



Warmer Homes London

Helping to make Londoners' homes greener,
healthier & more affordable to heat

What is Warmer Homes London?

We were launched in February 2025 by **London Councils** and the **Mayor of London**, as a new organisation.

Our role is to tackle the **systemic barriers** and **fragmented approach** to retrofit delivery, and create the pathways to retrofit at scale.

low-income owner-occupiers and private renters - those most vulnerable to fuel poverty.

We work in collaboration with delivery partners, the supply chain and other stakeholders through supporting the delivery of London's two (soon to be three) main retrofit grant programmes.

Our early focus is on **social housing**,



Our Grant Programmes

Warm Homes: Social Housing Fund Strategic Partnership	Warm Homes: Local Grant Consortium	The Mayor's Home Energy Saving Fund
For social housing tenants.	For low income owner-occupier and tenants.	London's first devolved retrofit funding, for social housing
 Target: Up to 8000 homes	 Target: Up to 3600 homes	 Target: Up to 5000 homes
£178 million funding invested	£53 million funding invested	£58 million funding invested

Our Delivery Partners

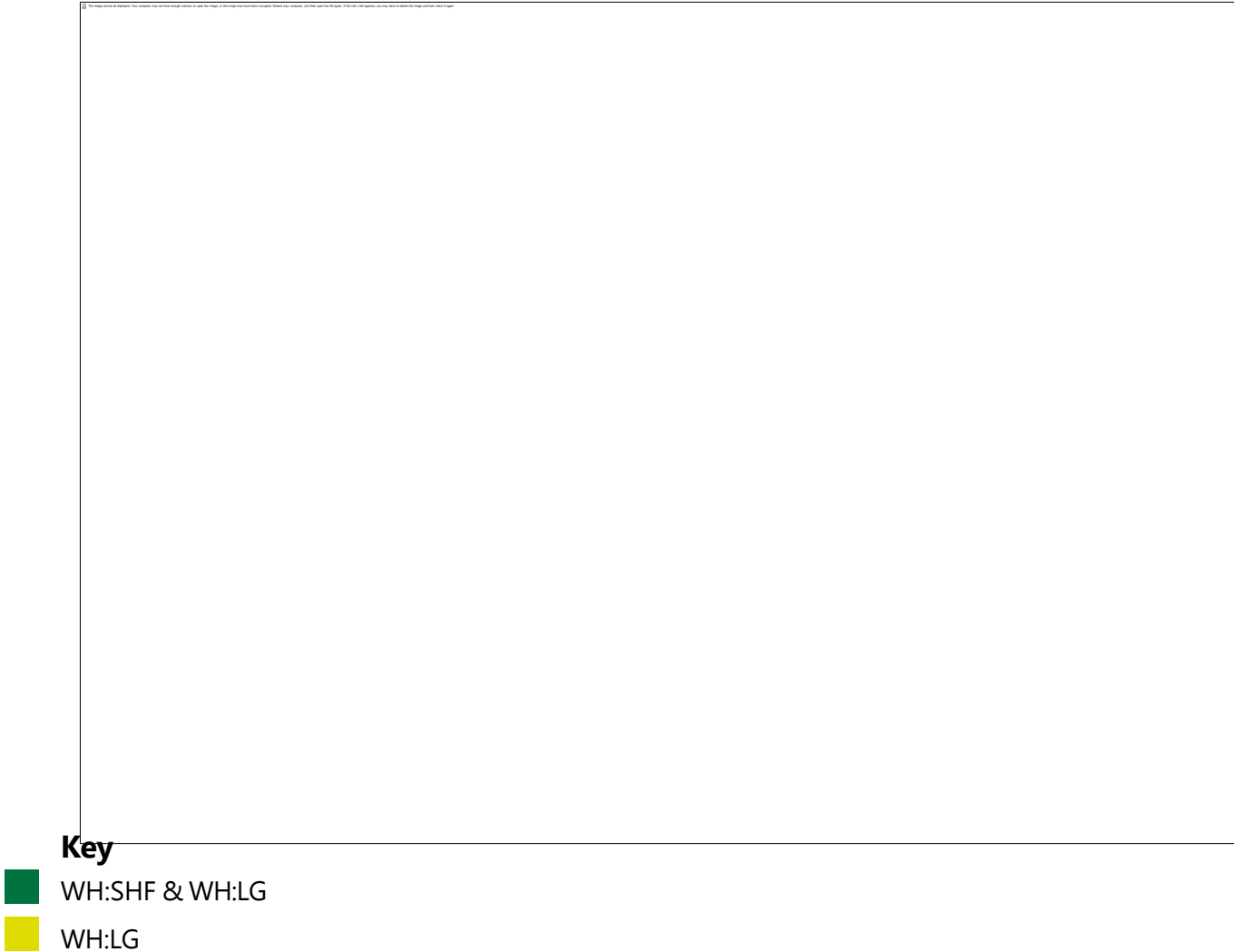
Warmer Homes London, through our two grant programmes, works in active collaboration with boroughs and housing associations across London.

