

Delivering Energy Efficiency and Renewables technology to clients in the UK



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Working closely with its partners, clients and their customers, the Sureserve Group provides services across the UK improving the energy efficiency and reducing the CO₂ emissions of homes and businesses.

Through long term relationships, they understand the challenges faced by the communities they work in, and are committed to making a positive impact through the work they do, and helping them achieve net zero in the future.



The built environment in which we deliver our services is a central focus for Government efforts to tackle the cost of living and energy crisis within the UK. Through energy efficiency improvements available to buildings, the long term goal of warm, insulated homes heated with low carbon technologies, reduced energy bills and lower carbon emissions means a better state of health and well-being for individuals and families living in those communities.

It is also essential that at the same time, we achieve important sustainability goals, doing our part to support the energy transition and reduce our carbon consumption and emissions, and find solutions to waste reduction challenges.

We understand that realising both objectives will only be determined by the operational excellence of our businesses. Across our seven core companies the exceptional knowledge gained from decades of work in our sector, and the exceptional expertise of our people, ensures an agile and effective business model which supports our growth strategy and vision to be the supplier of choice to communities across the UK for their social housing energy services.

As we continue to invest in a skilled and growing workforce, a comprehensive training academy and a strong workplace culture, we look forward to continuing to be at the forefront of the UK's social housing energy transition, and developing the energy efficiency and renewables solutions of the future.

Peter Smith
Chief Executive Officer

The decarbonisation of Widnes Vikings Stadium, completed by Sure Maintenance for Halton Borough Council in March 2022, is the venue of the Sureserve Group's Renewables Conference 2023, bringing together industry experts, clients from a wide range of sectors and from across the UK, journalists, analysts and investors, to discuss the energy transition and the future of decarbonisation.





Opportunities in social housing energy services

Helping our clients towards their decarbonisation goals requires not just the proper technology, but also the capability to deliver it successfully; a skilled and motivated workforce; experienced and innovative management; ambitious and competent leadership and a culture-wide dedication to collaboration and enterprise.

The Sureserve Group has worked for and developed relationships with Housing Associations and Local Authorities for more than 30 years, delivering a range of services to public buildings and social housing properties, and developing our facilities and expertise in order to continually deliver operational excellence in the specialist work we undertake.

During this time the landscape for social housing providers has changed and clients' responsibilities have not only evolved in terms of expectations regarding compliance and social value, but also in terms of the sustainability of the buildings and services they provide, and of their role in reducing the carbon consumption of the social housing stock across the UK.

As public building and social housing partners begin to adapt to new opportunities emerging from the movement towards decarbonisation, it is essential that those businesses well placed to move forward quickly do so, benefitting not only those clients to whom services are to be delivered, but also the future of the sector.



