

Air Source Heating

Resident Engagement

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Key background information

- The government is investing in heat pumps technology through the Energy Company Obligation (ECO) and Social Housing Decarbonisation fund (SHDF) and in legislation that will support electric technology from 2035
- The Government has committed to installing 600,000 ASHPs nationally by 2028
- Resident engagement is a mandatory requirement of all government funded programmes. [Each Home Counts Review](#)
- The council is legislated to meet 2050 targets and move away from heating 4,846 homes with gas, oil and LPG
- **The Council has installed 79 Air Source Heat Pumps since 2020**
- Residents have been lettered, telephoned and invited to participate digitally
- Responses received from 19 households



Air Source Heat Pump. Have Your Say.

Have Your Say. An air Source Heat Pump replaced your old heating system and we want to know how your new heating has performed.

Please register and give us your feedback. The information will be used to understand your journey and what you think about your new heating system.

We have also provided some useful links.

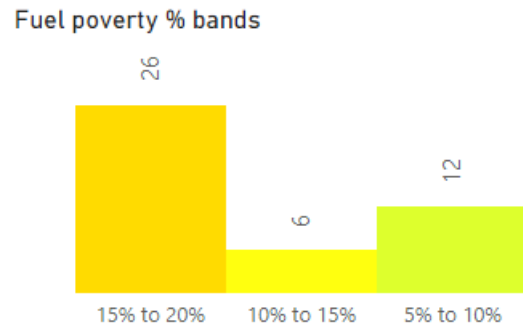
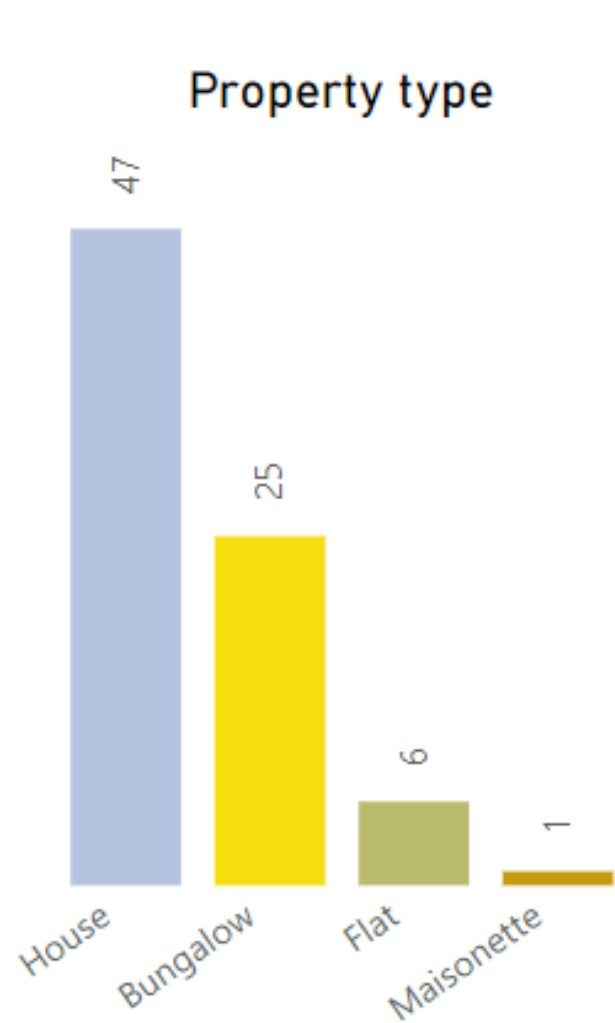
 [ASHP leaflet & FAQs.pdf](#) (2.0 MB)

 [User Guide.pdf](#) (2.1 MB)

Citizen Lab.

