

Housing and Communities Overview and Scrutiny Panel - 17 September 2025

Greener Housing Strategy Annual Review

Purpose	This report provides an annual position statement outlining progress made against the Council's four strategic priorities for reducing carbon emissions and enhancing energy efficiency across its homes and the wider district.
Classification	Public
Executive Summary	<p>This is the third annual report providing an update on progress towards achieving the aims of the Council's Greener Housing Strategy (2022-2032).</p> <p>Between September 2024 and August 2025, the Council continued to advance its four strategic priorities, focusing on reducing carbon emissions and improving the energy efficiency of its homes and the wider district.</p> <p>Key actions included raising awareness of available funding to support private homeowners, lobbying central government for policy change, and enhancing the quality of housing data to better target improvements and reduce fuel poverty.</p> <p>Given the significant financial implications of decarbonisation, the Council has maintained a balanced approach focusing on improved building fabrics through the use of external funding where it aligns with long-term value and strategic goals.</p> <p>Officers remain committed to staying informed about advancements in technology through key stakeholder engagement, ensuring the Council is well-positioned to respond to future regulatory change.</p> <p>In recent years, additional resources have been allocated to strengthen the Council's</p>

	<p>approach to Greener Housing. This work is now becoming embedded in the day-to-day operations and culture of Housing Services.</p>
Recommendation(s)	<p>Panel Members to note the progress made from 1st September 2024 – 31st August 2025 to deliver the priorities and actions in the Greener Housing Strategy 2022-32.</p>
Reasons for recommendation(s)	<p>The Greener Housing Strategy supports the Council’s Climate Change and Nature Emergency Action Plan.</p> <p>The Greener Housing Strategy is a key document within the corporate plan, which prioritises a reduction in carbon emissions for the Council’s own Homes, private sector housing and the wider district.</p> <p>It outlines the high costs and reputational risk associated with decarbonisation to achieve net zero carbon by 2050, identifying improvements and helping plan for interim targets.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies – Housing and Homelessness
Strategic Director(s)	<p>Richard Knott – Director of Housing and communities</p> <p>Paul Thomas - Assistant Director – Housing and Communities</p>
Officer Contact	<p>Sophie Tuffin</p> <p>Service Manager – Housing Maintenance Programmes and Servicing.</p> <p>02380 285 992</p> <p>Sophie.tuffin@nfdc.gov.uk</p>

Introduction and background

1. The Greener Housing Strategy details the four main priorities and actions, the Housing Service will deliver on over the next 10 years. These are:
 - i. Strategic Priority 1: Reduce Carbon Emissions in the Council's homes.
 - ii. Strategic Priority 2: Council Housing New Build Standards
 - iii. Strategic Priority 3: Private Sector Housing Decarbonisation
 - iv. Strategic Priority 4: Housing Service Operations
2. Through delivery of the Greener Housing Strategy, the Council aims to improve the energy efficiency of existing council homes and ensure new council homes are built to high environmental standards that eliminate the need for future retrofit and take targeted action to decarbonise its housing. The strategy also seeks to reduce the cost-of-living pressures associated with cold and inefficient homes.
3. This is the third annual report providing an update on progress towards achieving the aims of the Greener Housing Strategy (2022–2032). A summary of the agreed actions from the strategy, along with progress updates for the period September 2024 to August 2025, is provided in Appendix 1.
4. The report has identified that a large majority of the actions in the Greener Housing Strategy action plan have been achieved. A new Action plan will be agreed and issued by October 2025 to ensure that the Council continues to act with ambition and follow industry best practice.
5. The first annual report gave councillors the context to why the council has a Greener Housing strategy, an overview of the delivery challenges it faces and the regulations which set targets for the housing sector in achieving these improved energy efficiencies for the 5,200 homes to meet 2030 and 2050 targets.
6. In year two there were changes to team structures and the award of government funded schemes. Housing teams trialed modelling and resident engagement software and successfully improved the energy performance of 12 flats at Lime Tree Court, Lyndhurst. Using technology like environmental monitors and thermal stores for the first time. It launched wider community tools helping the district to improve the energy performance of homes and was an early adopter of new Future Homes Standards.