260,267

Energy efficiency
measures
installed in FY22

2,012

Renewable
technologies installed
in FY22



An overview of the Sureserve Group

19.5%

% of employees in courses of training during FY22

Heating

AaronServices

Part of the Sureserve Group

K&THeating

Part of the Sureserve Group

SureMaintenance

Part of the Sureserve Group

Renewables & Energy efficiency

CorEnergy

Part of the Sureserve Group

Everwarm

Part of the Sureserve Group

Smart Metering

Provider

Part of the Sureserve Group

Water & Air hygiene

H₂ONationwide

Part of the Sureserve Group

Recent awards



RUNNER UP
Community Impact



WINNER
Heating Contractor of the Year

HIGHLY COMMENDED
Partnership & Collaboration of the Year



HIGHLY COMMENDED
Green Business of the Year



FINALIST
Heat Pump Project of the Year

FINALIST
Collaboration Of The Year

Number of offices

31

Number of employees

2,673

Revenue in FY22

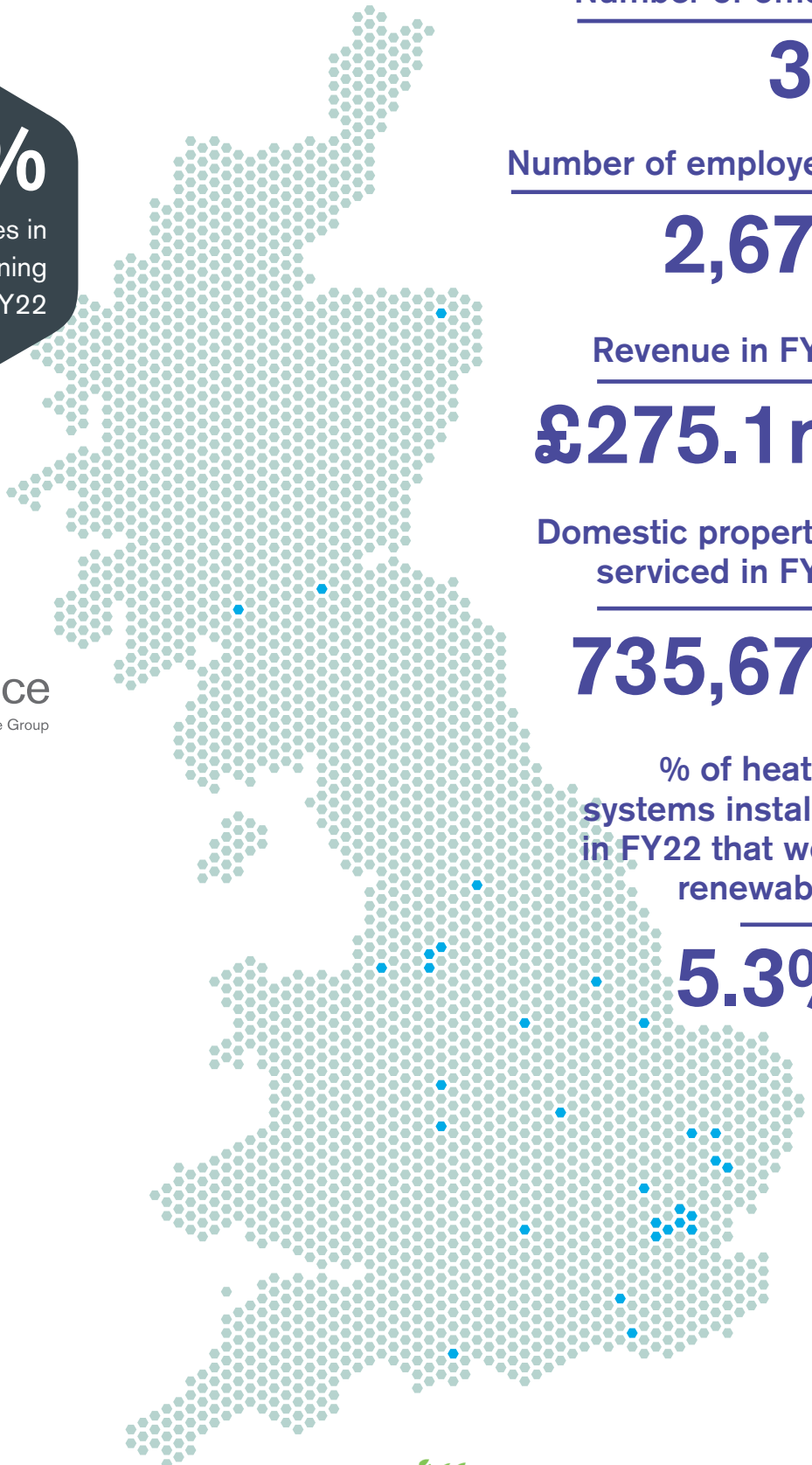
£275.1m

Domestic properties serviced in FY22

735,677

% of heating systems installed in FY22 that were renewables

5.3%





The energy transition

The Group's commitment to becoming a leading service provider within the social housing sector is reflected in our choice of acquisitions and our focused growth strategy. We also recognise that as we navigate the energy transition in the UK, we are part of a network of partners including our supply chain, employees, clients, and the communities we live and work in, each of whom will follow us on this journey, and as we move forward, our social and economic responsibilities will play a big part in how we do business.

We believe that this approach will give us the resilience needed to both deliver the operational excellence required by clients in challenging landscapes, but also help to lead the way for all our stakeholders to navigate the opportunities open to them, and create broader and long-lasting value for themselves and their communities.

