
ocean
Let's make your home more energy efficient
WEST OF ENGLAND
MAYORAL COMBINED AUTHORITY
Retrofit West

Contents

Your Journey

So what does a typical retrofit journey look like? It's different for everyone with multiple entry points and optional extra steps you could take depending on the complexity of your home and the measures you're installing but we are here to help every step of the way.

Why Upgrade?

Comfort and Health

Create a healthier and more comfortable living environment for you and your family.

40% of the UK's carbon emissions come from buildings.

Wellness Boost

A properly retrofitted home promotes better indoor air quality and temperature regulation, positively impacting your overall well-being.

Poor housing costs the NHS up to **£2 billion per year** in England alone.

Energy Bill Reduction

By identifying and addressing energy inefficiencies, you'll enjoy long-term savings on your energy bills, freeing up resources for other priorities.

Climate Action

Contribute to the fight against climate change by making local and impactful difference.

Direct Co2 reduction of 24% is needed from homes by 2030*
*from 1990 levels

Value Savings Calculations

Source Energy Savings Trust, Mar 2025. Calculations are based on a typical UK detached house (usually the most expensive house type to install measures).

Type of retrofit	Estimated number of years to pay back investment
Solar panels	9-12 years
Air Source Heat Pump	7-12 years
Cavity wall insulation	5 years or less
External wall insulation	20-30 years
Loft insulation	3-4 years
Windows and doors	10-20 years

What We Offer

- **Free advice at any stage**
- **Discounted assessments**
- **Directory of Trusted Professionals**
- **Quality assurance**
- **Online resources**

Your Path to a Better Home

Designing the measures which work for you and your property.

STEP ONE

Advice & Research

The initial advice stage establishes the foundation for a successful retrofit. Every home is unique, so defining your project's scope, quality standards, sustainability goals, timelines, and identifying the key players that will make your project happen is essential. Understanding your home, setting clear objectives, and exploring available options - such as insulation, energy-efficient appliances, or new technologies - ensures your retrofit meets your needs and expectations.

STEP TWO

Assess Your Home

At this stage it is important to create a road map that outlines a sequence of improvements tailored to your home. This can be done with a professional retrofit plan by a trained assessor. Defining a clear plan helps in managing expectations and finances as well as ensuring a smooth and well-coordinated process that meets your goals, implementing upgrades step-by-step or all at once. Not all projects will need a detailed design, but a well-crafted design can mitigate risks like moisture and ventilation issues, often requiring expert input. Our advisors can support you with reviewing your quotes and plans, ensuring quality and highlighting opportunities.

STEP THREE

Find a Contractor

The next step is to search for a qualified contractor capable of executing your retrofit plan/designs effectively and professionally. We offer homeowners access to our trusted supply chain network, which includes a selection of approved contractors known for their expertise and commitment to quality. All members of our cooperative hold the necessary accreditations for their respective work. Our goal is to support you throughout the contractor selection process, ensuring that your retrofit journey is in the hands of skilled professionals dedicated to achieving the best outcomes.

STEP FOUR

Install

Installing your retrofit measures is a process you can manage yourself or employ a Project Manager to organise it for you. We suggest whichever option you choose, that you employ a quality assurance service to make sure your install gives you the outcomes you set out to achieve. We emphasise quality assurance by establishing a robust system to monitor and assess the work performed by our skilled contractors, with an approach built on a foundation of clear upfront information, reasonable expectations, and regular communication. This ensures a strong oversight framework, guaranteeing the highest standards throughout the entire retrofit process.

First-time Buyer Roy Renovates his Bungalow in Southville

- Warm and cosier in the winter months
- 95% less carbon produced per year (than average household)
- EPC rating up to 63D
- Off gas

Retrofit Summary

- Air source heat pump
- Roof insulation
- Cavity wall insulation
- Secondary glazed windows