7. Year three saw the role of Decarbonisation and Planned Works Manager start in September 2024. Aligning the priorities of the Greener Housing Strategy with the responsibilities of the Housing Asset Manager and the Planned Works team has been essential. This integration ensures that energy performance improvements will be embedded within routine maintenance activities, supporting the Council's wider decarbonisation goals.
8. In 2024, the Decarbonisation and Planned Works Manager led the delivery of planned maintenance schemes that resulted in 185 homes benefiting from repairs or planned works that improved their energy efficiency to meet EPC Band C.
9. From the 01 September 2024, the UK government has re-affirmed its commitment to achieving net zero by 2050, with significant policy and funding pledges. A Plan to deliver Clean Power by 2030, supported by the Great British Energy Act and a revised carbon budget delivery and growth plan expected in October 2025.
10. The Clean Growth Strategy 2017 continues to set timescales for achieving energy performance certificate (EPC) Band C by 2030. The strategy requires the installation of thermal improvements while taking a pragmatic approach to decarbonisation to protect households from the effects of fuel poverty. Further supported by government who committed £13.2 billion to its warm home plan from 2025-2030.
11. Since the Social Housing (Regulation) Act 2023, came into force. The role of the Regulator of Social Housing (RSH) has expanded significantly supporting and overseeing the sector's transition toward energy efficiency and decarbonisation, particularly through its regulatory framework and alignment with government policy. It does this in several ways.

It monitors how the Council uses funding from schemes like the Warmer Homes: Social Fund, ensuring that investments lead to measurable improvements in housing quality and sustainability

It promotes the use of Energy Performance Certificates (EPCs)

It encourages the Council to consider tenant wellbeing in energy upgrades, including reducing fuel poverty and improving indoor comfort

Corporate plan priorities

12. New Forest District Council's Corporate Plan 2024–2028 aligns with the Greener Housing Strategy 2022–2032 in several key areas.

Climate resilience and sustainability: Prioritising carbon reduction, energy efficiency, and environmental protection across the district.

Improving housing quality: Supporting upgrades to council homes and reducing fuel poverty, in line with EPC targets.

Supporting vulnerable residents: Recognising the health and financial impacts of inefficient housing.

Promoting innovation and investment Encouraging green technologies, skills development, and clean energy infrastructure.

Together, these commitments reinforce the Council's long-term ambition to deliver low-carbon, energy-efficient housing and contribute to national net zero goals.

Strategic Priority 1 – Reduce Carbon Emissions in the Council homes.

13. The strategy remains focused on improving the energy performance of the Council's least efficient homes, with a target to upgrade all properties to EPC Band C by 2030. In parallel, the Council is committed to achieving net zero carbon emissions across its homes by 2050, ensuring long-term environmental sustainability and reduced energy costs for residents.
14. Officers are aligning guidance from the Social Housing Regulator to support its home condition reports for 1,400 homes between September 2024 and March 2026. This will ensure the Council maintains a comprehensive and up-to-date understanding of the condition of its homes, while implementing a robust access strategy and using repairs data to support repairs. Expired EPCs will be completed as part of these inspections.
15. To drive performance, a target of 98% will be achieved for home condition reports and in date EPC's on all 5200 homes by 31 March 2026.
16. This information is currently captured within the asset management database (Keystone). Key performance indicators capture incremental energy efficiency improvements for each property, such as those gained from new window and door installations. A points

system increases the energy score until a home reaches EPC Band C. This can trigger a new energy certificate and removes homes from separate more costly retrofit programmes.

Table 1: Identifies the total number of homes improved from 2023 -2025.

Work Type	Number of homes
Incremental Improvements (2023 – 2025)	652
Planned whole house retrofit (2023 – 2025)	240
Total homes improved EPC Band C	892

17. To support improvement planning through to 2030, the Council invested in a specialist software tool designed to model home condition data. This tool has been instrumental in informing both the 30-year Housing Revenue Account (HRA) Business Plan and the Council’s 10-year Medium Term Financial Strategy, ensuring that investment decisions are based on robust property data.

Table 2: Identifies a snap shot of progress showing EPC improvements between 2023-2025.

EPC band	2023	2024	April 2025
EPC A	0	0	11
EPC B	54	54	60
EPC C	1911	2258	2600
EPC D	2988	2711	2299
EPC E	167	107	100
EPC F	20	10	10

18. Table 2 shows the Council has increased the number of homes achieving EPC band C from 37.79% in 2023 to 51.37% in April 2025. These figures represent a snapshot in time, which fluctuates where certificates expire, energy performance is assessed, and scoring fluctuates, or homes are without an in-date certificate.
19. Homes rated E and F are those heated by oil or solid fuel, they will continue to remain a priority for improvement.
20. The upgrade of 425 homes in 2025 is expected to contribute to a reduction of around 425 tonnes of CO₂ per year.