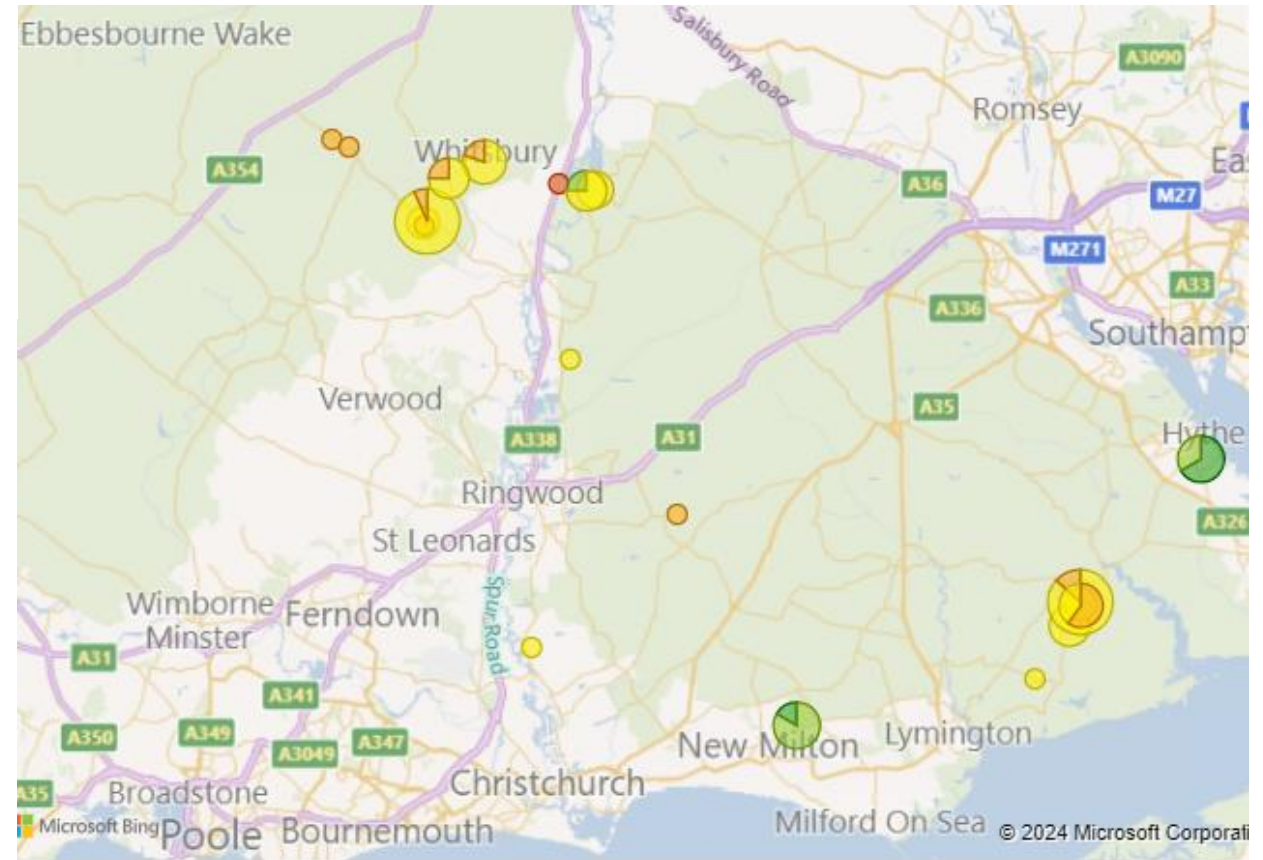
Is an APP friendly tool. The platform enables the council another route of engagement to include additional information. How to guides and support to customers.

Current Heat Pumps Installed in NFDC homes



The 79 homes are located within four areas of the district, which have:

- Higher numbers of off gas homes.
- Higher numbers of residents classed as being fuel poor (Bands defined by the ONS data)
- Residents can afford to use and understand this technology



Information taken from Parity Projects.

Survey Responses

| Communication method | Response |
|----------------------|----------|
| email | 5 |
| letter | 0 |
| Telephone | 14 |

- The average age of respondents was 57.
- 5 people were over the age of 70.
- Homes surveyed occupied 2 or 3 bed houses or bungalows.

| Questions | Yes | No |
|---|-----|----|
| Are you happy with the standard of installation? | 19 | 0 |
| Are you able to heat your home easily? | 18 | 1 |
| Do you understand how to use your Heat Pump? | 12 | 7 |
| Have you reported a repair for your heat pump since it was installed? | 6 | 13 |
| Would you recommend a heat pump to family or friend? | 19 | 0 |
| If you would like to receive a telephone call? | 1 | 18 |

Survey Responses

| | Poor | | | | Comfortable |
|---|------|---|---|----|-------------|
| Questions | 1 | 2 | 3 | 4 | 5 |
| Is your home a comfortable temperature in winter? | 0 | 0 | 0 | 19 | 0 |

| | Quiet | | | | Loud |
|---------------------------------------|-------|----|---|---|------|
| Questions | 1 | 2 | 3 | 4 | 5 |
| How noisy do you find your Heat Pump? | 0 | 17 | 2 | 0 | 0 |

The ASHP installed have a noise level of 54dBA. To compare a fridge freezer has a dBA of 40.

