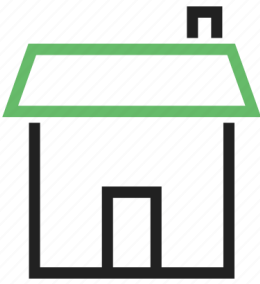


A simple guide to your new energy saving installation



Making your home more energy efficient is the best way to reduce your gas and electric bills, whilst keeping your home warm. This can be done through both changes to your home and changes in your behaviour.



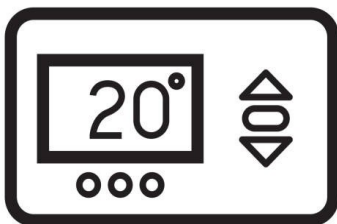
You may have recently had insulation installed to reduce heat lost through your loft, walls or floor. Some residents may have had solar PV installed, which generate electricity.

This is a short guide to help you save the most energy and money from the work carried out and provide more information.

A copy of this guide will also be available online at www.sefton.gov.uk/retrofit for future reference.



Insulation (Cavity Wall, Loft, Underfloor, External wall, Windows and Doors)



Insulation will help to keep your home warmer in Winter and cooler in Summer. It does this by preventing heat being lost and providing a barrier between the internal and outside temperature.

To benefit from your new insulation and to save money this winter, consider turning down the temperature on your central heating thermostat and reducing the length of time it is on. Turning your thermostat down by 1°C could save up to 10% on heating bills.

The added insulation should mean you don't need to run your heating for as long to stay warm. Also try turning it off earlier in the evening, as your home may take longer to cool down.

Ideal temperatures for a home will depend on the person. For average age, well dressed people 18-20°C is ideal. For elderly or very young 21°C may be more comfortable.



To avoid any condensation and damp issues, fans and air vents may have been fitted at your home.



MORE INFORMATION : Wall insulation

Depending on the property build, cavity wall insulation, external and internal wall insulation can all reduce the amount of heat escaping through your walls.

Installation

- **Cavity Wall Insulation (CWI)**- Most homes built Between 1930s - 1990s were built with an empty cavity in between two layers of bricks. Holes are drilled through outside walls and insulation is blown into the cavity.
- **Solid wall insulation.** – Most homes built before 1930 where build without cavities. These solid brick properties can still be insulated. Insulation boards (10cm thick) will be fitted to either the inside (internal wall insulation) or outside walls plus rendering (external wall insulation)

Advantages

- Reduces the amount of heat escaping through the walls, so you won't need your heating on as high or for as long (top tip—once installed try turning your thermostat down 1-2 degrees)

Be aware

- If the property has existing damp issues then installing wall insulation can cause further problems. Any damp issues should be fixed before installation. All work completed will take account of ventilation needed.

After care

- Once installed wall insulation shouldn't have to be redone
- Installers have to log works with CIGA for SWIGA for a 25 year guarantee.



MORE INFORMATION—Loft Insulation

Insulation in your loft should be 11 inches thick (270mm). Rolls of insulation are laid on the loft floor and stop the heat from your home escaping through the roof. If you had this work completed, the maximum amount of insulation will have been installed.

Insulation

- Installers will need to access your home. They will lay rolls of insulation on the floor of your loft. Ensuring they leave space around the eaves to help with ventilation

Advantages

- Reduces the amount of heat escaping through the roof, so you won't need your heating on as high or for as long (top tip—once installed try turning your thermostat down 1-2 degrees)
- 25% heat is lost through the roof of uninsulated loft spaces

Be aware

- Lofts will need to be clear of belongings as the rolls are laid out on the loft floor. Items should not be placed on top of the insulation as it will not work as well
- Homes with rooms in the loft can still have insulation but its is a different type of insulation that goes under the roof tiles

Aftercare

- Loft insulation may need to be topped up or replaced in future

Solar PV



Solar PV systems generate electricity whilst the sun is shining. They work even on cloudy days, but at a lower output.

To maximise energy savings, run any electrical appliances, e.g. washing

machines and vacuum cleaners during the middle of the day when the panel will be generating.

All of the Solar PV units fitted come supplied with anti bird spikes to avoid birds roosting or congregating on the warm panels.