21. The UK Government is introducing a new assessment framework known as the Home Energy Model (HEM). Which aims to replace Energy Performance Certificates (EPCs). This will significantly alter how energy technologies are scored, particularly in relation to gas and electric heating systems. Under the new model, carbon efficiency will take precedence over energy cost, meaning technologies like infrared heating and heat pumps may receive more favourable scores. As a result, homes using modern electric systems could achieve higher EPC ratings, better reflecting their environmental performance.
22. In June 2025, there was an update to RDSAP 10 which introduced significant changes to the way EPC scores are calculated. Notably, ventilation systems, solar PV, and gas heating technologies now receive lower scores than previously modelled. Under the revised methodology this shift is expected to impact previous projections and assessed homes, with some properties that were rated EPC Band C potentially falling back into Band D. Work is currently underway to identify the number of homes affected by these changes.
23. 87.3% of the Council's homes are currently heated by gas. While the shift away from fossil fuels and changes to EPC's are welcomed, it is essential to adopt a flexible and inclusive approach to replacement technologies. This will help ensure that residents are not placed at greater risk of fuel poverty or underheating their homes, which could negatively impact health and contribute to issues such as damp and mould.
24. The Council continues to engage with stakeholders like District Network Operators (DNOs) to ensure adequate supplies of electricity, to support the move away from gas are in place.
25. Officers also engage with public consultations like. The Decent Homes Standards (DHS) Consultation; This consultation will close on the 10th September. Proposed changes are likely to have a big impact on social housing providers. Focusing again on damp and mould, Energy Efficiency of homes and improvements for Minimum Energy Efficiency Standard (MEES). The changes are likely to increase costs and in the short term, increase the number of homes classed as non-decent. However, Officers are already working to ensure this risk is minimised.
26. To support the Council's long-term decarbonisation goals, the Decarbonisation and Programme Manager will maintain a focus on a whole-house, fabric-first approach. This strategy integrates planned maintenance and cyclical replacement programmes, prioritising improvements that enhance ventilation to

boost indoor air quality and reduce the risk of damp and mould. Alongside this, addressing property defects and upgrading insulation will help minimise heat loss, reduce heating-related energy consumption, and keep homes cooler during warmer months.

27. Over the past 12 months, the Council has expanded its use of whole-house environmental monitoring. A presentation to the Housing Scrutiny Panel in March 2025 highlighted the benefits of tracking humidity, ventilation, and indoor air quality. The latest monitoring system now includes 10 years of historical data and a resident-facing app, empowering tenants to better understand the causes of damp and mould. This is particularly valuable in cases where no clear or immediate solution is evident, helping to inform more targeted interventions.
28. Upskilling Council employees continues to be a priority across all housing teams with monthly surveyor training and toolbox talks to inform the team of changes in standards and technology. These sessions improve knowledge with the aim of improving customer service.
29. In 2025 two members of the housing team completed level 5 Diplomas in Retrofit Coordination and Risk Management. These qualifications continue to be central to the successful management of retrofit programmes to the Government's required standard PAS 2035.
30. The Decarbonisation and Programme Manager will continue to explore all external sources for potential grant funding. Under the Social Housing Decarbonisation Fund 2.1 (SHDF 2.1), the Council was initially awarded £545,000 of funding, which was matched by the council to improve 70 homes within the district to EPC band C.
31. Due to the successful delivery of all 70 homes in 2023-2024. The Council was offered additional grant funding, completing a total of 240 whole house retrofits, securing a total of £1,686,753.00 of grant funding.
32. Social Housing Decarbonisation Fund, now branded as the Warm Homes: Social Housing Fund (WH:SH), is expected to formally launch in late September 2025. As in previous waves, the scheme will require matched funding, capped at £7,500 per home, regardless of property type or age. For off-gas homes, an additional £7,500 grant is available for low-carbon heating, such as air source heat pumps (ASHPs).

33. To support delivery, the Council has recently appointed a new retrofit contractor, selected through a competitive procurement process to ensure cost-effective and compliant delivery. The contractor will work closely with the Council to align retrofit works with existing planned and cyclical programmes.
34. However, changes under PAS 2035:2023, effective from March 2025, introduced more stringent requirements that may reduce the financial viability of using funded projects. Where costs increase, officers will take a cautious, value-for-money approach, prioritising in-house delivery and day-to-day improvements over participation in the WH:SH scheme.
35. Enhancing the energy efficiency of homes through retrofit directly supports the Council's performance against Tenant Satisfaction Measures.

