



 **BROAD OAK** GROUP

Driving Quality, Compliance
& Performance in Retrofit



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PEERS QUALITY
ASSURANCE LTD
ISO 9001:2015



PEERS QUALITY
ASSURANCE LTD
ISO 14001:2015



PEERS QUALITY
ASSURANCE LTD
ISO 45001:2018



Trusted Delivery in Whole House Retrofit

At Broad Oak Group, we are a Tier 1 contractor specialising in improving the energy efficiency and quality of residential, public and commercial buildings across the UK.

We deliver large scale, PAS 2035 compliant retrofit programmes that support decarbonisation, Net Zero targets, and long-term building performance. Our work helps reduce carbon emissions, lower energy bills, and create healthier, more comfortable environments for occupants.

Our approach is built around whole-house, fabric-first retrofit, integrating insulation, ventilation, low carbon heating, planned maintenance, and wider building improvements to maximise impact and value.

We work in partnership with local authorities, housing associations, landlords, and commercial clients, helping them meet compliance, funding requirements, and sustainability targets with confidence.

With strong governance, in-house expertise, and a resident-focused delivery model, Broad Oak Group is trusted to deliver complex, high-volume programmes that make buildings fit for the future, safe, efficient, and built to last.

Scale. Experience. Certainty.

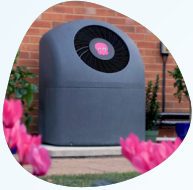
Our strength lies in our ability to deliver at scale without compromising on quality. With over 300 directly employed staff and more than 25 years of experience, we provide a consistent, reliable service built on expertise, accountability and control.

As a family-run business, we take a hands-on approach to every project, combining strong leadership with a culture that prioritises quality, safety and long-term relationships. Our directly employed workforce allows us to maintain high standards across every stage of delivery, removing reliance on fragmented subcontractor models and ensuring greater consistency and performance.

We offer a true end-to-end service, supported by in-house Retrofit Coordinators, dedicated submission teams and robust quality assurance processes. This enables us to manage programmes from initial assessment through to installation, handover and aftercare, giving our clients confidence in both compliance and delivery.

Our scale, structure and systems allow for rapid mobilisation and efficient programme delivery, helping clients meet funding deadlines and accelerate progress on site. With a proven track record across large, complex schemes, we are trusted to deliver results that are not only compliant, but cost-effective, well-managed and built around the needs of residents.

Delivering Better Homes



Air Source Heat Pumps

High-efficiency air source heat pump installations designed to reduce carbon emissions and lower energy costs while improving resident comfort.



Ground Source Heat Pumps

Sustainable ground source heat pump solutions delivering reliable, long-term heating performance for a wide range of property types.



Solar & Renewables

Solar PV and renewable technologies installed to support decarbonisation targets and deliver measurable reductions in energy consumption.



All insulation measures

Full insulation solutions including loft, cavity, external wall and flat roof insulation to improve thermal performance and reduce heat loss.



Planned Maintenance

Delivered at scale, our planned maintenance programmes improve property standards, extend asset life and enhance resident satisfaction.



Ventilation

Ventilation upgrades designed to improve indoor air quality, reduce condensation risk and support compliant whole-house retrofit delivery.

Heat Networks



Delivered at scale, our heat network solutions provide efficient, low-carbon energy distribution, improving system performance, reducing emissions, and supporting long-term decarbonisation.

Metering & Billing



Delivered at scale, our metering and billing solutions ensure accurate energy usage tracking, fair cost allocation, and transparent reporting, improving efficiency and resident trust.

Warm homes fund: local

Warm homes fund: social

Green heat network fund

HNES

Warm Homes Delivery Process

We provide a clear, step-by-step delivery model that gives clients complete visibility, strong governance, and confidence that every property is delivered right first time.



1. Resident Engagement

Our Resident Liaison Team keeps residents informed throughout, managing appointments, welfare needs and communication, while educating residents on installed measures to drive understanding, maximise usage, and maintain trust.