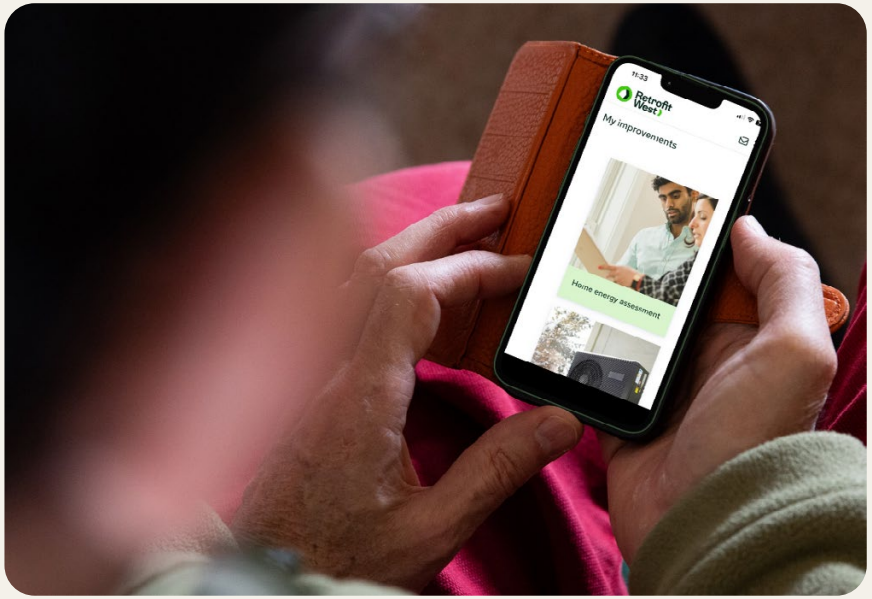
Roy and his partner purchased their family home back in 2016. A few years later they decided to renovate and completely transform it. They installed a heat pump, cavity wall insulation and new secondary glazing on all their windows.

With work already being planned in their home, Roy saw this as the perfect opportunity to upgrade their heating system and make their home healthier. They wanted a cosier living space in the winter and cooler space in the summer. Following a retrofit survey, their energy performance assessment showed that cavity wall insulation and new secondary glazing would get them the results they were aiming for.

Following the works in 2020, the home is now noticeably warmer during the winter months.

Introducing the Homeowner Hub

EVALUATE **IMPROVE** **CONNECT**



Retrofit West × SuSy

Reach your home's potential with these in-app features:

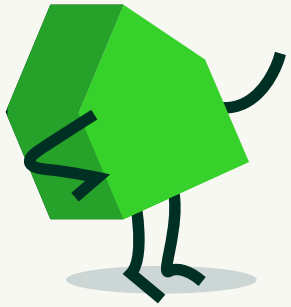
- User-friendly interface designed for accessibility to all homeowners.
- Step-by-step guides for making sustainable choices, from home assessments and insulation upgrades to renewable energy systems.
- Personalised action plans tailored to a homeowner's specific property and energy goals.
- Uses EPC data from multiple validated sources to show you specific actions you can take to upgrade your home.
- Provides users with estimated costs, energy bill savings and carbon reductions.
- Provides estimates from local suppliers all in-app, based on your home information. Access to resources from Retrofit West's trusted network of suppliers and professionals.

Join the Homeowner Hub:
Get personalised recommendations for your property

Speak to an Expert

Ready to take the first step towards a more energy-efficient home? Speak to a member of our advice team.

Get free retrofit advice



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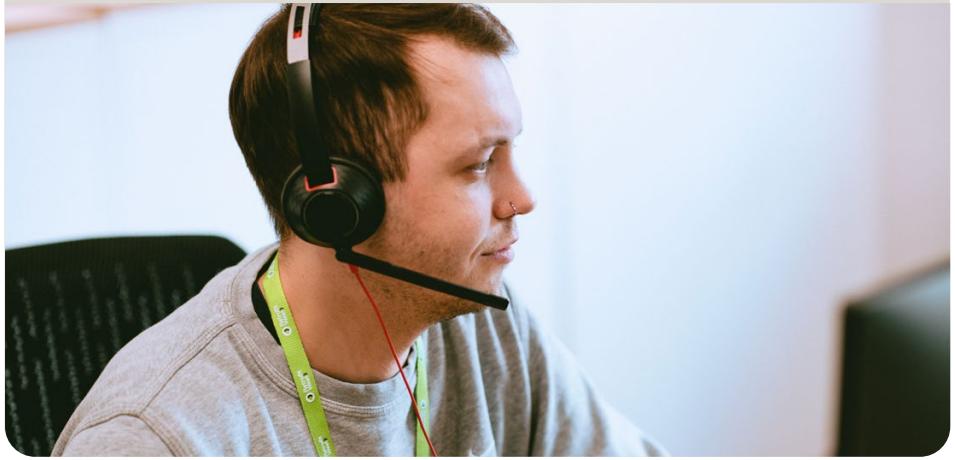
Free Advice Call