This includes meeting targets related to:

- Compliance with the Decent Homes Standard
- Delivery of timely and effective repairs
- Positive tenant perceptions of a well-maintained home

36. In collaboration with the Tenancy Engagement Team, the Council is hosting a Community Day on 3rd September 2025, supported by officers, contractors, and suppliers. The event will feature a mobile sustainability vehicle, showcasing renewable technologies and offering practical advice on energy-saving measures within the home. The day aims to engage residents in sustainability efforts, promote awareness of retrofit opportunities, and strengthen community relationships.
37. The Council has actively developed key partnerships. Officers regularly participate in working groups aimed at improving best practice and establishing consistent standards. This includes involvement in the Retrofit Hub Steering Group, and membership of key national and regional networks such as the Retrofit Academy, the Social Housing Retrofit Accelerator, and the Southwest Net Zero Hub.
38. This engagement enables the Council to stay informed of emerging guidance, funding opportunities, and innovation in retrofit delivery helping to shape a more effective and scalable approach as we approach 2030.

Strategic Priority 2 - Council Housing New Build Standards

39. Implemented in July 2022, the Housing Development Plan outlines the Council's standards for delivering additional affordable housing, with a strong emphasis on quality and sustainability. Due to the varied procurement routes used across schemes, the Plan incorporates flexibility to accommodate different delivery scenarios while maintaining core standards.
40. For homes that are designed, commissioned, and built directly by the Council, the Plan confirms that unless otherwise agreed in exceptional cases, all new properties will be constructed to meet the Future Homes Standard, which is still expected to become mandatory in 2025.
41. The Future Homes Standard aims to ensure that new homes produce 75–80% fewer carbon emissions compared to current building regulations. Key design features include:
 - Homes will be fully electric
 - Air Source Heat Pumps (ASHPs) or equivalent low-carbon heating systems.
 - Enhanced insulation and triple glazing
 - Improved ventilation and airtightness to support energy efficiency and indoor air quality.
42. Penman House completed in January 2024 was the Council's first homes built to the new standards. The scheme was shortlisted for a national housing award in September 2024. Further highlighting its success, the scheme received a visit from Baroness Taylor in July 2025, who commended the development's energy efficiency and took time to speak directly with residents about their experience living in the new homes.
43. Other developments which have successfully followed are Moore Close, New Milton which completed in December 2024.
44. The development of homes at Hythe Hospital and Salisbury Road, are currently being built to the proposed Future Homes Standards.

Strategic Priority 3: Private Sector Housing Decarbonisation

45. The Council continues to hold a unique position of responsibility in supporting energy efficiency improvements across the wider New Forest district. Under the Domestic Minimum Energy Efficiency Standard (MEES) Regulations, all privately rented homes must achieve an Energy Performance Certificate (EPC) rating of E or above to be legally let. Properties falling below this threshold rated F or G cannot be rented out unless a valid exemption certificate is registered on the PRS Exemptions Register. The Council plays a key role in enforcement, landlord engagement, and tenant education, helping to ensure that homes meet minimum standards and that residents are protected from poor housing conditions and fuel poverty.
46. The Private Sector Housing Team continues to work proactively with local landlords, letting agents, and partner landlords participating in the Council's Private Sector Leasing (PSL) scheme. Through regular engagement including the Council's Landlord Forum and routine visits to letting agents. Officers have promoted opportunities to upgrade homes and access available funding to improve property standards. Since the launch of the landlord forum the Council has seen attendance grow rapidly, introducing useful topics which effect the private rental market locally.
47. The next scheduled Landlord forum in September 2025, will discuss the Renters Reform Bill which includes EPC rating requirements, enforcements and Awaab's law applied to ventilation, heating and tenant engagement.
48. Launched in October 2023, Cosy Homes New Forest is an interactive online tool designed to support owner-occupiers and private landlords in improving the thermal performance of their homes. The platform attracts approximately 25- 50 users each month, offering households with a New Forest postcode the ability to simulate a range of home energy improvements.
49. Accessible via the Council's website, the tool also provides tailored funding advice and links to TrustMark the government-endorsed register of approved retrofit contractors helping users make informed decisions and access reputable services.

