impact on people, places, and the planet. With 10+ years in construction and a background in engineering, she's led big projects as a design and project manager. At Sero, she brings her energy to creating greener, fairer homes that truly improve lives. Whether she's battling for climate action, social justice, or just the best spot at a gig, Anne-Marie's all about making a difference. Passion guaranteed.



Mick

Programme Manager

Mick's key focus is delivering retrofit projects at scale and making a real difference where it counts. With 25 years in Military Engineering and global construction under his belt, he now leads programmes across Sero, making sure every project is technically sound and PAS compliant. Home is a smallholding in West Wales, where Mick renovates, looks after 3 dogs, a cat and a horse, grows his own food, and explores the hills by bike... the office is a rest!



Annie

Project Manager

Annie keeps projects on track, bringing teams together, updating partners, and making sure everyone's aligned with the project goals. She's led multi-million-pound retrofit and energy advice projects with Portsmouth City Council and the South West Net Zero Hub and teamed up with DESNZ to shape a funding scheme. She loves gigs, good stories, and adventures with her dogs, Toby and Coco.

Meet your retrofit team

They love the details

Retrofit Co-ordinators

The team behind your MTIPs and overseeing your supply chain from Assessments and Designs to Installations.



Lee

Retrofit Co-ordinator and Technical Manager

Lee makes sure every home going through Sero's Retrofit Services gets the benefit of both smart upgrades and real technical know-how. With a background in commercial greenhouses and running a successful plumbing and heating business he brings practical experience to the table. Outside work, he's all about family (+ the dog!), and performing unexpected crowd-pleasers at open mic nights.



Fuchsia

Retrofit Co-ordinator

Fuchsia's all about getting the detail right. With 10+ years in retrofit, she's now a qualified DEA, Retrofit Assessor and Co-ordinator. At Sero, she reviews assessments and shapes effective improvement plans working with assessors to keep quality high and strategies smart. Great assessments mean better homes, every time.

Quality and Compliance

With a sharp focus on industry standards, regulatory requirements, and best practices, this team ensures that every project we deliver is safe, efficient, and fully compliant before lodging your documents with TrustMark.



Nat

Project Assistant

Nat's all about quality, making sure homes are accurately lodged with TrustMark and supporting retrofits that improve comfort and energy performance for residents. With a background in conveyancing and housebuilding, she studied Quantity Surveying alongside her job, earning a HND and a Level 5 NVQ in sustainable construction. Now training to become a qualified Retrofit Co-ordinator. Outside work, she's into travel, and epic hikes like Caminito Del Rey in Malaga (that view!).



Rafia

DEA Project Co-ordinator

Rafia's a Domestic Energy Assessor (DEA) who's all about data, lodgements, and making sure everything's spot on. She brings experience from her time as a Decarbonisation Assistant at Wales & West Housing and a degree in Renewable Energy and Sustainability from the University of South Wales. When she's not deep in the details, she's likely painting, sketching, or treating the team to her legendary foodie creations.

Meet your retrofit team

Le't open the door!

Engagement experts

Supporting with your strategy so that you can win the hearts and minds of your residents.



Han

Customer Service Manager

Han is our customer champion - striving for great service and resident engagement that is both innovative and creative. With a background in comms, social housing, and even pancake making, she brings energy to every challenge, advocating for the resident from the get go. Outside of the day job, you'll find her off on adventures in Ron the camper van, and raising three wonderfully wild children.



Kris

Head of People & Customer

Kris is passionate about creating great experiences for both customers and colleagues, having spent 17 years in retail before jumping into social housing. He now brings that energy to Sero, whilst championing customers as a board member for a local housing association. Balancing it all with his love for cooking (and eating the goods!), and walks along the beautiful Gower coast.

Our Credentials

To demonstrate our commitment to quality and providing a great service, here is a list of the frameworks you can find us on and some of our recent award wins.

Frameworks

CHIC UK Retrofit Consultancy DPS
SHED2
Energy Efficiency Measures Framework
Wates Innovation
Greater Manchester Combined Authority (GMCA 911)

Recent Award wins

Supply Chain Partner of the Year: UK Housing Awards 2024
New Product of the Year: Fintech Wales Awards 2024
Best Net Zero Homes Solution Platform 2023: BUILD Sustainable Building Award

We're also a finalist in the following categories in the upcoming Unlock Net Zero Awards
Supply Chain Partner of the Year
New Build Development of the Year, Midlands and South category with our partner Cardiff Council and Wates.
Collaboration of the Year, Education and Engagement with our partners Healthy Homes Hub and Tallarna.

Oh, and did we mention we hold ourselves highly accountable for both our people and the planet by being a B-Corp Certified organisation and a Living Wage Employer.



Thank you

Need More Information

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www.sero.life

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