

SUCCESSFUL HEAT PUMPS: WITH BRISTOL CC

DRAFT v1.0.1 AIA 2026/02/11

Date: March 31st 2026, 11:30 to 15:30
Location: tbc

Details provided by Bristol City Council.

1 BACKGROUND

Evidence from audits of Air Source Heat Pump installations across Bristol City Council housing, shows that on average, installations have been leading to high bills. This is due to a range of issues with heat pump project delivery, including procurement issues and design, through to installation and ongoing maintenance regimes.

A collaboration between Bristol City Council, South West Net Zero Hub, and University of Bristol will convene 'in person' workshops in each of the Net Zero Hub regions, to give a 'warts and all' account of the challenges, but with the resources to address this national challenge.

2 WHO IS THIS FOR?

- MNZH consortia members (WH:LG & WH:SHF).
- MNZH CJS organisations.
- WMCA area LA's and HA's – especially those delivering WMCA Buildings Retrofit Pilot.
- Housing Association or Local Authority officers who are, or will be looking at Heat Pump delivery.
 - Primarily existing housing - but new-build welcome.
 - In their own stock – or in 'private stock'.
- Other social housing officers
- Social Housing decarbonisation teams
- NZ Hub staff
- Community groups with an interest

3 WORKSHOP OUTLINE

This workshop will offer a practical, in person session to give you all the insight, materials and a roadmap for tackling the significant challenge of delivering high quality heat pump projects. We anticipate a cohort of around 10-20 people.

4 PROGRAMME

- 11:30 – 12:00 Arrive / Coffee and Tea
- 12:00 - 13:00 Presentation of the research and findings by Matt Jones of BCC
- 13:00 – 14:00 Sandwich lunch provided. Meet informally.
- 14:00 to 15:00 Walkthrough of the resources, Questions and discussion.
- 15:00 – 15:30 Finish.

**Insert Stoke / Groundworks tbc?*

5 TRAVEL & EXPENSES

If you need financial support to attend we have a limited budget available to cover sustainable transport travel. Please let us know.

6 RESOURCES TO BE SHARED

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 ASHP installation self audit form for installers
5. Quality assurance process map for each stage of the heat pump journey
6. Issue resolution process
7. Handover docs
8. Remote monitoring/ assistance method statement (inc privacy notice)
9. Links to relevant learning resources

7 INFO & MATERIALS

Further information and the shared materials will be posted on the MNZH pages of the AECL website here (as these become available): <https://www.andrewsenv.co.uk/qa-support-materials-by-measure/>