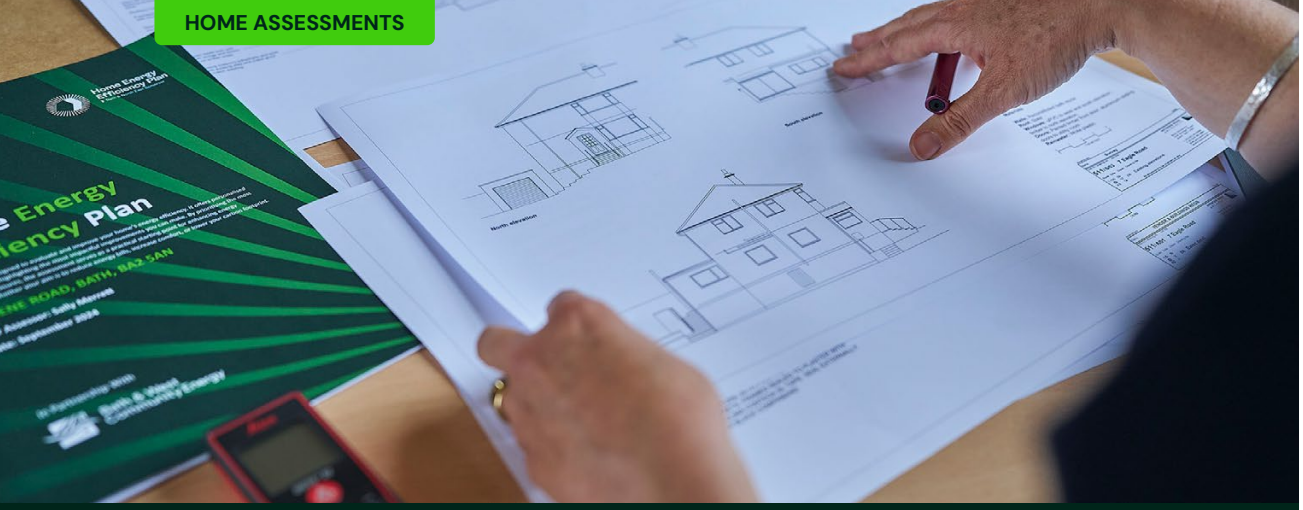
A free 30-minute consultation to discuss your property and ways to upgrade your home.



Free Home Visit

Our free home visit is designed for those who want to explore what's possible in their home.

"Our renovation project has been a fun, educational and challenging journey. The advice we received from Retrofit West, and the companies they recommended really helped us to find answers along the way." – Hemma, Homeowner

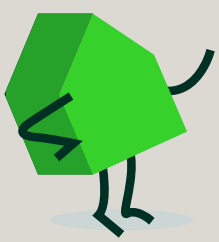


A **home energy assessment** is the ideal starting point to retrofit and will guide you on energy efficiency improvements you can make in your home.

What do I get with a HEEP survey?

A Home Energy Efficiency Plan (HEEP) offers a simple, affordable and effective road map to transform your home.

HEEP by Retrofit West is your personalised guide to understanding how to make your home more energy efficient, reduce your carbon footprint, and most importantly lower your energy bills.



BOOK YOUR HEEP

Book your HEEP today

Other ways to get your home assessed

We also provide discounts on a variety of other assessment types. Find out more here

Retrofit Plans

Airtightness Tests

Home Visit

Heat Pump Survey

Thermal Imaging Survey

Insulate

Get free advice about Insulation

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Homes lose 10-20% of heat through windows and doors. Upgrading to energy-efficient options cuts costs, reduces your carbon footprint, and enhances aesthetics. It also improves comfort by minimizing drafts and cold spots while boosting sound insulation.

Around 5 million UK homes have unfilled cavity walls. Insulating them cuts energy loss, lowers heating costs, and keeps temperatures stable. With minimal disruption, cavity wall insulation is a cost-effective way to improve your home.

