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Case Study

Paradigm

# Social Housing Decarbonisation Fund (SHDF) Wave 2.2

## Client

Whole-house retrofit for Paradigm Housing Group

## Project

Social Housing Decarbonisation Fund (SHDF) Wave 2.2

## Project Lifecycle

May 2024 – Sep 2025

## Measures delivered

- Loft, cavity and external wall insulation
- Replacement glazing upgrades
- Air Source Heat Pumps (ASHP)
- Solar PV panel installations
- High heat retention electric storage heaters (HHRESH)
- Planning applications and tenant liaison

## Overview

**Paradigm Housing Group (PHG)** appointed AgilityEco's inhouse installer Aran to deliver a comprehensive whole-house retrofit programme funded through the Social Housing Decarbonisation Fund (SHDF) Wave 2.2.

The project improved the energy efficiency and comfort of 61 homes across Buckinghamshire through a range of fabric and renewable measures, including loft and cavity wall insulation, air source heat pumps (ASHP), solar PV systems and high heat retention electric storage heaters (HHRESH).

The main aims were to reduce carbon emissions, tackle fuel poverty and enhance residents' comfort through a high-quality, PAS 2030-compliant retrofit delivery.

> **Working with Aran on our SHDF Wave 2.2 retrofit program has been a refreshing experience.**
>
> Their professionalism, technical expertise and collaborative approach were key... their commitment to quality and resident satisfaction helped us meet our decarbonisation goals while improving comfort and reducing energy costs for our residents. Based on this success, we're continuing our partnership on SHDF Wave 3 (Warm Homes: Social Housing Fund) to help us deliver £10.1m of work over the next 3 years.
>
> **David Lipyeart, Contracts Manager**
> **Paradigm Housing Group**

## Get in touch with us today

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## Property types & Delivery approach

The project involved a diverse range of residential property types, including low-rise flats (up to 3 stories), maisonettes and traditional street properties. We delivered retrofit solutions across varied built forms and occupancy arrangements, both on individual properties and through coordinated, street-by-street installations.

### Flatted developments

We installed energy efficiency measures within multi-occupancy buildings (incl. Brushmakers Court and Chiltern Heights) where careful planning and coordination were essential. We took great care to maintain access, minimise disruption and ensure clear communication with multiple residents in each block. Works included:

- Installing external wall insulation (ESH) + loft insulation
- Upgrading ventilation systems to address thermal performance + indoor air quality

### Street properties

We delivered both single-property interventions and phased street-by-street programmes. At Redwood Gate and Upton Grove, Shenley Green, we coordinated installations of air source heat pumps (ASHP), cavity wall insulation and solar PV systems for more efficient programme delivery, while maintaining consistent quality across entire streets.

### Occupied homes

Across all property types we worked in occupied homes, often with tenants in situ. Our resident-first approach made sure works were carefully sequenced, with proactive tenant liaison, clear communication and flexible scheduling to minimise disruption. This was critical in multi-occupancy settings, where shared access, safeguarding considerations and resident wellbeing required a sensitive, highly managed approach.

## Key Outcomes

- **61 homes retrofitted to modern energy efficiency standards**
- **Significant reductions in carbon emissions, supporting PHG's Net Zero targets**
- **Improved thermal comfort and lower energy bills for residents**
- **PAS 2035 compliant delivery ensured quality and compliance throughout**
- **High levels of tenant satisfaction through proactive engagement and communication**
- **Upskilling and training for Paradigm Housing Group in-house heating team**
- **Strengthened local supply chain by using regional contractors and suppliers**
- **Delivered community benefits including employment opportunities and food bank support**
- **Set foundation for future programmes and continued partnership on WH:SHF (£10.1m on 500+ homes)**

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## Collaboration

**We worked closely with Paradigm Housing Group (PHG) and their appointed independent retrofit co-ordinator. Our fully integrated approach ensured PAS 2035 compliance, efficient project management and a smooth delivery process.**

- Conducted and reviewed retrofit assessments in partnership with PHG
- Co-ordinated tenant liaison and engagement to ensure clear communication and minimise disruption for residents
- Managed planning applications for renewable technologies where required
- Worked closely with manufacturers to secure best-value materials, product guarantees and specialist training for PHG in-house heating team to maintain newly installed ASHP systems

## Social Value & Community Benefits

Beyond the technical delivery, we generated measurable social value outcomes that supported PHG's communities and the wider local economy:

- **Employment:** Appointed a regional Contracts Manager to oversee delivery and strengthen local delivery capacity
- **Community Support:** Sponsored Christmas food banks, supporting families in need within PHG's communities
- **Local Supply Chain:** Engaged local subcontractors and suppliers to work alongside our PAYE install team to support the support regional economy and reduce travel-related carbon emissions

**Stakeholders:**

Paradigm

## Partner with us for your retrofit programme

We provide fully PAS 2035-compliant solutions that improve efficiency, comfort and carbon performance, from initial assessment to final installation.

**Get in touch to discuss how we can help in your area.**




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