Lower noise levels have been achieved, through insulated casings and larger fans.

Resident comments

I love it, it's no trouble at all and costs about the same as the old heating, gets warm quickly and keeps me warmer for longer.

Works well, the cost is about the same, large radiators so gets warm quickly and enough hot water.

Not sure as didn't know what to expect.

It's really good, the house is warm and comfortable, we don't worry about the cost now, would recommend.

Happy so far

Small increase in cost recently but I'm unsure if that is the heat pump or inflation of utilities.

Some making good left to complete after Christmas, but happy. The hot water and heating is good.

Yes, very happy, wouldn't know what to do if I needed to change the settings.

Monitoring Energy Use

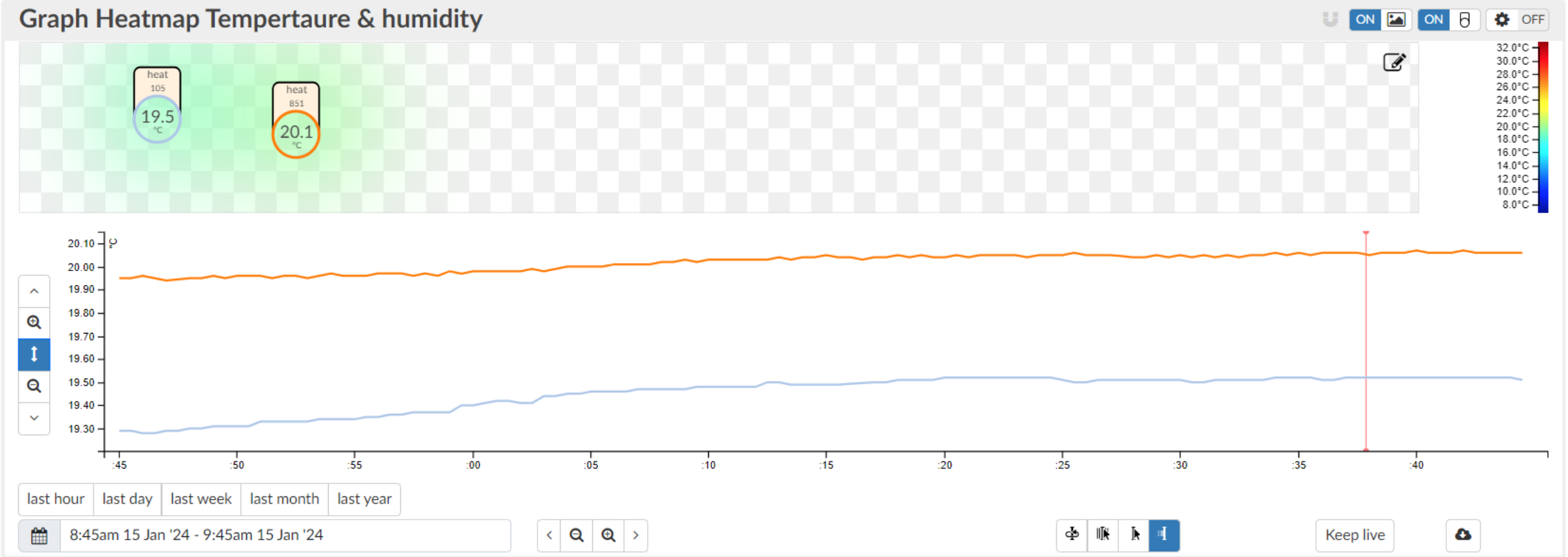
Currently SHDF funding requires energy use to be calculated using modelled data based on initial survey and SAP data.