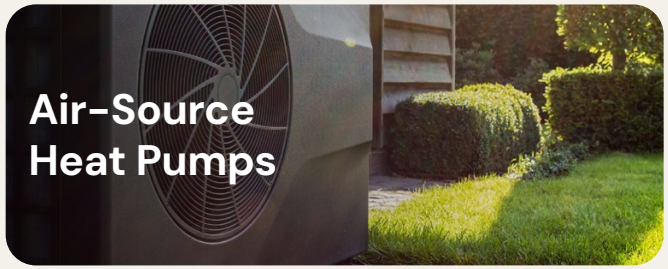
Poor ventilation can cause condensation and damp due to limited air circulation. A holistic energy efficiency approach includes controlled ventilation systems to prevent these issues while ensuring fresh air flow.

Up to 25% of heat is lost through an uninsulated roof. Insulating your loft, flat roof or converting into a habitable room, is a highly effective strategy at reducing heat loss and substantially saving on your heating bills. In homes with loft access hatches, achieving insulation is usually straightforward, and many existing homes with loft spaces already possess some degree of loft insulation.

Without adequate floor insulation, a residence can be exposed to significant heat loss of up to 15%. Insulating suspended timber floors is complex and requires proper assessment by a qualified professional, with key considerations including damp-proof course presence, underfloor depth, ventilation, and moisture risks. Insulation should form a continuous layer beneath joists to prevent thermal bridging. Solid floors are easier to insulate but may raise floor levels, affecting access and thresholds.

Solid walls can be insulated either internally or externally. Internal Wall Insulation adds insulation to interior walls, preserving the exterior but requiring defect repairs to prevent condensation and damp issues. External Wall Insulation adds an exterior insulating layer, improving heat retention with minimal interior disruption. It also offers various finishes like render, brick slips, and cladding, combining efficiency with aesthetics.

Heat



An air source heat pump (ASHP) is a device that can heat your home and water by taking heat from the air outside. It can work even when it is very cold outside, and it is better for the environment and more efficient than a gas boiler. An ASHP can help you save money on your energy bills, reduce your carbon emissions, and access renewable energy incentives.

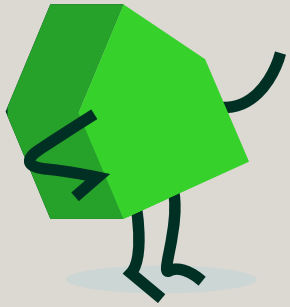
Heat pumps can also reduce carbon emissions, because they use electricity instead of gas to heat the building. Electricity can be generated from renewable sources, such as wind, solar, or hydro, which do not emit carbon dioxide. Gas boilers, on the other hand, burn natural gas, which is a fossil fuel that releases carbon dioxide into the atmosphere, and is the major component to climate change.

Electric heating systems use electricity as the primary energy source, including storage heaters, electric boilers (such as the ZEB or Sunamp), and dry underfloor heating. As more renewables power the grid, electric heating is increasingly seen as a low-carbon option.

Curious about Heat Pumps?

We've partnered with Heat Geek, trusted heat pump installation experts who deliver high efficiency heat pump installs that save you money.

Get free advice on Heating Systems



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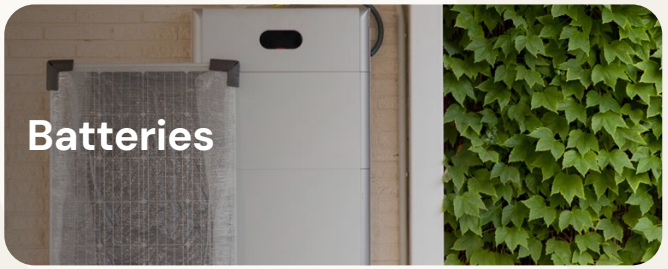
Generate

Solar PV systems harness the energy from the sun to generate clean and renewable electricity, offering a sustainable and environmentally friendly alternative. This energy can be converted into electricity using solar photovoltaic panels (Solar PV), which can be installed on the roof of your home. This electricity can then power your home, saving you on bills.

Costs can vary between installers and products, so it's recommended that you get quotes from at least three installers.

