

Client: Moat
Value: £8 million
Location: Essex
Completion: 2025



Net zero retrofit

Moat



Creating healthier homes

United Living Property Services (ULPS) delivered an innovative whole-house retrofit to upgrade Moat's housing portfolio. Supported by the Social Housing Decarbonisation Fund (SHDF) Wave 2.2 funding stream, 177 properties underwent extensive energy-efficiency upgrades.

The work adopted a comprehensive whole-house, fabric-first approach and includes the installation of new loft insulation, energy-efficient windows and doors, floor insulation, solar panels and advanced ventilation systems.

Our expert team upgraded all homes that are below EPC C to achieve a minimum EPC rating of C or above, resulting in reduced energy bills and increased comfort for residents. Our modelling strategy prioritised the fabric first approach, ensuring the building is well-insulated throughout. We then consider other measures to accompany this to ensure the property is fuel-efficient and able to maintain comfortable room temperatures. Residents were offered retrofit advice, including the best fuel tariffs and tips for adopting new living habits that will save them money.

The project was completed ahead of schedule and on-budget in 2025.

Achieving high standards

We adopted an innovative strategy on this contract by integrating newly approved roofline systems with the installation of external wall insulation (EWI). These roofline closure systems enabled the safeguarding of the EWI system through the use of metal trims, providing a durable and enduring solution without the need for extended rooflines.

Working at scale and upgrading properties scattered throughout the Essex region has presented a challenge. Nevertheless, we tackled this by conducting thorough planning, meticulously mapping out locations and allocating tasks to our supply chain accordingly, all while minimising disruption to the local communities.



Investing in innovation

Here at United Living, we have invested heavily in the development of our in-house decarbonisation expertise. Our team has unrivalled experience of working collaboratively with our clients and supply partners, providing advice on strategy, funding, design and delivery for whole-house retrofits in order to achieve their net zero ambitions.

Community engagement

We hosted monthly customer drop-in sessions, providing an opportunity for active collaboration with vulnerable residents and also provide support to residents to minimise heating demands and reduce energy usage.

Upon completion of the works, we delivered energy-efficient, low-carbon hampers to all residents within the properties, further promoting sustainable living practices and enhancing the well-being of the community.

Several air source heat pump have been installed, requiring new heating pipework and the replacement of old storage heaters with new radiators specifically designed to suit the residents' needs. This has led to a notable improvement in the thermal comfort of the properties and a decrease in their energy expenses.



Our collaboration with United Living aims to significantly reduce carbon emissions and create healthier homes. Through our joint efforts, we've revitalised our homes, enhanced energy efficiency and improved resident well-being.

Alan Mortimer, Investment Programme Manager, Moat



Together we achieve more



For further information on how
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