With the benefits to customers so important to our clients, it is essential that residents are also engaged with clients' motives as they deliver the changes needed to decarbonise housing stock. With many social housing providers at the beginning of their energy transition journey, the Sureserve Group has the expertise, knowledge and vision to act as long term partners. We are able to support clients through all stages of this transformation, from experienced resident liaison services to energy efficiency and renewables consultancy, delivery and grant funding advice.

Solar Car Port installations at York St John University, part of a campus-wide decarbonisation project.

"These successful projects deliver a major step forward by the University to decarbonise its estate. They deliver a meaningful reduction in carbon impact by generating onsite renewable energy for the next 25+ years with the battery storage enabling the optimum level of renewable generation to be consumed onsite."

Tom Griffin, MD at CorEnergy

82tCO₂

reduction in emissions
through decarbonisation
at York St. John



Energy efficiency

Energy consumption in homes is responsible for around 15% of the UK's carbon emissions so, as the UK moves towards a decarbonised housing stock, the role of businesses delivering a range of energy efficiency services to clients is essential.

Energy efficiency measures in homes reduces carbon emissions, thus lowering fuel bills, reducing greenhouse gases and having on a positive impact economically, environmentally and socially on communities. Importantly, energy efficiency is an essential aspect of the delivery of low-carbon renewables measures in homes and buildings, ensuring renewables technologies work at their optimum level.

In order to decarbonise existing homes, specialist measures are needed to improve energy efficiency into an existing structure. This is one of the major challenges facing the UK over the next few decades and a number of businesses within the Sureserve Group have significant experience and expertise in providing these services to clients.

Alongside energy efficiency improvements in homes, the Group also makes sure that measures installed deliver safety and comfort to residents and building users at all times, improving their experience and avoiding long term problems.

Our highly experienced and dedicated teams ensure that as well as making the necessary energy efficiency improvements to homes, we provide residents and building users with the information and knowledge to change their energy usage behaviours for the better, again making a positive impact on carbon use and energy bills. The Sureserve Group work closely with the Sureserve Foundation, a charity combatting fuel poverty in the UK, in order to provide up to date energy efficiency advice and guidance free of charge.



The Sureserve Foundation

Creating warmer communities



640,000(kWh)

annual energy savings
of through renewables
measures

The Sureserve Foundation supports individuals, families and communities achieve fuel efficiency and in turn, lessen the financial burden of high gas and electric bills. We provide grants and funding to projects and organisations such as **Zink**, to help those communities combat fuel poverty.

For more information visit
www.thesureservefoundation.org.

The Sureserve Group benefits from over 30 years' experience offering all types of insulation measures, including:

- cavity wall insulation
- hard-to-treat cavity wall insulation
- loft, rafter or room-in-roof insulation
- flat roof insulation
- underfloor insulation

Specialist teams of installers ensure full compliance with relevant building regulations and make certain required U-values are achieved.

From our experience of installing insulation measures in over 150,000 homes, we are adept at overcoming property-specific challenges to offer bespoke design solutions, ensuring minimal levels of intrusion and inconvenience to residents and building users. All insulation works are BBA-approved, benefitting from our one-year workmanship guarantee. In addition, all cavity wall installations are backed by our 25-year Cavity Insulation Guarantee Agency (CIGA) independent guarantee – providing peace of mind to our clients and customers.

Everwarm

Part of the Sureserve Group

Headquartered in Bathgate, Scotland, Everwarm delivers high-quality, multi-measure energy efficiency and renewables projects all across the UK.

Capabilities extend to all types of insulation and heating, including a range of renewable heating measures, offering clients an all-encompassing range of solutions. From offices in Bathgate and Turiff, they provide all the in-house services required to deliver projects swiftly, safely, and to an excellent quality standard.

Everwarm provide clients with an exceptional level of knowledge and experience across a range of renewables and energy efficiency funding opportunities, ensuring they are supported at every stage of the process.