2. Survey & Assessment

We complete detailed property surveys to confirm scope, capture key data and identify risks, ensuring PAS 2035 and funding compliance. Stock validation and EPC checks are carried out where required.



3. Design & Technical Solutions

Our technical team develops tailored retrofit designs aligned with programme requirements, including ventilation planning, fabric-first principles and long-term performance.



4. Installation & Delivery

Delivered by our directly employed teams, supported by experienced supervision and programme management, ensuring safe, efficient and controlled deliveries.



5. Quality Assurance

Staged inspections, evidence capture and compliance checks are completed throughout to ensure works meet specification, regulations and funding requirements.



6. Handover & Sign-Off

We complete final inspections and resident sign-off, providing certification, warranties and guidance to ensure residents understand new systems.



7. Aftercare & Support

We provide structured aftercare and defect resolution, ensuring completed works perform as intended and deliver lasting outcomes.



Our Warm Homes Partnerships

We're proud to have delivered retrofit and property improvement programmes for housing associations, local authorities and public sector partners across the UK.



City of Stoke on Trent - Properties Completed: 500+

The Council have worked with Broad Oak on delivery of energy efficiency measures for Government funded schemes including the Local Authority Delivery Scheme, Phase 3 and the Warm Homes Local Grant. Broad Oak combine quality installations and a professional approach with excellent customer service. They work closely with the Council on all aspects of delivery to maximise the benefits of funding for residents in Stoke-on-Trent.



Citizen Housing - Properties Completed: 561

We have worked with Citizen to deliver energy efficiency and retrofit measures across funded programmes. Our teams provide high-quality installations with a professional, well-managed approach, keeping residents informed and supported throughout, while working closely with Citizen to maximise the benefits of available funding.



Oadby & Wigston - Properties Completed: 183

Broad Oak Properties has been an outstanding contractor to work with. Their professionalism, clear communication, and attention to detail were evident throughout the entire project. The team was reliable, knowledgeable, and committed to delivering high-quality work on time and within budget. Any questions or changes were handled promptly and transparently, which made the whole process smooth and stress free. We're extremely pleased with the final results and would confidently recommend Broad Oak Properties to anyone looking for a trustworthy and skilled contractor.



Platform Housing Group - Properties Completed: 180

Working in partnership with Platform Housing Group, we have delivered energy efficiency and retrofit measures across funded programmes. Our teams provide high-quality installations through a professional, well-managed approach, supporting residents throughout while maximising the impact of available funding.



Connexus - Properties Completed: 114

Our partnership with Connexus focuses on delivering compliant, high quality retrofit solutions that improve the performance and efficiency of homes across funded programmes. We take a coordinated, end to end approach, from mobilisation through to installation, ensuring works are delivered safely, efficiently and with minimal disruption to residents. By aligning closely with Connexus' objectives, we support the effective deployment of funding while driving tangible improvements in EPC ratings, comfort and long-term asset value.



The Wrekin Housing Group - Properties Completed: 703

In collaboration with The Wrekin Housing Group, we have delivered retrofit and energy efficiency improvements through funded schemes. Our approach ensures consistent, high-quality delivery, with clear communication and resident support, while optimising funding outcomes.



Housing Plus Group - Properties Completed: 1133

Supporting Housing Plus Group, we have delivered large-scale energy efficiency and retrofit programmes. Our teams maintain a structured, high-quality delivery model, keeping residents informed and engaged while maximising the value of available funding streams.

Commercial Solutions Built to Perform

We deliver high-quality mechanical and electrical solutions across commercial, industrial and public sector buildings throughout the UK. As part of Broad Oak Group, we bring Tier 1 expertise, a directly employed workforce, and proven delivery capability to complex environments, supporting decarbonisation, infrastructure upgrades and long-term building performance.

Our service is end-to-end, covering design, planning, installation, commissioning and maintenance. This includes commercial plant rooms, district heating and heat networks, low-carbon systems, solar PV, and controls upgrades to meet compliance requirements. Every project is delivered with a focus on safety, efficiency and minimal disruption.