50. The Council continues to work with local advice centers like the Environment Center who offer help and advice to those on low incomes or struggling with fuel poverty.
51. Warmer Homes: Local Grant which replaced HUG2 offers private homeowners a range of fully funded energy efficiency improvements. Led by Portsmouth City Council, who were awarded £26 million funding working in partnership with 32 consortium members including the Council. These improvements are funded by the Department for Energy Security & Net Zero (DESNZ).
52. The previous iteration of the scheme saw 21 homes within the district receive a combined 41 energy efficiency measures funded at a cost of £297,735.45.
53. The council is awaiting to hear how much it will be awarded to promote the scheme through social media, leaflets, and posters to increase take up of this funding stream.
54. ECO 4 FLEX is a household referral mechanism which sits within the wider ECO4 scheme, which enables Local Authorities to widen the eligibility criteria to allow more people suffering cold and fuel poverty to gain funding for installing measures to their homes. Further helping households within the district.
55. Another scheme being promoted to private homeowners is the Boiler Upgrade scheme (BUS) which runs until March 2026 in its current format. In April 2025 the government announced a new consultation to give people more choice under BUS, which included air to air heat pumps and heat batteries, the consultation proposes to introduce more flexible ways to spread the upfront costs.

Strategic Priority 4 - Housing Service Operations

56. The Housing Service continues to embed initiatives outlined in the Greener Housing Strategy working across departments to reduce the carbon emission impacts of its operations.
57. The Council's tender evaluation process now incorporates climate change and sustainability, with a dedicated percentage weighting applied in bid assessments. Recent procurement exercises have successfully attracted contractors making strong sustainability commitments, including pledges to reduce carbon emissions, improve waste management, and support local supply chains. These commitments will be actively tracked, ensuring that promises made during tendering translate into measurable outcomes.

58. Paperless operations and communication: The tender process for new maintenance is nearing completion, with workshops now underway to support the integration of a new asset management system, followed by the rollout of an appointment scheduler and repairs module. The new systems will enable Housing Teams to digitise previously paper-based processes and enhance customer self-service options. Integration with Locata Housing Management System will further improve the customer journey.
59. Tenant Engagement Software: In 2023 the Housing Service introduced a 12-month pilot of a new digital engagement tool to help gain useful tenant feedback on a range of services. This has been very successful and is now used widely for resident consultation, to communicate the resident retrofit journey and give information and as a tool to inform residents about their homes.
60. Officers continue to collaborate with fleet managers across the Council and with local partners to develop a coordinated approach for transitioning the current fleet of 67 vehicles to electric. This includes identifying opportunities to utilise existing charging infrastructure within the district to support the shift toward low-emission transport.
61. A full home condition report of the council garages is underway, the information collected is now being used to inform future decision making.

Financial and resource implications

62. The Housing Revenue Account Budget and Housing Public Sector Capital Expenditure Programme 2025/26 was approved by Council at its meeting on 22nd January 2025. The policy activities proposed are all contained within existing budgets.
63. It was agreed for there to be an enhanced level of capital spending of £18.939 million to deliver an increased level of improvement works, to include fire safety and statutory compliance as well as decarbonisation works and energy efficiency measures.
64. The greener housing budget for 2025 - 2026 is £1,870,000. This with Government grant funding will be used to complete 170 whole house retrofit by March 2026.
65. The budget setting process for 2026/27 will take account the number of homes requiring improvements by 2030, the available government funding opportunities and existing capital and revenue

housing budgets, while continuing with the Council's future commitments.

66. The Housing Revenue Account Greener Housing Budget will need to take account of projected additional spend of £9,332,000 required to upgrade homes by 2030 and an additional £125m to decarbonise the Councils homes ahead of 2050. It must also be aware that these models are based on current legislation and requirements, as these change cost may adjust.
67. In addition, the delivery of decarbonisation will include internal staff time, procurement, health & safety, legal, planning and building regulations and customer facing roles adding additional cost due to the complex multi-measure whole house approach required. External Impartial retrofit roles, resident engagement and other compliances and specialist surveys and repairs will increase the cost associated to achieve 2030 and 2050 targets. These will be factored into budget setting at the appropriate time.

Legal implications

68. Government funding agreements continue to require legal oversight. Future changes and available funding will consult appropriate experts to minimise risk to the council.

Risk assessment

69. Retrofit projects and funding schemes all have individual risk assessments ahead of works starting and will be monitored throughout, to align with the Council's corporate health and safety risks. Projects are then monitored throughout delivery, with regular reviews to ensure that safety standards are upheld, and risks are managed proactively.

Environmental / Climate and nature implications

70. The strategy is closely linked to the Council's climate change and nature emergency action plan 2023, and Priority 2 of the new corporate plan, Protecting our Climate, coast and natural world.

Equalities implications

71. The measures associated with greener housing aim to have a positive impact on vulnerable residents of the district by helping to alleviate fuel poverty and make services greener and less polluting, benefiting both health and the environment.
72. Tenant and resident engagement remain a key component of delivery, to reduce any negative impact on residents through

development schemes or significant change to their homes or the local environment or neighbourhood. Therefore, officers will seek views and concerns through specific engagement exercises.

