

RISE

Retrofit information,
support & expertise

Phase Requests - FAQs

FAQ Sheet

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Introduction

This FAQ sheet summarises the most important information Challenge Fund Grant Recipients (GRs) need to successfully prepare, submit and deliver Phase Requests under the Warm Homes SHF Wave 3 scheme. It covers essential requirements around baselines, KPIs, costs, eligibility, drawdown rules and decision timelines, helping GRs avoid common pitfalls and ensure smooth approval of each delivery phase.

This document was last updated on October 23rd, 2025.

Purpose, Timing & Process

What is a Phase Request and why is it required?

A Phase Request outlines delivery plans (homes, measures, costs, EPCs, confidence, drawdown) for a project delivery phase. It provides more accurate, real-time information than the original application, informs the detailed phase baseline in GMS, and unlocks funding for that phase.

When can we submit Phase Requests?

Phase Requests may be submitted at any time; however, Phase Requests *with* Project Change Requests must be submitted between the 11th working day of the month and the 1st working day of the following month to meet Change Board timelines.

What are the Phase Request decision timelines?

Maximum turnaround: Green - 7 working days, Amber/Green or Amber - 12 days, Red - 17 days (or 17 days from the 1st of the month if paired with a PCR).

Baselines, PCRs & Flexibilities

When is a Project Change Request (PCR) required?

Submit a PCR when a Phase Request changes baselined project-level commitments, such as total project homes or financial year (FY) homes/costs. Assessment and approval of Phase Requests will be paused until the PCR decision is made.

Can we move homes between phases without a PCR?

Yes - GRs can move homes between unapproved phases if it does not cause a change to financial year spend; a justification is required and must be confirmed with DESNZ via DSM.

Can we reset our Phasing Baseline?

Before the first Phase Request is approved, GRs may reset phase-level baselines *without* a PCR, as long as total homes and financial year spend remain unchanged.

KPI Requirements & Readiness

What evidence is needed for KPI1 and KPI2?

- KPI1 (suitable homes): Retrofit assessments + EPCs completed per PAS 2035.
- KPI2 (ready for installation): Design & Coordination complete + 100% resident sign-ups (or justified).
- GR does not submit written evidence of these KPIs but should provide a narrative explanation and remedial plan if the levels are not 100%.
- Low percentages (e.g., <90%) for these KPIs can trigger Amber or Red ratings.

What happens if we don't have 100% retrofit assessments or tenant sign-ups?

You must justify the shortfall and provide actual percentages. Low levels (especially for blocks) increase the risk of Red ratings or returns.

Homes, EPCs & Measures

Can EPC-C (or above) homes be included in a phase?

Yes, but must be justified (e.g., terrace/block dependency). Large proportions (e.g., >20% EPC-C starts) reduce confidence and score lower.

What are the rules for non-social (infill) homes?

- Project-wide: up to 30%.
- Block/terrace: up to 70%, and this is a hard limit per phase. Clear justification is required.

What measure eligibility rules apply?

All measures must be PAS/MCS compliant, SAP-eligible, and consistent with scheme rules (e.g., no fossil-fuel heating systems).

Costs, Caps & Value for Money

What cost caps apply?

- £7.5k energy-efficiency pot
- £7.5k additional off-gas LCH pot
- £20k on-gas LCH pot (max 10% of project homes; cannot be averaged)
- A&A: ≤15% of total project spend

Caps must be met by project closure, not per phase, but significant breaches increase scrutiny.

Can costs be averaged across homes?

Yes, for energy-efficiency and off-gas LCH costs.

On-gas (£20k) cannot be averaged or combined with the £7.5k base cap.

Grant Drawdown

When can we draw down funds?

Before the first PR: up to 20% of total grant (15% A&A + 5% capital). Afterwards: drawdown tied to approved Phase Request phases, typically monthly. DESNZ recommends quarterly as a minimum.

What are the year-end drawdown rules?

Spend must be paid within the same FY. Final request for current-year spend must be submitted in January, and may include forecast spend up to 31 March. No drawdowns in February.

Further Information & Support

Who should we contact in the event of a query regarding phase requests?

GRs should contact their *Delivery Support Manager (DSM)* in the first instance for any Phase Request queries, and submissions or escalations should be directed through the DSM and the designated support mailbox (<mailto:whshf@turntown.co.uk>) until the full Grant Management System functionality is live.

For more detailed guidance on preparing and submitting Phase Requests, please refer to our [Grant Recipient Phase Request Walkthrough Guide](#) on the RISE Knowledge Hub.

Relevant resources

- [Warm Homes: SHF Wave 3 Guidance](#)
- [Grant recipient portal guides](#)



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