



Rosewell

Air Source Heat Pumps and Solar PV with Battery Storage Project

**Andrew Souter – Programme Manager
Midlothian Council**

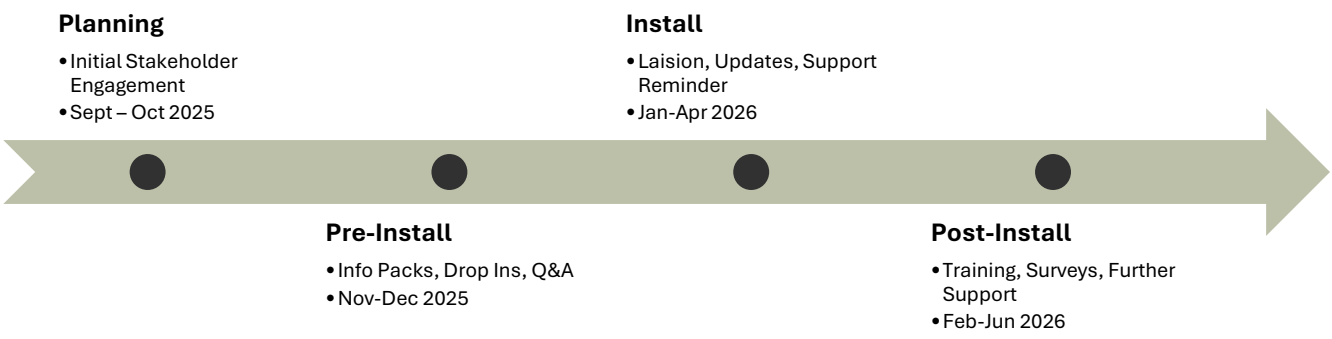
Project at a glance

- Partially match funded through the Social Housing Net Zero Heat Fund (SHNZHF).
- Aim to install ASHPs to 61 properties and SPVB to all 98 properties.
- Intended outcome to meet a Fabric Efficiency Rating or space heating demand of 120 kWh/m²/year with a pathway towards 71 kWh/m²/year.
- Managing Agent – Procurement, Tenant Engagement, Contractor Management and Quality Assurance.
- Impact Evaluation – social impact surveys issued pre- and post-installation, to gain feedback from tenants involved in the project



Tenant Journey

- Project Specific Tenant Engagement Plan - aimed to ensure tenants were well-informed, empowered, and actively engaged at every stage of the retrofit process.
- Monthly drop in events right through the delivery period, topics tailored to project stage:



- We encourage all tenants to complete the online registration of interest form. By doing so, they can ensure their contact details are up to date and receive useful post-installation advice directly to their inbox.



WE'RE IN ROSEWELL OFFERING FREE RENEWABLE TECHNOLOGY SUPPORT

Please find below a list of free drop-in events that Changeworks will be attending. Pop along for advice and support on a list of topics, as well as being able to ask us any questions that you may have.

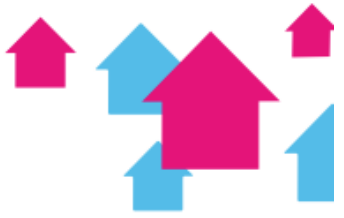
	Date and Time*	Title	Topic	Location
2025	October	Building Awareness	What's coming to Rosewell: Heat Pumps & Solar Panels Explained	The Steading, Carnethie St, Rosewell, EH24 9AA
	November 18th 2-5pm	Preparing for Installation	Getting Your Home Ready: What Tenants Need to Know	
	December 4th 12-3pm	Energy Efficiency for Winter	Warm Homes, Lower Bills: Winter Energy Tips	
2026	January 27th 2-5pm	Installation Support	Living Through the Upgrade: Support During Installation	
	February	Using Your New System	How to Use Your ASHP & Solar Panels	
	March	Sustainability in Rosewell	Green Living: Making the Most of Your New Tech	
	April	Community Recognition	Rosewell Retrofit Recognition & Showcase	

*Exact dates and times are added once confirmed.

Introducing Newsletters

- Keeps householders informed, builds transparency and trust, promotes key updates and successes.
- Can be tailored to suit the needs and scale of each project.
- Marketing have a template, so simply send them the content and they will update and send to you for review.
- These have been added to the customer journey. Include these in your marketing plan – approx. every 6-8 weeks depending on project needs.
- Where possible, newsletters should be hand-delivered to maximise engagement and create a personal connection with residents. Otherwise, they can be posted.
- Proven to be a highly successful communication tool across recent projects.

ROSEWELL LOW CARBON HOMES PROJECT - TENANT NEWSLETTER



Air source heat pumps | Solar PV | Battery storage – February 2026

Welcome to your project update

We're pleased to share the latest updates from the Midlothian low carbon home improvement programme in Rosewell. Installations of air source heat pumps (ASHPs), solar PV and battery storage systems are progressing well. The installations are continuing on schedule and tenants are reporting minimal disruption.

If you don't have an install date yet, please contact Easy Heat on 07742 875494 or by emailing gemma.macdonald@mcdermottgroup.co.uk ASAP.

SP Energy Networks – local network upgrades

SP Energy Networks (SPEN) are on site delivering essential network upgrades to support safe, reliable operation of the new systems. This includes strengthening local cabling and distribution infrastructure.

Tenant support – helping you through the transition

To support households during the change to new heating and renewable systems, we offer:

- Dedicated tenant liaison officers.
- In-home demonstrations of controls and system settings.
- Solar and battery guidance with or without app use.
- Help understanding running costs and maximising savings.



£1m investment delivering low-carbon heating and renewable energy to Rosewell homes

- 31 ASHP's installed
- 99 PV & Battery systems installed
- 24 private homes supported
- 75 council homes supported

The total MLC spend was over £825k, of which **£325k** claimed back from SHNZHF with an additional **£175k** of ABS funding leveraged.

£310 estimated average annual bill saving per household.

Feedback from tenants highlighted the positive impact of the guidance provided by Household Support Officers and Green Energy Helpline advisors.



Lessons Learned

Tenant Engagement

- Early engagement is crucial
- Dedicated support for reluctant tenants
- Reluctant tenants – Household Support Officer

Installation & Logistics

- Gas meter removal – depends heavily on supplier processes
- Consistent site management improves delivery
- Installing over winter – fuel vouchers to ease the transition
- Work closely with internal council maintenance teams

Resident Experience

- Can be disruptive
- Cupboard build outs and decoration allowances

Partnership Working

- QA and QS involvement is essential, particularly when working with new contractors
- Initial stakeholder alignment at project outset

Feedback

Some of the first residents to receive an air source heat pump, shared how smooth and supportive their experience had been. Despite the initial reluctance (and outright refusal in one case), they quickly saw the benefits, saying:

“One of the tenants who had initially refused, then went on to convince his neighbours to go ahead.”

All hands-on deck!

- **Consultancy** for Bid support and technical input during procurement and delivery
- Incoming calls to **Green Energy Helpline**
- Specialist tenant support where required from **Affordable Warmth** – including fuel vouchers
- **Marketing** developed newsletters – now rolled out across most projects
- **Low Carbon Communities** – doorstep advice
- **Management Agent** - QA, QS, HSO
- **Council** CoW and Housing Officer



Thank You