



National Audit Office

The UK's independent public spending watchdog

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Reference FOI-1901

Date 2 February 2026

FAULTY INSULATION IN SOCIAL HOUSING

Thank you for your FOI request to the National Audit Office (NAO) dated 5 January 2026. Your FOI request was in relation to our recent report on *Energy efficiency installations under the Energy Company Obligation*. Your specific request was:

1. *"Of the 22,000-23,000 homes with external wall insulation installed before 16 January 2025 that DESNZ and Ofgem believe have major issues requiring remediation, how many are social or affordable housing? Please could you also give the names and locations of the providers of this housing."*
2. *"Out of the 4,737 homes in this category identified as having major issues needing remediation and the 1,901 which have been remediated how many are social or affordable housing? Please could you also give the names and locations of the providers of this housing."*
3. *"Of the 9,000-13,000 homes with internal wall insulation installed before 16 January 2025 that DESNZ and Ofgem believe have major issues requiring remediation, how many are social or affordable housing? Please could you also give the names and locations of the providers of this housing."*
4. *"Out of the 1,539 homes in this category identified as having major issues needing remediation and the 1,033 which have been remediated how many are social or affordable housing? Please could you also give the names and locations of the providers of this housing."*

Please can you let me know if this data is not held by you but kept by Ofgem or DESNZ so I can send my FOI request there. If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request. If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance."

Your request has been handled under the terms of the Freedom of Information Act 2000 (FOIA). We have checked our financial audit and value for money audit files and can confirm that we do not hold the information you requested.

As your request relates to Ofgem and the Department for Energy Security & Net Zero (DESNZ), these organisations may hold relevant information. Social housing is eligible for ECO4 and GBIS and is referenced within the delivery guidance for each scheme. It is therefore reasonable to assume DESNZ and/or Ofgem may hold, or have access to, data on the number of homes retrofitted through the scheme that were deemed eligible

for the scheme because of meeting social housing criteria. Affordable housing does not appear within scheme criteria or delivery guidance. We therefore consider it unlikely that data relating to retrofits of affordable housing will be available.

You may wish to contact Ofgem and DESNZ through the following links:

Ofgem: [Information requests | Ofgem](#)

DESNZ: [Department for Energy Security and Net Zero - GOV.UK](#)

I hope you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>.

Yours sincerely,

NAO FOI

Team