Solar water heating systems (or solar thermal systems) convert infra-red light into heat and circulate this heat through your hot water cylinder. This renewable energy system could be right for you if you have good space for the panels to be in direct sunlight and have space for a large water cylinder.

Conventional boiler systems are often compatible with solar heating systems so are unobtrusive to install and avoid additional renovation costs.



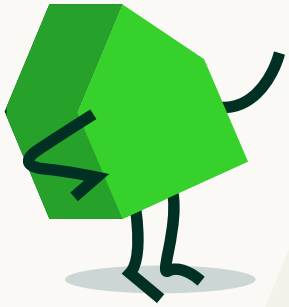
Level-up your energy independence by investing in an energy battery. Batteries allow you to store electricity to use whenever you want - allowing you to take advantage of low-cost tariff times and save costs.

Generate Electricity

Save Money

You could save approximately £600 a year on energy bills

Get free advice about Energy Generation



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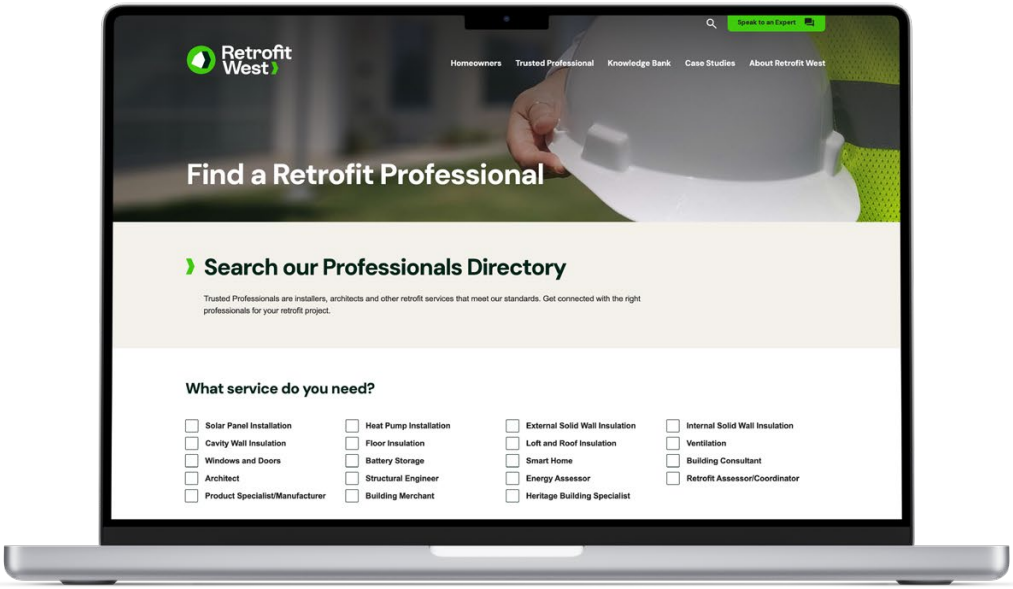
Find an Installer

Trusted Professionals are installers, architects and other retrofit services that meet our standards. Get connected with the right professionals for your retrofit project, all in one place.



Search our Professionals Directory

High standards for quality assurance

At Retrofit West, we are committed to providing homeowners with the best possible home retrofit experience. We work with professionals who strive to maintain good standards of skill, service, and product quality.

Find a Trusted Professional

SCAN TO SEARCH

CASE STUDY

Rachel's Journey to a Healthier Home

- Improved comfort throughout the year
- Improved health and wellbeing
- Resolved damp and mould issues
- Reduced Energy Bills

Retrofit Summary

- External wall insulation
- New windows and doors
- 2.8kWh solar panels
- Give Energy 5.2kWh battery store
- Air source heat pump

With the kids growing up, Rachel and her husband needed more room so decided to convert their loft. Whilst this was happening, they decided it was the perfect time to address other issues in the house, including cold, damp, and mould.

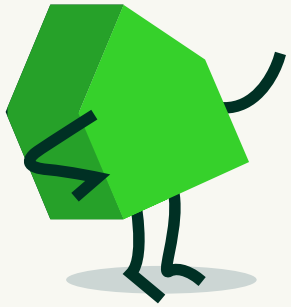
Rachel and her husband started their journey with advice from a retrofit planning service, aiming to make their family home greener and more spacious. They embarked on their project in 2021, prioritising low-carbon options.

