



RISE

Retrofit information,
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Phase Requests: A Practical Walkthrough

Quick guide

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Summary

This quick guide has been developed to support Grant Recipients (GRs) in understanding the full lifecycle of a Phase Request, from early planning through submission and ongoing monitoring.

This quick guide explores:

1. What a strong Phase Request looks like
2. Applying planning tools effectively
3. Navigating updated submission requirements
4. Monitoring and improving delivery over time

This document should be used alongside the detailed training materials available on the RISE Knowledge Hub. Readers requiring this document in a more accessible format should contact rise@turntown.co.uk.

What phase requests are

Definition

A Phase Request is a formal statement that a group of homes are ready to start delivery.

What a Phase Request confirms

A Phase Request provides a clear, structured confirmation of:

- The number of homes to be delivered
- The measures to be installed
- The timing of delivery
- The cost of delivery and timing of grant drawdown

What happens after approval

Once approved:

- The phase is unlocked for delivery
- Grant funding becomes available for drawdown
- The approved scope becomes the baseline for monitoring

Why phase requests are important

Phase Requests play a central role in ensuring that delivery is both **flexible and controlled** across the programme.

Programme role

They help to:

1. Maintain programme integrity
2. Ensure alignment with agreed scope

- Provide visibility of delivery progress to DESNZ
- 3. Identify risks and issues early

Balancing flexibility and assurance

Phase Requests enable Grant Recipients to plan and prepare delivery with greater confidence and control. They provide the **time and structure** needed to complete retrofit assessments, secure resident sign-ups, and refine delivery sequencing. This staged approach allows GRs to develop a **clearer and more realistic** understanding of project costs and timelines before committing to delivery, reducing the likelihood of delays or revisions later in the programme.

At the same time, Phase Requests provide assurance to DESNZ that projects are progressing in a **compliant and deliverable** way. They give confidence that homes included in each phase meet eligibility requirements, that costs align with scheme rules, and that delivery plans are achievable within the proposed timeframes. They also ensure that funding is being **planned and allocated** appropriately across financial years, supporting effective oversight and programme-level accountability.

Planning a phase request

Effective planning is essential to ensure that submissions are robust, realistic, and approvable. Planning is supported by **two key tools** that should be used together.

Grant Recipient Portal (GRP) Dashboard

The GRP dashboard gives a **real-time overview of project finances**, including grant, co-funding, and spend.

It enables GRs to:

- Track funding used and remaining
- Monitor spend across financial years and phases
- Stay within approved allocations

Using the dashboard regularly helps ensure that Phase Requests **remain aligned** with funding constraints.

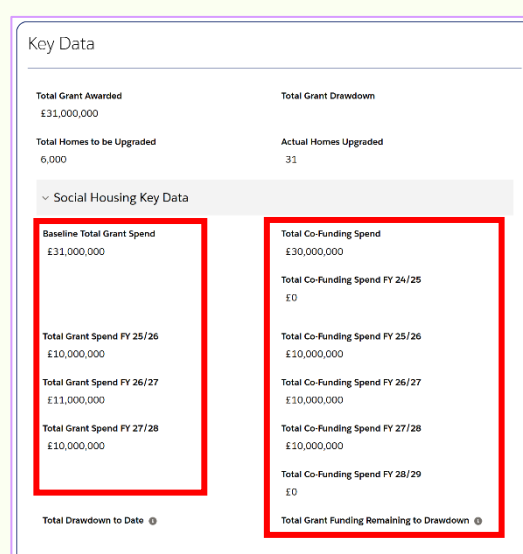


Figure 1: GRP Dashboard (Source: DESNZ)

Phase Planning Toolkit

The Phase Planning Toolkit helps translate project data into a **structured and testable** delivery plan.

It enables GRs to:

- Align phase costs with financial years
- Monitor A&A and cost cap position
- Identify issues before submission
- Test different delivery scenarios

How it works in practice:

1. **Inputting project data** - add grant and co-funding allocations and input approved and planned phase details.
2. **Testing phase scenarios** - allocate costs across financial years and adjust timelines and sequencing.
3. **Automated checks** - the tool flags costs outside phase timelines, missing financial data, misalignment with funding limits.

View Phase Request

3 of 3 items - 1 item selected		
☒ Phase Name	Status	Submitted Date
☐ CPH-Phase-3	Awaiting Changes (GR)	29/05/2026, 16:35
☒ CPH-Phase-1	Approved - Green	25/01/2026, 11:11
☐ CPH-Phase-2	Approved - Green	12/12/2025, 13:58

▼ I.

I. I confirm that all homes (for all consortium members) in this phase are suitable for retrofit (KPI1); i.e. have completed retrofit assessments and a confirmed EPC rating. If you mark 'No' please include a justification of why this is the case as well as the true % of completed retrofit assessments.

Figure 2: View/Amend Phase Requests (Source: DESNZ)

Submitting a phase request

Phase Requests must be submitted via the Grant Recipient Portal (GRP) and approved before delivery begins.