Working closely with clients, we tailor solutions to operational needs, budgets and programme requirements. From plantroom upgrades to large-scale energy infrastructure, we take a proactive, solutions-led approach to deliver on time, on budget, and built to last.

Quality, safety and sustainability underpin everything we do, helping organisations future-proof assets, reduce energy use, and meet evolving compliance and decarbonisation targets with confidence.



NHS Milton Keynes Hospital

Broad Oak Commercial Services Ltd are working in 2026 to upgrade & install heating & hot water systems throughout multiple buildings at the University Hospital site. This also includes Plant Rooms & Building Management Systems upgrades. The project works will create a connection to the Milton Keynes Energy Network.



University of Bradford

Broad Oak CS was appointed by FairHeat to deliver essential retrofit and enabling works across four major buildings at the University of Bradford. The objective: to prepare for connection to the new low-temperature Bradford Energy Network, supporting the University's journey towards decarbonisation. Our role included complete construction delivery, from decommissioning to installation and testing of low-temperature hot water (LTHW) systems, ensuring full compatibility with Bradford Energy Network's future-ready, low-carbon heat supply.



The Guinness Partnership

The Edgeley development, built in the 1970s, comprises 81 sheltered housing dwellings across four low-rise blocks. Each site features a central plant room in the larger buildings—Trent Court and Kinder Court. The project aimed to replace the ageing communal heating system with a reliable, energy-efficient Low-Temperature Hot Water (LTHW) solution, creating a foundation for long-term sustainability.



Building Improvement & Planned Maintenance

We also deliver building improvement and planned maintenance works, supporting housing providers, local authorities and commercial clients to maintain, upgrade and extend the life of their assets. Our programmes improve property standards, enhance comfort and ensure buildings remain safe, compliant and fit for the future.

Much of this work is delivered through Disabled Facilities Grant (DFG) funding, helping residents live safely and independently in their homes. We have strong experience in delivering adaptations such as wet rooms, accessible kitchens and wider property modifications, tailored to individual needs.

Our services include kitchens, bathrooms and wet rooms, structural and remedial repairs, roofing and external fabric works, as well as wider planned maintenance programmes. Delivered by directly employed teams, we ensure quality, consistency and minimal disruption, supported by clear communication from our Resident Liaison Team throughout.

Working closely with our clients, we align delivery with asset management strategies and long-term investment plans, helping to extend asset life, reduce future maintenance and improve overall satisfaction.



Social Value

At Broad Oak Group, social value is part of how we deliver every project. We focus on creating meaningful, lasting benefits for the communities we work in, alongside improving homes and buildings.

As a family-run business, we take a people-first approach. We prioritise local supply chains and directly employed teams, helping to keep investment within the community and support local economic growth.

We work closely with communities to help create spaces that are valued, used, and built to last. Alongside this, we engage with schools, colleges, and local groups to promote careers in construction and retrofit, offering educational talks, mentoring, and opportunities to build skills and confidence.

We also recognise our responsibility to the environment. By working with wildlife trusts, conservation groups, and local partners, we support projects that enhance natural habitats, encourage biodiversity, and protect green spaces for future generations.

Our support continues beyond installation. We help residents understand the measures in their homes, reduce energy use, and access the full benefits of retrofit, while contributing to wider community initiatives.

We set clear targets, track our impact, and ensure the value we deliver is measurable, transparent, and relevant to the communities we serve.