Their biggest result is how much more comfortable the house is, mainly down to the external wall insulation, new windows, and doors throughout the house. Their issues with damp and mould have resolved, leaving the home healthier and more comfortable to live in.

Let's Talk Retrofit

Our Knowledge Bank is your go-to resource for all things retrofit. If you're looking to dive into a retrofit project, our Knowledge Bank is the place to be.

Get free retrofit advice



SCAN FOR ADVICE

Blogs

Our blogs are designed to bring you the latest advice and industry updates. From energy-saving hacks to practical retrofit advice.

Articles & Guides

Explore our retrofit resources page for answers to common queries about transforming your home for energy efficiency and jargon busting.

Forum

Ask for advice in the Retrofit West Forum, your go-to destination for all things related to Retrofit. An inclusive platform where members can share insights, ask questions, and engage in discussions.

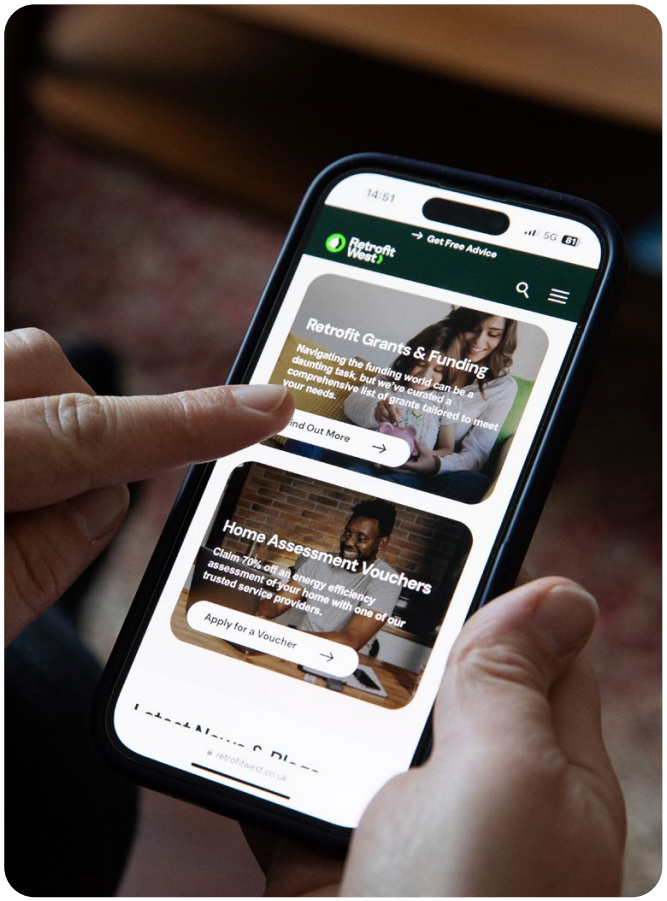
About Retrofit West

Retrofit West is a Community Interest Company offering free and independent advice and support for domestic retrofit projects in the West of England.

Our expertise helps householders plan, design, and deliver energy-efficient and sustainable home improvements.

Funded by the West of England Mayoral Combined Authority and created by an independent national charity and leading energy advice organisation the Centre for Sustainable Energy, we aim to help more householders, upgrade their properties. In doing so, householders can benefit from reduced energy consumption and costs, create a healthier and more comfortable home environment, help shield from the impact of energy security and rising bills, and most crucially help fight climate change in a localised and impactful way.

Our comprehensive service package covers every aspect of your retrofit project. From providing initial guidance, design, and planning assistance, to helping you find the best services and installers, guaranteeing quality assurance and offering impartial expert advice.



Our Partners

WEST OF ENGLAND MAYORAL COMBINED AUTHORITY

Centre for Sustainable Energy

skills CONNECT

Bath & West Community Energy
Generating local energy

YTKO

FUTURE LEAP

The Green REGISTER
OF CONSTRUCTION PROFESSIONALS

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ARRANGE A CALL

retrofitwest.co.uk | 0800 038 6733 | advice@retrofitwest.co.uk

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