



DECARBONISING THE UK'S HOUSING STOCK

We deliver high-quality retrofit projects that enhance customers' living conditions through the most cost-effective solutions for our clients

ALL FABRIC, HEATING & RENEWABLE MEASURES

PAS2035 CERTIFIED

IN-HOUSE RETROFIT SERVICES

COMMERCIAL SERVICES





Our main office located in Staffordshire, UK

INTRODUCTION

WHO ARE WE AND WHAT DO WE OFFER?

Established in 2002, Broad Oak Group is a family-owned business that provides comprehensive turnkey solutions to local authorities, social housing providers, and private landlords. Our objective is to facilitate the decarbonisation of the UK's housing stock through substantial home energy upgrades implemented on behalf of our clients. As one of the fastest growing retrofit and renewable energy installers in the UK, we provide extensive experience and expertise applicable to each decarbonisation project we undertake.

2002

Est.

5000+

installations per annum

60

Accreditations

All

Measures available

400

Operatives
Nationwide

Nationwide

Project delivery



Our senior team managers

Government Funded Work

Our teams are fully versed with all available government schemes such as Warm Homes: Social Housing Fund (WHSHF), Warm Homes: Local Grant (WHLG / HUG), Energy Company Obligation Scheme (ECO) & the Great British Insulation Scheme (GBIS).

Energy efficiency and decarbonisation installations

Under PAS:2035, we offer all fabric, heating and renewable measures facilitating the decarbonisation of the affordable housing sector. Fabric measures include Cavity Wall (CWI), Internal Solid Wall (IWI), External Wall (EWI), Room in Roof (RIRI) and Loft Insulation (LI). Renewable energy measures such as Solar PV and Air-Source Heat Pumps. We also install Gas Boiler upgrades, first-time Central Heating Systems, High Heat Retention Systems and Electric Heater replacements.

Accredited Installers

We are fully accredited PAS2035 installers with certifications from GasSafe, NICEIC, QualityMark, MCS, OFTEC, NHBC, CHAS, NAPIT and ISO 9001 & 14001. We are also Green Deal Approved. You can rest assured knowing that you are in good hands.



Mitsubishi Air-source Heat Pump Installed under ECO4

COMPLETE TURNKEY SOLUTIONS

END TO END SERVICES FOR SOCIAL HOUSING CLIENTS

Broad Oak Group takes care of the entire process from end to end. Speak to one of our retrofit managers today to discuss your decarbonisation project.

1 Stock Assessment

Our housing stock assessment process provides a thorough evaluation of existing residential properties to determine their condition, efficiency, and suitability for energy efficiency improvements, retrofitting, or redevelopment.

2 Customer Engagement

Our customer engagement process is centered on open communication and feedback. This enables us to understand the needs and priorities of residents which builds trust, strengthens community relationships, and ensures that the outcomes align with the expectations and aspirations of our clients.

3 Technical Surveys

Our tech survey process is designed to assess the current energy efficiency within residential properties and find opportunities for upgrades. We conduct detailed evaluations of existing measures such as fabric, heating and renewable measures while assessing any existing smart home devices, central heating systems, ventilation and connectivity to the Gas Distribution Network.

4 Retrofit Coordination

Our retrofit coordination process ensures seamless planning and execution of upgrades to improve energy efficiency, comfort, and sustainability in buildings. Through detailed assessments, transparent communication, and meticulous project management, we streamline the retrofitting process from start to finish. This minimises disruptions, ensures compliance with regulations, and delivers high-quality results that meet the needs of all involved.