Insulation measures fitted in FY22:

5,083



Groundbreaking decarbonisation development in Swansea

Following the appointment of Everwarm as lead contractor on an energy retrofit scheme in the Swansea community of Penderi, the installation of state of the art renewable energy generation, energy storage and smart energy management technology in almost 650 homes is making a real difference to residents' energy bills and peace of mind. Owned and managed by Pobl Group, Wales' largest provider of affordable housing, and partnered with renewable energy tech and service supplier Sero, it is anticipated that the community will generate as much as 60% of their total electricity requirements, protecting against the impact of future energy price increases, improving resident comfort and well being, and reducing carbon emissions by as much 350 tonnes per year.

Everwarm has also delivered on the Sureserve Group's social value commitments by way of creating employment and training opportunities for local residents, with the roles of Operations Manager, Site Manager, electricians, electrical apprentice and Customer Service Manager fulfilled by Swansea residents.



Smart Metering

The government has required energy suppliers in England, Scotland and Wales to provide smart meters to their customers.

The Government wants as many households and small businesses across Great Britain as possible to benefit from smart metering. Therefore, minimum annual installation targets for energy suppliers were introduced at the beginning of 2022 to drive rollout momentum.

This framework will be in place until the end of 2025, with installation targets for the final two years of the policy to be set during 2023.

We are OAMI accredited and offer full MAM and MOP services including DR/DC/DA services, and our full end to end service allows our clients' service commitments to be delivered hassle-free at a competitive price.

Provider

Part of the Sureserve Group

Headquartered in Newmarket, Provider is a leading national installer of smart meters (operating as a meter asset manager and meter operator), undertaking work for utility suppliers which are required by the UK Government to install smart meters in every home across England, Wales and Scotland. The business is among the most experienced in the ongoing UK-wide roll-out and remains focused on existing contract delivery through to the current installation deadline of 31 December 2025.

Smart meters fitted in FY22:

253,102



Energy efficiency improvements for NHS Trust

CorEnergy has recently provided support to successfully securing PSDS grant funding for heat decarbonisation, solar PV and LED lighting and controls for Gloucestershire H&C NHS Foundation Trust. The work has developed into multi-site, multi-technology sustainability solutions including:

- LED lighting and controls
- Roof mounted Solar PV
- Consultancy covering heat decarbonisation, including air-source-heat pumps and ground-source-heat-pump projects, de-steaming and gas boiler replacements.
- Electrical installation works
- Grant funding and bid writing for the PSDS grant scheme

An exciting addition to the delivery to the NHS Foundation Trust was a pledge to improve biodiversity at Charlton Lane Hospital in Cheltenham.

This included donating a number of trees and shrubs and organising a planting day for patients, hospital staff and colleagues to all get involved.





Renewable energy technologies

As energy prices continue to rise alongside fuel poverty, solutions to reduce energy consumption are a constant consideration.

The requirements of the Energy Efficiency Standards for Social Housing (EESH) along with statutory energy performance targets make renewable technologies an even greater focus for Registered Social Landlords (RSLs).

Since the emergence of renewables in the domestic sector, the Sureserve Group has been at the forefront of the drive to install the most effective measures, offering a wide range of options:

- Air source heat pumps
- Ground source heat pumps
- Solar photovoltaics
- Solar thermal
- Battery storage

Our customer-care trained installers are highly qualified and undergo comprehensive training directly from leading manufacturer partners. Our in-depth knowledge also means we can provide insight for clients and customers seeking funding across a range of opportunities, adding further value.

As a market that's constantly evolving, we stay up-to-date on the newest technologies through our relationships with expert manufacturers and consultant partners.

Regardless of the make-up of the stock or nature of the individual property we can always provide clients with a renewable solution that works well for their project, giving them true value for money.

Air Source Heat Pumps at Widnes Viking Stadium.

"We want to promote the use of clean energy and are proud to be in-line with current net-zero targets and, as a community, operating in a more sustainable carbon-neutral manner."

Mark Prendergast
Halton Borough Council

Renewables measures installed at Widnes stadium deliver enough heating and hot water for the equivalent of 115 flats.



Air Source Heat Pumps

Air source heat pumps extract heat from the outside air, converting low grade heat into useable energy, by passing it through a compressor where its temperature is increased. The heat is then used for space heating and hot water. An air source heat pump will work at temperatures as low as -20°C outside.

