RISE | Retrofit information, support & expertise

Quality Partnership with LivGreen and Teign Housing

Case Study

October 2026

Funded by:

Department for Energy Security & Net Zero

Contents

Introduction **3**
Delivering energy efficient homes **4**

A collaborative approach 4
Overcoming retrofit challenges 5
Putting residents first 5
What does success look like? 5

Summary **6**
Resources **6**

Referenced resources 6

Readers that would like this document in a more accessible format should contact rise@turntown.co.uk.

Introduction

This publication aims to share insights, good practices, and lessons learned from relevant retrofit, sustainability and warm homes projects. It is intended for informational purposes only and does not constitute recommendations or endorsements of specific suppliers, products, or services within the sector.

LivGreen and Teign Housing have partnered to deliver a large scale housing retrofit programme across the South West as part of the Government's Warm Homes Scheme, helping residents benefit from warmer, healthier and more energy efficient homes. The programme focuses on improving the performance of existing housing stock through a combination of fabric first measures and low carbon technologies, supporting residents while contributing towards the UK's net zero ambitions.

Since commencing in September 2025, the programme has improved more than 150 homes through the installation of measures including insulation, upgraded windows, ventilation improvements and solar PV systems. By combining technical expertise with resident focused delivery, the partnership demonstrates how retrofit can create lasting benefits for communities while reducing energy consumption and future proofing homes.



Figure 1 LivGreen Staff Site Assessment

Delivering energy efficient homes

Teign Housing's Energy Improvement Programme adopts a fabric first approach, prioritising measures that reduce heat loss before introducing renewable technologies. Properties are assessed individually to determine the most suitable improvements, ensuring investment delivers the greatest possible energy and carbon savings.

The retrofit works have included:

- Loft and wall insulation
- Window upgrades
- Ventilation improvements
- Solar photovoltaic (PV) systems
- Associated structural and access improvements where required

These measures work together to improve thermal performance, increase resident comfort and lower household energy costs. The programme is helping homes move towards higher EPC standards while supporting broader decarbonisation objectives.

Related quick guide: Understanding the Fabric First Approach to Retrofit - a practical overview of how insulation, airtightness and ventilation improvements can reduce energy demand before low-carbon technologies are installed.

A collaborative approach

Successful retrofit programmes require strong partnerships, clear communication and effective project management. LivGreen has worked closely alongside Teign Housing to coordinate surveys, design solutions, manage installations and support residents throughout the process.

This collaborative model ensures that technical delivery, resident engagement and quality assurance are considered equally important. By maintaining regular communication between all stakeholders, the programme has minimised disruption while ensuring residents understand the purpose and benefits of the improvements being made.

The project also demonstrates how housing providers and specialist retrofit delivery partners can work together to accelerate the decarbonisation of existing housing stock at scale.

Overcoming retrofit challenges

Working within occupied homes often presents practical and technical challenges. Throughout the programme, LivGreen's delivery teams have adapted solutions to meet the needs of each property while maintaining safety, quality and compliance requirements.

Some homes required preparatory works before upgrades could be installed, including:

- Improving loft access
- Removing obstructions
- Strengthening roof structures for solar installations
- Managing vegetation and external access constraints
- Addressing ecological considerations relating to protected species

The project team also carefully planned works around changing weather conditions and site specific challenges to maintain programme progress while ensuring resident safety and comfort.

Related quick guide: Common challenges in occupied-home retrofit projects, including access constraints, resident disruption, ecological considerations and programme delivery risks.

Putting residents first

A defining feature of the programme has been the focus on resident engagement and support. LivGreen's Resident Liaison Team and Project Coordinators have maintained regular contact with residents from initial surveys through to project completion, providing clear information and responding quickly to questions and concerns.

Communication has been tailored to individual needs through face to face visits, telephone calls and digital channels, helping residents feel informed and confident throughout their retrofit journey. This proactive approach has built trust and contributed to exceptionally positive resident feedback.

As Cat Fletcher, Lead Project Coordinator at LivGreen, explained:

"Working on the Teign Housing project has been incredibly rewarding. As the main point of contact for residents, my priority is making sure they feel informed, supported and confident throughout every stage of the installation process. Seeing the positive difference these improvements make to people's homes and hearing their feedback first hand is what makes this role so special."

What does success look like?

Success for LivGreen and Teign Housing is measured not only by improved energy performance, but by the difference retrofit makes to residents' daily lives. The programme is delivering warmer homes, improved comfort and lower energy consumption while helping to reduce carbon emissions across the housing portfolio.

Residents have reported significant benefits following the improvements, with one resident stating that their energy bills had reduced by around one third after the retrofit works were completed. Others described the experience as "life changing", highlighting both the quality of delivery and the positive impact on their homes.

By investing in existing homes, Teign Housing is helping tackle some of the housing sector's most pressing challenges, including fuel poverty, energy affordability and decarbonisation. The programme also provides a strong example of how Government funding, housing provider leadership and specialist retrofit expertise can work together to deliver meaningful and lasting change.

Summary

The LivGreen Teign Housing programme demonstrates how a well planned retrofit strategy can improve homes, reduce energy consumption and create positive outcomes for residents and communities. Through the delivery of insulation, ventilation upgrades, window replacements and solar PV systems, more than 150 homes are being transformed into warmer, more comfortable and more sustainable places to live.

The partnership highlights the value of combining technical excellence with resident focused engagement, ensuring retrofit improvements achieve both environmental and social benefits. As housing providers across the UK continue to pursue net zero objectives, the Teign Housing programme provides a compelling example of how collaborative retrofit delivery can help build a more resilient, energy efficient housing stock for the future.

Resources

Referenced resources

LivGreen website

Teign Housing website