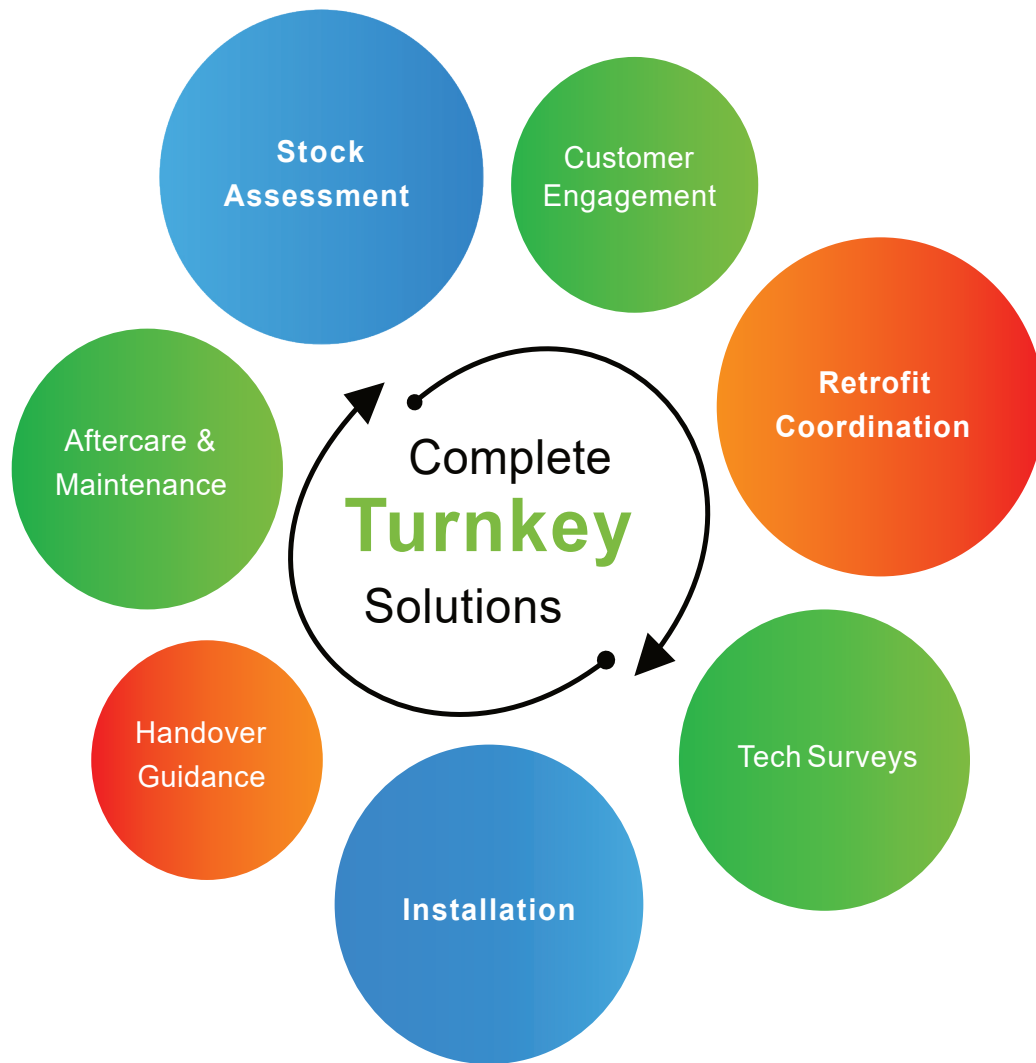
Additional Services

- ▶ **Bid Support & Management**
We provide expert guidance, coordination, and strategic insights
- ▶ **Project Planning & Development**
From initial concept to execution, ensuring projects are completed on time, within budget, and to the highest standards.
- ▶ **Resource Allocation & Budget Control**
Ensuring efficient use of resources and maintaining financial oversight to deliver successful outcomes.
- ▶ **Compliance & Governance**
Ensuring that all projects meet regulatory standards and adhere to best practices, providing transparency, accountability, and risk mitigation.
- ▶ **Resident Support & Liason**
This ensures that residents are informed, supported, and involved throughout the project lifecycle.
- ▶ **Data Capture**
We help to gather and analyse key information, providing accurate insights.
- ▶ **Teir 1 Principle Contracting**
Expert project management and delivery, ensuring high-quality on-time execution.