The government has announced that a Future Homes Standard initiative will be released in 2025, which will state that all new homes must contain low carbon heating systems and produce fewer emissions. In line with this is the expectation that new gas boilers will be phased out for both new homes and old houses at some time in the future.

Heat pumps are expected to offer the low carbon solution to domestic heating, and through the installation of air, ground and water source heat pumps, we have enabled clients to reduce their emissions and contribute towards decarbonising their portfolios.

SureMaintenance

Part of the Sureserve Group

Headquartered in Liverpool, Sure Maintenance delivers safe, reliable, award-winning gas installation and maintenance services to clients across the UK.

With over 30 years of successful delivery experience in the residential and commercial markets, Sure are experts in providing planned and responsive maintenance, capital programmes and wider support services to over 160,000 homes and businesses.

They focus on local delivery through our network of local bases supported by regional offices; these are strategically positioned to ensure comprehensive coverage and uncompromised access to our clients.

Air Source Heat Pumps fitted across the Group in FY22:

1,243



The decarbonisation of Widnes Vikings Stadium

In March 2021 Sure Maintenance completed energy efficiency improvements at Widnes Vikings Stadium through the delivery of renewable energy upgrades for Halton Borough Council.

Replacing three gas fired boilers and four gas fired water heaters with 14 state of the art Air Source heat Pumps (ASHPs), they were able to deliver a carbon saving of 136,561 KgCO₂e p/a for the stadium, supporting the Council's carbon reduction plans of decarbonising and producing heat through electrification.

With an increased lifespan of more than double that of gas boilers, the Heat Pumps utilise electricity provided by a local solar PV farm, already connected to the

stadium. These positive impacts mean a reduced carbon footprint, reduced maintenance costs and long-term reduced running costs for the stadium.

Local labour was used throughout the project, employing locally based resources and specialists and supporting local economies and communities. This resulted in less travel and reductions in carbon emissions.



Energy Storage

Energy storage systems work by storing electricity produced by either renewable or non-renewable sources and storing it for use when it's needed most. Our savings calculator will give you an estimation of how much you can save – in some cases bills can be cut by as much as 50%.

The benefits of energy storage are magnified further when combined with a new or existing solar photovoltaic (PV) system. Without energy storage, the energy sourced from solar panels can only be used during the day when it's generated. With Feed-in-Tariff funding now at an end (as of 31st March), the unused electricity is then sent back to the grid with any financial benefits effectively lost to the homeowner.

Our innovative energy storage systems take a share of the energy generated by either a new or existing solar PV system and store it safely for re-deployment. This means you can power your home for free in the evening, during the night, or flexibly at any point when you use your electricity the most. As an added benefit, the unit acts as a back-up in the event of a power cut.

K&T Heating

Part of the Sureserve Group

Headquartered in Dartford, K&T Heating installs, maintains and services heating systems throughout London and the surrounding counties. The majority of their work is undertaken for local authorities and housing associations.

K&T's experience, knowledge and unsurpassed project management offers clients bespoke solutions that ensure value for money and the essential expertise that means that the safety of their building is in good hands.

Their industry accreditations, combined with a commitment to innovation, investment in technology and a dedicated training academy, guarantees that their people operate to the highest standards, are passionate about what they do, and continue to meet the industry's demands for safety compliance.

Energy storage systems fitted across the Group in FY22:

365



Delivering low-carbon heating for Brighton & Hove Council

K&T Heating have been working with Brighton & Hove Council for a number of years to deliver instal and maintenance services to gas heating systems across their social housing stock. Recently Brighton & Hove, in line with their contribution to the city-wide Carbon Neutral 2030 objective, have begun to focus on low and zero carbon alternative solutions for heat and hot water delivery aligned with pending HRA Energy Plans

The opportunity to provide more efficient and affordable forms of heating and hot water provision for properties currently off gas is an exciting one, and K&T Heating have been an important partner in the transition to low carbon solutions .

"A big thank you to K&T Heating for all the low carbon, renewable and sustainability works they have carried out for us this year. It has been a steep learning curve for us all but one that has proved extremely successful and enjoyable.

The transition away from fossil fuels is going to be a challenging one however the seamless partnership between BHCC and K&T has allowed us all to make significant steps forward in a very short period of time.'