Crime and disorder implications

73. Housing providers must ensure that statutory safety work is assessed and carried out to required standards. Renewable technology and complex fabric improvements can have a detrimental effect on building safety. Poorly performing landlords can be fined or prosecuted for failing to take the necessary measures to protect tenants.

Data protection / Information governance / ICT implications

74. Individual projects will require bespoke planning and seek support from internal experts and council processes to comply with individual standards and internal governance.

New Forest National Park / Cranborne Chase National Landscape implications

75. Through presentations and meetings with the New Forest National Park, we are building good working relationships with teams to share knowledge on retrofitting homes in this area and share knowledge of new technology and advances in energy to promote nature, biodiversity and maintain traditional building aesthetics.

Appendices:

Appendix 1 – Strategy Action Plan

Background Papers:

Greener Housing Strategy 2022-32

GREENER HOUSING STRATEGY ACTION PLAN - SEPTEMBER 2024

Completed items removed : [Full report linked here](#)

Priority	Action Required	Progress Achieved	Target Completion Date
Strategic Priority 1 – Reduce Carbon Emissions in the Council Housing	<p>Commission an internal working group to establish an appropriate alternative heating source(s) to off gas heating systems by April 2024, ahead of the EPC C target date of 2030.</p> <p>Agree an action plan by April 2024 to retrain the gas servicing operatives on new and replacement technologies</p>	<p>Gas operatives completed Manufacturer ASHP training in October 2025.</p> <p>5 x Gas operatives are completed a certificate in water regulations and OFTEC qualification in Installation, commissioning, and servicing of Air Source Heat Pumps.</p> <p>3 x Electricians are completed their LCL Level 3 Award in the installation and Maintenance of Small Scale Solar Photovoltaic systems.</p> <p>2 x Surveyors completed their Level 5 Diploma in retrofit coordination and risk management.</p> <p>Regular manufacture and new technology training continues offered to improve knowledge.</p> <p>This ongoing training evidence a commitment to colleagues while shielding the council from local trade shortages.</p>	<p>April 2024 ON-GOING</p>

	<p>Target all Council homes with an EPC of lower than C with individual plans to improve energy efficiency to achieve EPC Band C by 2030:</p> <p>Programme retrofit actions to 2030 by November 2023</p> <p>Review the new Greener Housing budget annually to ensure it meets cost projections to 2030.</p>	<p>All homes with EPC's of E, F and G EPC's continue to be offered energy improvements yearly. Records will be held within LOCATA.</p> <p>A review of the greener housing budget commits £270,000 to improve the EPC performance of the Council's own homes until 2028</p> <p>2026-2027 budget planning underway and ongoing yearly.</p>	<p>ONGOING</p> <p>31 December 2029</p> <p>ON TRACK</p>
	<p>Establish a cost ceiling level where existing homes may be classed as unviable to retrofit.</p> <p>Establish an options appraisal for homes meeting these criteria.</p> <p>Combine this with natural depreciation costs and future maintenance/replacement projections to produce a report to Cabinet seeking approval for disposal, if required</p>	<p>The councils 240 non-traditional constructed homes have been identified. Cleaning of External Wall Insulation in 2025/26 underway to give understanding of current conditions.</p> <p>This will enable a considered long-term plan to be considered which is aligned to local Government restructure.</p>	<p>November 2023</p> <p>ONGOING</p>
	<p>Combine Asset Management strategy/replacement programmes with the total retrofit requirements to ensure property works are planned efficiently by April 2026</p> <p>Combine replacement years and plan geographically to provide value for money and limit carbon emissions.</p>	<p>Internal structure revised and contractor appointed to coordinate an approach to meet the 2026 deadline.</p>	<p>April 2026</p> <p>ON TRACK</p>

	<p>Continue to canvas the Government for national and regional funding to support retrofit schemes toward net zero.</p>	<p>The council continues to be an active member of the District Council Network (DCN) discussions.</p> <p>A member of HCOG and the Retrofit hub steering group, which aims to address local skills shortages.</p> <p>Attendance at several events over the summer. Including national housing event in Manchester. Social Housing Retrofit Accelerator, Southwest net zero Hub round table event, and member of the Retrofit Academy.</p> <p>Attendance at RISE events – run by Turner & Townsend running networking events and retrofit advice linking other local authorities.</p> <p>Round Table discussion to influence future funded government programmes.</p> <p>Raising the profile of the Councils decarbonisation Journey through webinars, published articles and keynote speaker events.</p>	<p>ONGOING</p>
	<p>Explore consortium approaches to funding on all Government funding schemes</p>	<p>areas.</p> <p>Attending regular consortium meetings to continue to build relationships locally and benefit from industry best practice.</p>	<p>ONGOING</p>