Get in contact today



Solar panels installed under the ECO4 scheme



Installation Preparation

Our installation preparation process is key to delivering high-quality retrofit projects efficiently and effectively. We begin with a thorough site assessment to evaluate existing conditions and identify potential challenges. Detailed planning follows, including the selection of appropriate materials, coordination with contractors, and development of a clear timeline. We engage with residents or occupants to ensure they are informed and comfortable with the process.

5

Installation

Our installation process for delivering high-quality retrofit projects is focused on precision, efficiency, and minimal disruption. We employ skilled professionals who follow detailed plans to implement energy-efficient upgrades. Throughout the process, we maintain clear communication with all stakeholders, ensuring that work is completed safely, on schedule, and to the highest standards. Rigorous quality checks are conducted at every stage to guarantee the durability and performance of the retrofits, resulting in enhanced comfort, sustainability, and long-term value for the property.

6

Handover Guidance

Our handover process ensures customers are fully supported and informed as they transition to their upgraded homes. We conduct walkthroughs to demonstrate the new features, explain their benefits, and provide guidance on optimal use and maintenance. Detailed documentation and user manuals are also provided and our team remains available to address any questions or concerns.

7

Aftercare & Maintenance

Retrofit projects are designed to ensure the long-term performance and satisfaction of the home upgrades. Following the completion of a project, we provide ongoing support through emails, calls and on-site visits. Residents and property managers receive guidance on maintaining the upgrades, along with access to our dedicated support team for any issues that arise.

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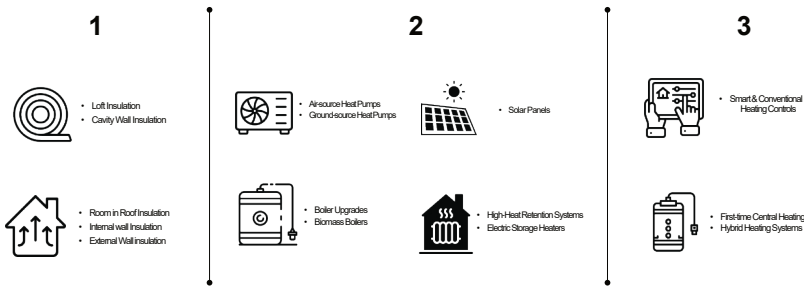
WHOLE HOUSE APPROACH

Our whole-house process for retrofit projects focuses on optimising every aspect of a home’s energy efficiency using a fabric first approach.

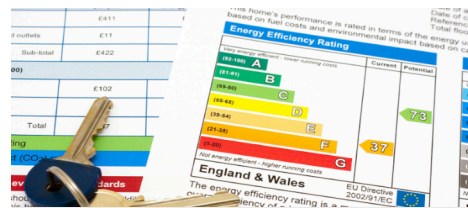


Our teams use a comprehensive approach to improving energy efficiency in residential properties. We begin by improving SAP by following the most cost effective fabric first approach such as installing cavity wall, internal solid wall & loft insulation, to boost heat retention in low-income households. If households are eligible for the appropriate funding, we then assess and install larger upgrades including boiler replacements, heat pumps, solar panels, and first-time central heating systems.

We aim to install multiple measures that will yield significant improvements in SAP ratings. Incorporating smarter heating controls and guidance resources is vital to our approach. Combined with energy-saving measures, these elements enable customers to manage their energy use more effectively, thereby reducing energy usage and carbon emissions. Our goal is to alleviate fuel poverty and support local families in enhancing their homes' energy efficiency.



ADDITIONAL SERVICES



Minimum Energy Efficiency Standards (MEES)

The recent updates to the Minimum Energy Efficiency Standards (MEES) requires commercial properties to improve energy efficiency before being rented out and now affects properties with existing leases. Broad Oak Group can support efforts to improve SAP ratings of your housing stock, ensuring MEES rules are met.



In-house Delivery Teams

The majority of our survey and installations are completed by directly employed operatives. This applies to electricians, heating engineers, insulation installers, retrofit assessors, tech surveyors and other tradesmen. All staff hold company ID cards and branded clothing. We encourage all operative to treat customers respectfully, ensuring that they represent Broad Oak Group and our clients to the highest standards.