Our Social Housing Fund Strategic Partnership is made up of 26 partners: 21 boroughs, and 5 housing associations.

These Housing Associations are:

- Clarion
- Hexagon
- Notting Hill Genesis
- Orbit
- Southern Housing

The Local Grant programme is currently delivered by the GLA, on behalf of 31 boroughs in London. The LG programme team will come into WHL during 2026.



Resident First Retrofit

Strong resident engagement needs to be at the heart of successful retrofit delivery.

To help make positive engagement the standard in London, Retrofit London/WHL commissioned a **Resident First Retrofit Toolkit**, developed by the Young Foundation. Delivery partner input and support was used throughout.

Most importantly, the toolkit was shaped by a **Resident Advisory Group**: a group of residents all with a lived experience of retrofit.

Launched in early 2026, the toolkit contains a number of resources and templates to help support partners. We also set up a resident first retrofit working group, to closely support partners in the roll-out of the toolkit.



Building up capacity

Working closely with our partners through the partner toolkit, we know that providing further resources in the toolkit would not provide all of the answers.

Capacity within our partners is also a key issue.

That's why we are working with the **Zero Carbon Accelerator (ZCA)** to deliver a fixed term pilot, where partners can access a resident engagement support service.

The pilot will help evidence the delivery benefits of funding additional resident facing support through A&A, and how treating resident engagement as a core capability delivers stronger, higher quality retrofit overall.



A digital 'front door' for London

The historical challenge: in the Local Grant programme, resident drop-out has been a key issue. Residents don't opt out because they don't want retrofit: it's because the process becomes confusing, burdensome, the next steps are unclear, or they don't have a single point of contact/information.

The proposed solution: A new digital platform for residents, where they can manage the next steps and updates all in one place.

What's been delivered so far: In July, we beta launched the platform to around 350 residents, to help them go through the eligibility assessment stage.

Key results so far:

More residents self-completing through their eligibility steps.

Feedback from residents that the platform is clear and easy to use while also highlighting opportunities to make it more user-friendly.

We're now getting live insights into where residents drop-out, so we can help improve the service.

What's next:

Residents will complete the full journey via the platform, up until installation/completion

6 contractors and boroughs onboarded onto the platform, so there's clear case progress across all stakeholders.

Support for vulnerable residents

The new digital platform is only the first step to helping residents: vulnerable residents who are digitally excluded will need further support.

We issued an Expression of Interest to community organisations earlier this year to understand what kind of support already existed in London, and where we could help support.

This has helped develop a wider offering to work with local organisations to help provide local support to vulnerable residents: we are going live with this offering later this year.



Temperature and Humidity Sensors



Evidencing the impact of retrofit on areas like thermal comfort, damp and mould is difficult.

Building on innovation delivered individually by boroughs, WHL and the GLA are making **£1.3 million** of grant funding available to boroughs and housing associations to install temperature and humidity sensors in retrofitted social housing.

Combined with smart meter and property data, this programme will help partners understand retrofit's impact, and generate helpful evidence on the precise impacts different measures have across different housing types.

Retrofit delivery teams understand what approaches work best for different kinds of homes, making commissioning quality delivery more efficient and effective.

Housing teams can use the sensors to proactively respond to Awaab's Law and manage damp, mould and overheating risks for tenants.

Asset Management teams can use the data to strengthen long-term property management strategies and investment.

Environment teams can demonstrate the energy savings made to homes in the borough through retrofit interventions, and how this is helping meet climate targets.