	<p>Affordable Warmth Programmes – Educate and promote energy efficiency to tenants and residents to reduce fuel poverty and carbon emissions.</p> <p>Link with local partners – Citizens Advice/HCC</p> <p>Promote initiatives and measures in each Hometalk magazine.</p>	<p>Through a replacement of the Council’s repair scheduling system (DRS) and repair database (Uniclass) advancements in technology will allow customer self-serve and removal of current paper-based practices.</p> <p>A resident page giving advice on retrofitting of homes is available through the Council’s digital platform Go Vocal. This gives a range of user manuals, videos and help and advice on the process and technology for residents having retrofit installed.</p> <p>A retrofit brochure is available to residents giving a step-by-step guide to their improvements and contact numbers to help improve our resident journey.</p> <p>Hometalk will continue to be used to raise awareness of decarbonisation and retrofitting.</p>	<p>ONGOING</p>
	<p>Assess the Housing Services’ wider carbon footprint by April 2026</p> <p>Embodied carbon in retrofit and demolition activities</p> <p>Material production, delivery, and installation.</p>	<p>Innovative solutions continue to be investigated including carbon credits and heat recovery from data centres</p> <p>We’ve secured a long-term retrofit partner and are strengthening internal expertise and local supply chains, creating partnerships that deliver social value and support the Council’s September 2025 community event.</p>	<p>April 2026 ON TRACK</p>

		<p>As part of the Council's contract with supplier Travis Perkins a small pot of money is made available each year to provide the local community with goods or services that benefit social value. In 2025 and 2026 this is paying for community events around to directly engage with our community. The funds have already paid for new benches, cooking and child equipment and fencing requested by our local communities.</p>	
	<p>Commission an internal working group to establish an appropriate alternative heating source(s) to gas fired boilers by April 2027, ahead of the 2035 installation cut off.</p>	<p>With changes to EPC's, there is an increased focus on alternative solutions for gas central heating, while balancing fuel poverty.</p> <p>Officers are looking at the feasibility of emerging solutions to renewable technology, for instance. Batteries, Wind and PV installations.</p> <p>Adopting a flexible approach to electric and renewable solutions as technology is rapidly evolving.</p> <p>A phased approach to staff qualifications will balance the need to maintain gas homes and introduce ASHP and PV.</p>	<p>April 2027 ON TRACK</p>

	Align Development Strategy with Greener Housing Strategy by agreeing a new component level build standard for our own Council led developments by April 2024, which achieves our greener housing aims and establishes a routine development standard.	New employer requirements have been drafted, awaiting publishing. This document will help officers achieve more accurate pricing, fewer disputes over materials, and better contractor performance. For the repair and maintenance teams, standardising products increases first time fix rates which supports the repair and maintenance of the Councils homes and improves customer satisfaction.	APRIL 2024 AWAITING PUBLISHING
	Assess the location of each development opportunity to ensure the location is sustainable and is built in a location where people want to live and work to reduce the reliance on carbon-intensive modes of transport.	This has been achieved at all Future Homes standard Developments. The Councils shared ownership properties have been sought after, offering accommodation in central and rural locations supporting local people in their area of choice.	ONGOING
	Work with Developers, Registered Providers and Planning Policy to develop greener housing standards for all new build developments in the New Forest	Where possible officers are continuing to collaborate with developers to apply these greener standards to all new build developments in the district.	ONGOING
Strategic Priority 2 – Council Housing New Build Standards	Assess embodied carbon in the building processes on Council led development sites by 2030	Not currently something completed by the council.	APRIL 2030