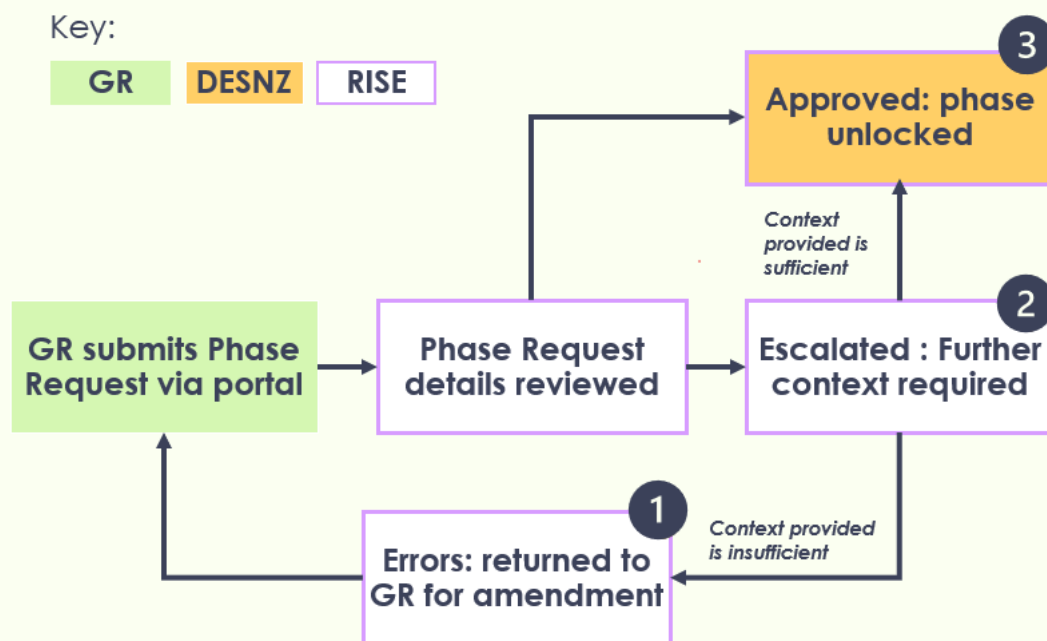


Figure 3: Submission process overview (Source: RISE)

Once submitted, a Phase Request will follow one of three paths:

1. **Returned to GR** - amendments required prior to Phase Request approval.
2. **Escalated to DESNZ** - further review for situations that are not likely to benefit from further information or modification.
3. **Approved as 'green'** - phase unlocked, where all/most responses in the Phase Request are within acceptable limits.

Updated KPI requirements

The thresholds for approval have changed meaning it is no longer necessary to achieve 90% KPI 1 and 2 completion for a phase to be approved without additional review.

Current expectations

- Phase requests can now be approved outright with a minimum of 50% of homes in the phase achieving KPI 1 and 2.
- Phase requests can still be submitted if KPI 1 and 2 are below this 50% threshold but will require further review before approval.

What a phase request includes

The Phase Request form is made up of several structured sections that must all be completed. All should be based on completed retrofit assessments and project designs, rather than forecasts.

Phase selection	Select the relevant phase for submission.
Declarations	Confirm compliance with scheme requirements. Provide justification where necessary
Delivery Confidence Assessment	Assess confidence in delivering the phase. Consider cost, time, risk, and complexity.
KPIs, Homes and Costs	Provide KPI progress updates. Confirm number of homes. Input phase-specific costs.
Grant drawdown forecast	Indicate when funding will be drawn. Confirm how much funding will be requested.
Homes - Type and condition	Starting and ending EPC ratings. Inclusion of non-social homes. Justifications for any deviations.
Measures	List measures to be installed. Provide quantities and cost assumptions.

Monitoring your phases

Monitoring is not a separate activity - it is a **continuation of planning and submission**. Monitoring ensures that delivery, funding, and approvals remain aligned as the project progresses. The GRP dashboard and Phase Planning Tools are important to use when monitoring your phases as well as planning.

Monitoring helps you to:

- Understand the approved delivery position
- Track funding used and remaining
- Identify risks early
- Plan future phases with confidence

Monitoring should take place:

- After a phase is approved
- After a grant drawdown
- When delivery plans change
- When planning a new Phase Request

What to monitor

Monitoring should be used to check alignment between approved phases and delivery.

Item	What it covers
Delivery position	Are start and end dates still realistic? Has delivery shifted across financial years?
Assumptions and justifications	Are there elements that may need explanation in future phases? • EPC assumptions • High-cost homes • Partially completed retrofit assessments • Inclusion of non-social homes
Change awareness	• Identify impacts of changes early • Avoid delays from late change control

Next steps

At this stage, you should now have a clear understanding of what Phase Requests are, how to apply planning tools, navigating submission requirements, and monitoring your phases. Your next steps are to:

1. **Enhance your planning process** - use GRP and toolkit data to build realistic, aligned plans.
2. **Engage early with your DSM** - review drafts and resolve issues ahead of submission.
3. **Use KPI flexibility appropriately** - submit earlier where delivery confidence is strong.
4. **Embed monitoring into delivery** - regularly review progress, costs, and risks.

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](#)
- [RISE Phase Requests Page – Including Stage 1-4](#)
- [Phase Requests Planning Tool](#)



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