Block Flats

We can also deliver retrofit projects for block flats, offering solutions such as fabric improvements, shared solar schemes, and other renewable measures tailored to flats. Contact us to discuss how we can enhance the SAP ratings of your block flats through the most cost-effective funding options available.

FUNDING ROUTES

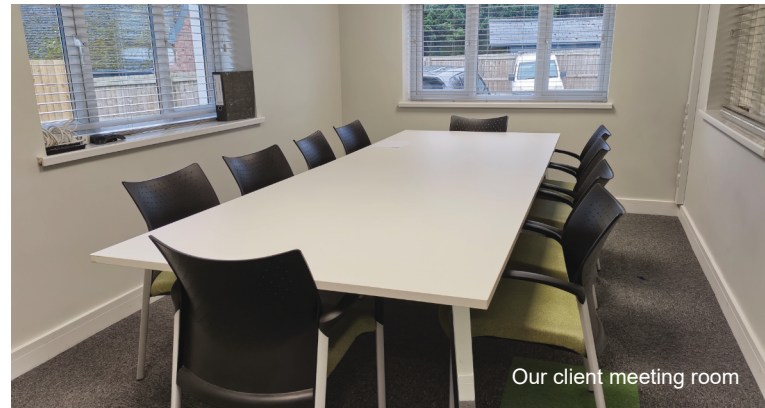
We improve the energy efficiency of customers' homes by using the most cost effective funding routes for our clients

WHSHF

WHLG

WARM HOMES : SOCIAL HOUSING FUND

Formerly known as the SHDF Wave 3, the Warm Homes: Social Housing Fund aims to allocate funding to local authorities, combined authorities, registered charities and social housing providers. Funded projects will tackle fuel poverty and carbon emissions by delivering energy efficiency upgrades and decarbonised heating systems. The Social Housing Decarbonisation Fund (SHDF) aims to improve the health, comfort and well-being of social housing tenants across England. The scheme focuses on social housing stock with EPC ratings below band C.



Our client meeting room

WARM HOMES: LCOAL GRANT FUND

Local authorities can apply for funding via the government's new Warm Homes: Local Grant scheme which facilitates energy performance improvements and installation of low-carbon measures in low-income privately owned or rented households in England with EPC ratings between D and G.

ECO

ENERGY COMPANY OBLIGATION SCHEME

The government-funded Energy Company Obligation Scheme (ECO) aims to increase energy efficiency and overall heat retention in lower-income households by installing state-of-the-art heating and insulation measures, resulting in lower energy bills.

GREAT BRITISH INSULATION SCHEME

The Great British Insulation Scheme was designed to complement ECO4 by offering single insulation measures rather than the ECO4 'whole house' approach. It is aimed at low-income households with an EPC rating of D-G or within A-D Council Tax bands.

GBIS

HEAT NETWORK ENERGY SCHEME

Households in England and Wales can apply for a grant that covers some of the cost of replacing fossil fuel heating systems (such as oil, gas, electric and LPG) with biomass boilers or heat pumps.

HNES



Solar panel installation under SHDF - work in progress

What do we offer?

We offer complete social housing turnkey solutions. Speak to a member of our team today for more information!

Our Aim

Our objective is to facilitate the decarbonisation of the affordable housing sector through substantial home energy upgrades implemented on behalf of our clients.

Join our team

We are constantly seeking talented and passionate individuals to join our expanding team. With a variety of roles available—from admin staff and retrofit assessors to tech surveyors, project managers, and field operatives—there's something for everyone.

Whether you're looking to switch careers or explore a new opportunity, we'd love to hear from you. Send your email to hello@broadoakgroup.com or give us a call at 01782 529629.

Commercial Services



Our commercial services team operates nationwide, handling a range of projects that include installing heat pumps, solar panels, and upgrading plant rooms in commercial properties. These solutions effectively help reduce energy costs and lower carbon emissions for your business.

Get in touch!

Call us: 01782 529629

Website: www.broadoakgroup.com

Email: clients@broadoakgroup.com