Kevin Wilson, Brighton & Hove Council



Solar PV and thermal

Our experienced team efficiently manages projects throughout their lifecycle, from supporting clients initially identify potential opportunities for Solar PV and thermal across their building estate to delivering the completed measures.

Our expert teams identify and demonstrate the most appropriate location(s) for solar PV, the required installation methods based on the roof type, locations for connection points and perform all required engineering and electrical designs.

We guide our clients through every aspect of their project, presenting investment grade proposals and offering flexible funding structures and options in addition to capital investment and grant funding.

We have delivered solar projects in complex environments, including mental health NHS Trusts and the secure estate, PFI buildings, city centre locations and sites above seven storeys, safely managing every aspect of construction from scaffolding, crane and elevated working to cable calculations, installation and lifetime monitoring.

AaronServices

Part of the Sureserve Group

Headquartered in Ipswich, Aaron Services is a market leading heating and hot water specialist, serving clients and their residents across East England and the Midlands. They provide planned, responsive maintenance, capital programmes and wider support services to over 120,000 homes and businesses across the UK.

Their dedicated 24/7 in-house delivery teams are ready to rapidly respond to any issue.

Qualified in all fuel types, including gas, oil, solid fuel and renewable technologies and complemented by a team of electricians and multi-skilled tradespeople, Aaron provide whole-service solutions tailored to individual client requirements.

Solar systems fitted across the Group in FY22:

767



Decarbonised social housing for South Holland DC

Aaron Services have provided energy efficiency improvements for South Holland District Council to 120 low-income and low EPC rated homes, delivering progress towards reducing fuel poverty, the phasing out the installation of high carbon fossil fuel heating and the UK's commitment to net zero by 2050.

The work included the installation of air source heat pumps, solar PV, low energy lighting, and loft insulation and was delivered through the Green Homes Grant Local Authority Delivery scheme (LAD).

"We have seen them deliver our programme on time and to budget. Their staff have worked well with us to ensure service delivery. Both their staff and ICT systems are responsive and easy to deal with – a breath of fresh air, which has provided us with confidence and certainty of their abilities. Thank you, Aaron Services."

South Holland District Council

Focused on ensuring compliance with the latest British Standards and CIBSE Lighting Guides, our in-house design, engineering and project management teams precisely manage every aspect of low-carbon lighting projects, from initial concept and feasibility, to design, installation and lifetime aftercare support.

With full turnkey capability and nationwide delivery, the team is highly experienced at managing multi-site rollouts and working in complex and high-risk operational environments covering mains lighting, emergency lighting and compliance and control methodology.

Purposefully independent yet with direct procurement relationships with over 40 high quality, predominantly UK manufacturers, projects are designed for lifetime reliability and performance. The team assess and present transparent and detailed energy and carbon savings, return on investment scenarios and a comprehensive range of luminaires and control options to achieve the optimum outcome based on each project and client requirements.

Headquartered in Manchester, CorEnergy brings together a professional consultancy approach with a comprehensive project delivery capability across a range of sustainability and low-carbon sectors.

Their multi-disciplinary team draws together a wealth of technical knowledge and is highly experienced in designing and delivering projects in complex & sensitive environments.

Measures delivered to clients include:

- **Energy efficient lighting**
- **Solar PV**
- **Solar Car Ports**
- **Renewables heating**
- **Energy Storage**

Solar PV Contract Award with DIO and UK MoD

In October 2022 CorEnergy announced the completion of a £5.4 million contract with the Defence Infrastructure Organisation to supply the UK Ministry of Defence with Solar PV.

Tom Griffin, Managing Director of CorEnergy Limited, commented:

“The dedicated work of the team has ensured the solution provided has achieved the very highest of technical and ethical standards, including independent testing of the modules to demonstrate stringent technical performance and an independent audit of the global supply chain to demonstrate the highest ethical standards have been upheld.”

Brigadier Richard Brown, Ministry of Defence, commented:

“The Army is committed to the roll out of Solar PV across the estate to reduce energy bills and support its sustainability strategy. This successful procurement of Solar PV is an important part of our investment in sustainable initiatives that will help to achieve our ambition to be carbon net zero by 2050.”





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