



## 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 we need to improve the efficiency of installations and reduce running costs for tenants. 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 an 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

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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 backed by tools for delivering high-quality heat pump projects. Resources will include:

1. Social Housing provider heat pump Strategic Review template
2. Quality Assurance guides and specifications
3. Social housing heat pump installation and technical audit forms
4. BCC heat pump repairs form, and 5 point post install checklist
5. Handover Guidance: CSE / BCC / NESTA
6. Remote Assistance material and survey results

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



## Workshop Programme

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

## 2026 Workshop Dates

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

| Date                   | Region                           | Registration link / Location |
|------------------------|----------------------------------|------------------------------|
| Tuesday 31 March 2026  | Stoke on Trent, Civic Centre     | (Past Event)                 |
| Tuesday 28 April 2026  | Taunton, Ablemarle Centre        | (Past Event)                 |
| Thursday 30 April 2026 | Manchester Friends Meeting House | (Past Event)                 |
| 13 May                 | Futurebuild, London              | (Past Event)                 |
| Wednesday 10 June 2026 | North East / Yorkshire           | <a href="#">York</a>         |
| Monday 13 July 2026    | Greater South East / London      | <a href="#">NESTA London</a> |

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.

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