[Creating impact that benefits people, communities, and the world around us.](#)



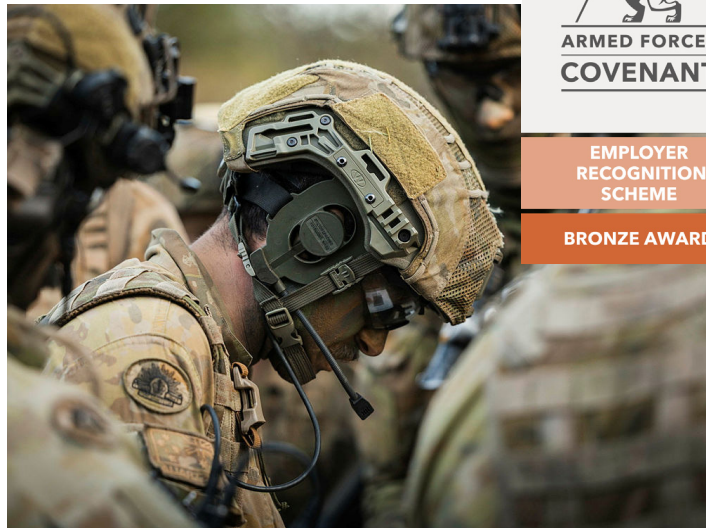
Armed Forces Covenant Commitment

Broad Oak Group is proud to support the Armed Forces Covenant, recognising the immense value that serving personnel, veterans, and military families bring to our workforce and communities.

We actively support this commitment by:

- Employing 10+ veterans across our teams
- Recognising and utilising transferable military skills
- Offering flexible working for reservists
- Promoting Armed Forces awareness internally
- Marking key national remembrance events

Supporting veterans to thrive in meaningful roles.



**ARMED FORCES
COVENANT**

**EMPLOYER
RECOGNITION
SCHEME**

BRONZE AWARD

Resident Care

Our resident care approach is built around clear communication, respect and support at every stage of delivery. We understand that working in occupied homes requires a considerate and well-managed approach, and we place residents at the centre of everything we do.

From the outset, our dedicated Resident Liaison Team works closely with residents to explain the works, manage appointments and address any individual needs or concerns. We provide clear, accessible information and ongoing updates throughout the programme, ensuring residents feel informed, comfortable and supported from start to finish.

We also focus on education and engagement, helping residents understand the measures being installed, how to use them effectively and the benefits they will deliver. This supports long-term performance, encourages end-user buy-in and helps maximise the impact of the works.

Our teams are trained to work safely, respectfully and efficiently within people's homes, maintaining high standards of cleanliness and minimising disruption wherever possible. Any issues are managed quickly and effectively through structured processes, with a strong focus on resolution and continuous improvement.

With a proven track record of high resident satisfaction, Broad Oak Group delivers a professional, resident-first service that builds trust, supports communities and ensures a positive experience throughout every project.

“The experience was nothing but smooth sailing from the first day to the last. It’s clear that Broad Oak recognises the importance of keeping the client informed throughout the process. I cannot fault those hardworking people who spent days almost nights, even working through the week of Christmas.”

Guz Yazin

Private Rented Resident

“I had insulation, solar panels, heat pump and radiators fitted in every room. i didnt have any central heating system prior so its been amazing for me. the work took 3 weeks exactly and I cant praise the work that Broadoak did enough. The manager kept me informed and rang me twice a week to let me know what the schedule was and answer any questions i had. The work they did was first class and they went the extra mile to keep the house as tidy as they could throughout. 5 stars.”

Dylan Jones

Gwynedd Resident

“Excellent from start to finish in every department. I was certain I wouldn't get it but I did, then 1 day after retrofit I got the installation. Got 2 lovely guys, Damien and Kyle down to earth and nothing was too much trouble. They ran through everything to make sure I was happy and kept me involved. I chose heating positions which worked best for me while still been energy efficient. The whole team is friendly, polite, genuinely nice people and I couldn't be happier with experience and the quality of the work. I'm going to be warm for the first time in winter so I thank you Broad Oak and wish you and your team all the very best for the future.”

Emma Brattan

West Yorkshire Resident

“Broad oak did an excellent job of installing inner wall insulation, replacement radiators and some extra ones all copper pipe work, solar panels and heat pump. all with their in house trades men no more gas bills and low electricity bills”

David Wood

Powys



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