Meter readings at installation and subsequent servicing will give us greater comparison in 2024 – 2025.

| Postcode | Existing EPC and SAP Rating | Existing Space Heating kWh | Estimated Annual Costs | Cost Savings |
|----------|------------------------------|-----------------------------|------------------------|--------------|
| SO43 7HF | D 59 | 6214 | £1,505.00 | £365 |
| | Predicted EPC and SAP Rating | Predicted Space Heating kWh | Predicted Annual Costs | |
| | C 74 | 5183 | £1,140 | |

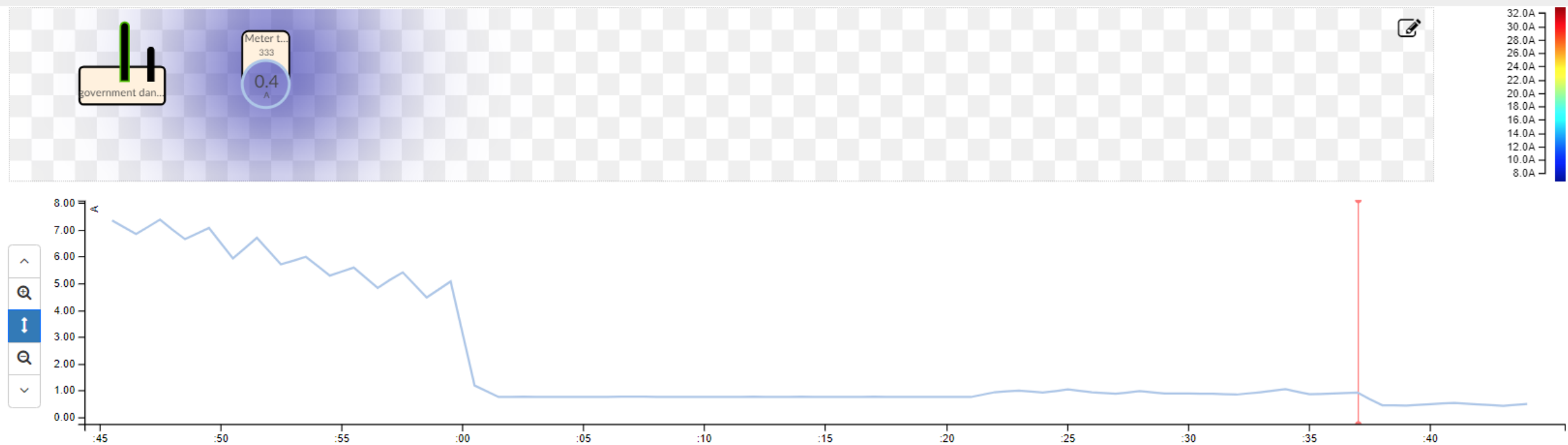
Monitoring Energy Use

The council will be installing remote monitoring to some homes from April. This monitoring actively measures carbon dioxide, temperature & humidity and current. Penman House is piloting the remote monitoring system pictured.



Monitoring Energy Use

Graph Heatmap - Current



This chart shows the amount of power being used at each home. A clamp is attached to the power supply inside each home, readings are sent back every 5 minutes.

Aftercare

Before we complete a retrofit, residents are provided with a customer journey and key information from their initial surveys. Before work starts, customers receive a 'what to expect letter'.

All homes are inspected 1 month after Completion, at 6 months and again at 12 months.

Customer are offered further help with use and controls.

In addition, the Council has a dedicated Resident Liaison Officer provided by the contractor completing our PAS compliance.

Customer Journey

IDENTIFY

Your Home is identified for a whole house assessment through the Energy Performance Certificate. Homes rated D or Lower are less energy efficient than homes rates C or higher

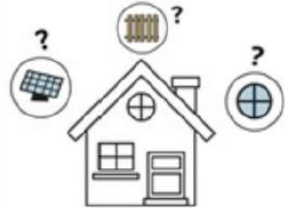
HOME ASSESSMENT

We will assess your home to find out about you existing energy usage and get an idea of the improvement we can make.



WHOLE HOUSE PLAN DELIVERED

Your Retrofit Coordinator explains your whole house plan. This document helps us explain the recommendations for your home. You will be offered a call or appointment to discuss the improvements and next steps.



FINAL DESIGNS & CHECKS

Additional installation surveys will be completed by our installation teams and Asbestos surveyor may need to visit.

RETROFIT WORKS START

Our Contractors will work with you to install the measures discussed with you



QUALITY AND MONITORING

Once works are complete your Retrofit Coordinator will visit to check the work has been delivered as expected and that your happy and confident using any technology changes.



YOU ARE HERE