

# How to: Successful Heat Pump Installation Projects for Social Housing

*A national workshop series from Bristol City Council, Net Zero Hubs & University of Bristol*

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## About This Workshop Series

Evidence from audits of Air Source Heat Pump (ASHP) installations across Bristol City Council housing shows that on average, installations have been of poor quality and leading to higher than anticipated energy bills. This stems from a range of issues spanning procurement, design, installation and ongoing maintenance.

This collaboration between Bristol City Council, Net Zero Hubs, and the University of Bristol brings together a national workshop series — offering a frank, 'warts and all' account of the challenges, paired with practical resources to address them.

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## Who Is This For?

- Local Authority housing officers planning or already delivering heat pump projects (existing housing or new-build)
- Other social housing officers and decarbonisation teams
- Net Zero Hub teams, community groups, and others with an interest in social housing heat pump delivery

*We anticipate cohorts of up to 30 people per workshop. Register early to secure your place.*

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## What You'll Take Away

Each workshop provides practical, in-person insight with a full set of resources and a roadmap back by tools for delivering high-quality heat pump projects. Resources will include:

1. ASHP specification and guidance note for social housing providers
2. 5-point non-technical checklist for ASHP installations
3. Technical ASHP audit form
4. Post-installation self-audit form for installers
5. Quality assurance process map for each stage of the heat pump journey
6. Handover documentation examples
7. Remote monitoring / assistance method statement (including privacy notice)
8. Links to relevant selectively collated learning resources
9. Organisational heat pump strategic review outline process

You will also have the chance to join a community of practice focused on quality assurance in Social Housing heat pump delivery.

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## Workshop Programme

<b>11:30am</b>	Arrive — Coffee and Tea
<b>12:00pm</b>	Presentation of research and findings by Matt Jones (Bristol City Council)
<b>1:00pm</b>	Sandwich lunch provided — meet informally
<b>2:00pm</b>	Walkthrough of resources, questions and open discussion
<b>3:00–3:30pm</b>	Close

## 2026 Workshop Dates

Workshops are being held across Net Zero Hub regions throughout 2026. Find your nearest event below:

Date	Location	Contact for Ticket
Tuesday 31 March 2026	Stoke-on-Trent.	Ellie Taylor Eleanor.Taylor@stoke.gov.uk
Tuesday 28 April 2026	Taunton TBC	Chris Bennett Chris.Bennett@westofengland-ca.gov.uk
Thursday 30 April 2026	Liverpool / Manchester TBC	marissa.looby@liverpoolcityregion-ca.gov.uk
Tuesday 12 May	Futurebuild	DATE TBC
Wednesday 13 May	Futurebuild	DATE TBC
Tuesday 9 June 2026	East Mdlands tbc	Arnout: arn@andrewsenv.co.uk
Wednesday 10 June 2026	GSE / NEY /	DATE AND LOCATION TBC
Thursday 11 June 2026	GSE / NEY /	DATE AND LOCATION TBC
Tuesday 23 June	GSE / NEY / Housing 2026 Manchester	DATE AND LOCATION TBC
Wednesday 24 June 2026	GSE / NEY / Housing 2026 Manchester	DATE AND LOCATION TBC
Thursday 25 June 2026	GSE / NEY / Housing 2026 Manchester	DATE AND LOCATION TBC

## Travel & Expenses

Attendance is free. If you need financial support to attend, a limited budget is available to cover sustainable transport costs. Please let us know when registering.

**To register or find out more, please contact your regional Net Zero Hub (email above)  
or**

[matt.jones@bristol.gov.uk](mailto:matt.jones@bristol.gov.uk),

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