	<p>Where properties are acquired through off the shelf acquisitions or through the buyback scheme a minimum EPC rating of C will be required from April 2029.</p>	<p>Work to access buy back from will start in April, data is being collected to understand how this will achieve the EPC results, be implemented and understand work volume.</p>	<p>APRIL 2029</p>
	<p>Fully support the Warmer Homes Consortium led by PCC to promote LAD 3 and HUG funding in the district through to March 2023 with a joint communications and marketing plan.</p>	<p>Awaiting the latest funded scheme to start to support wider community tack up and support.</p> <p>Officer will utilise social media, Council website, Cosy homes and through leaflets and advertised on hand outs.</p>	<p>ON GOING</p>
	<p>Promote Affordable Warmth Programmes and activities.</p> <p>Educate and promote energy efficiency to tenants and residents to reduce fuel poverty and carbon emissions from July 2022</p> <p>Link with local partners – Citizens Advice/HCC/NFDIS and foodbanks</p> <p>Establish a communication campaign alongside the Council’s new Climate change Manager by August 2022 and refresh annually.</p>	<p>Cosy homes New Forest was released in October 2023. The tool has been promoted at a range of events and social media. The App friendly retrofit plan builder tool is providing property specific information for homes with a New Forest postcode.</p> <p>Cosy homes also provides up to date funding advice to help people realise their retrofit plan. Longer term, the brand Cosy Homes new forest, will be a way to communicate trusted help and advice and develop future campaigns.</p>	<p>August 2022 ONGOING</p>
	<p>Continually identify, where available, and bid for funds to promote energy efficiency and tackle fuel poverty for private owners and landlords.</p>	<p>Officers procured new software, to help model homes within the district that are eligible for funding. This will allow the Council to take a targeted approach, linking with the cosy homes tool to</p>	<p>ONGOING</p>

		increase the take up of retrofit and maximise funding.	
	Attend, support and enhance the existing New Forest Partnership Forum of Voluntary agencies. Target fuel and food poverty Provide specialist training and integrate the new Local Campaigns Manager with Council workstreams where appropriate by March 2023.	Work underway with private sector housing teams. Attendance at Cost of Living Steering Group. Funding awarded under Warm Homes: Local Grant will enable further targeting of food banks and other public buildings and services.	March 2023 ONGOING
Strategic Priority 3 – Private Sector Housing Decarbonisation	Through Housing Standards work continue to ensure landlords are compliant with the Minimum Energy Efficiency Standards (MEES) regulations, reviewing performance annually.	The Council purchased a software package that includes data linked to homes with F and G EPC data. We can contact these household giving advice on funding and MEESE regulations.	ONGOING
	Hold a standing Greener Housing agenda item at each Landlord Forum	The Landlord forum is increasing in popularity covering a range of topics and key speakers and a chance for letting agents and private landlords to network. September’s meeting will include updates on funding and changes to legislation.	ONGOING
Strategic Priority 4 – Housing Service Operations	Quantify the operational carbon footprint of key activities by April 2026.	Work underway to be completed by 2026.	ON TRACK
	Through 2022 monitor the energy usage of communal areas across the housing portfolio to assess: <ul style="list-style-type: none"> ○ Peak demands ○ Average usage ○ Reason for use 	Underway. Officers understand the energy usage for NFDC communal blocks for gas and electric and the split between personal and communal usage. In 2025 key blocks with communal meters will be changed to	November 2022 ON TRACK

	<ul style="list-style-type: none"> Alternative provision which reduces costs and carbon emissions. and set service charges for 23/24 	<p>individual metering to help customers control their energy usage.</p> <p>Surveys of older fluorescent lighting are underway to replace communal lighting to new energy efficiency lighting on timers.</p>	
	<p>Establish an agreed action plan to target higher polluting practices by April 2027.</p> <p>By April 2029 establish methods, processes and alternative activities which reduce carbon emissions across our activities</p> <p>Working with Vehicle Fleet managers across the Council establish a scheme to replace the housing fleet of 61 vehicles with electric vehicle replacements and agree policies for charging with users by 2027</p>	<p>Cross departmental meetings have taken place to establish the key stakeholders and impacts across the council. These meetings will continue into 2026.</p>	<p>April 2027</p> <p>ON TRACK</p>
	<p>Maximise Repairs Service Workforce planning to limit unnecessary travel by repairs operatives across the district by 2025.</p> <p>Eliminate paper-based activities where practicable by April 2025.</p>	<p>The Council started a procurement process to replace its asset management, DRS scheduler and repairs modules this process is nearing completion. New Systems will utilise new technology helping the council to reduce unnecessary travel and eliminate paper-based activities.</p>	
	<p>Through our procurement processes support New Forest based Small and Medium Sized Enterprises (SMEs) with advice and assistance to gain low carbon/renewable energy installation certification and additional skills on tendering to help them secure large scale retrofit and installation contracts.</p>	<p>The procurement process incorporates climate change and sustainability which will be taken seriously through contract management performance. Recent decarbonisation frameworks were selected based on SME's with a local contractor being awarded the contract for four years.</p>	<p>April 2026</p> <p>ON TRACK</p>

	Complete an options appraisal of carbon off setting initiatives to offset the residual carbon emissions generated by our social housing stock, post the completion of retrofit programmes by April 2028.	Works to start in April 2026	April 2028 ON TRACK
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