Most solar PV systems fitted are 3-4kW in size. Based on paying 30p per unit of electricity, if you used all of the power the solar PV generate you would save around £800 per year. It is unlikely you would be able to use all of that electricity, especially over the Summer when it would peak, however, the more you can use when it is sunny, the more you will save. Your monitor will show when the system is generating.



You do not need to have the solar PV washed. Rainwater will usually remove any dust build up on the panels.

Air Source Heat Pump

For well insulated and well ventilated homes, air source heat pumps (ASHP) are a renewable energy technology that take the warmth from the air outside (even when it's freezing) and use it to heat the home.

They work like a fridge does but in reverse. They need to be on constantly and provide a background heat level.

To get the most benefit from your ASHP,

- Don't treat it like a gas boiler, find a comfortable temperature for you and leave it at that temperature.
- Do maintain it—like a gas boiler, a regular service every 1-2 years will help to prolong it's life.
- Don't use other heating sources in addition to the heat pump, it will cost you more.




Your insurance package and extra energy saving tips



Insurance

All work carried out under the Green Homes Grant Retrofit Scheme is fully guaranteed. You should have received a pack of documentation relating to TRUSTMARK. All work is independently guaranteed under this system established by the Government.



Solid Wall Insulation Guarantee Agency

Installed date: _____ Guarantee Number: _____
 Address: _____ Contractor: _____

The Solid Wall Insulation Guarantee Agency (SWIGA) hereby guarantees that any defect in materials or workmanship in connection with the installation by the installer of the external wall insulation system at the above property shall be rectified without charge subject to the terms and conditions set out below. If you as the Home owner have signed a declaration to confirm that the works covered under this guarantee have been completed but you realise that they are not complete, you should contact SWIGA immediately. In the event that you have a problem that you believe to be caused by a defect in materials or workmanship relating to the Solid Wall Insulation installed by the installer referred to above:

- In the first instance contact the installer who completed the installation who will, where possible, rectify the defect.
- If the problem still remains unresolved, contact SWIGA in writing.
- Following this contact, SWIGA will arrange for the Manufacturer or System Designer to investigate the matter on SWIGA's behalf.
- A report will be submitted and where required SWIGA will instigate any necessary remedial work via the original installer, or, if they are no longer trading, an installer of SWIGA's choosing, free of charge within the terms of Guarantee subject to the conditions set out below.
- Any dispute arising out of or in connection with this Guarantee which cannot be settled by negotiation should be referred to a single arbitrator to be agreed upon by the parties (you and SWIGA), or in the absence of agreement within 30 days, to an arbitrator reasonably determined by SWIGA whose decision shall be final and binding on the parties and whose fees shall be met equally by SWIGA and you if the issue is not related to the system or installation (or as the arbitrator shall direct).

Conditions:

1. All defects must be reported in writing to the installer as soon as practicable and SWIGA must be informed in writing if the matter is not resolved satisfactorily within two months of reporting to the installer or Provider. Failure to adhere to this notification requirement (including, but without limitation, requesting to assist in the defect and allowing it to deteriorate) or any of these conditions shall invalidate the Guarantee and SWIGA shall have no further liability under it.
2. The Guarantee only applies in respect of defective materials or workmanship in respect of the insulated external wall system only and does not cover wear and tear or cosmetic defects, including (but without limitation) Decorative finishes, colour fading, minor cracking, flammability or spalling that does not materially impair the structural integrity, thermal performance or weather tightness of the property. The Guarantee does not cover render, only application or other property items such as gates, fences, patios and paths, doors or windows.
3. It is a condition of the Guarantee that the property must be maintained in a good state of repair and the installation maintained as specified in the Owners Manual.
4. The Guarantee is not valid (and SWIGA shall have no liability under it) if any modifications or alterations to the installation are made other than strictly as specified in the Owners Manual and the required maintenance schedule in the manual has been met and evidenced.
5. Statutory rights in relation to any claim against the installer are not affected by the Guarantee.
6. The Guarantee remains valid for the subsequent owners and/or, where the present occupant is only the lawful tenant of the property, for the benefit of the Landlord and Superior Landlord of the property and their respective successors as well as the lawful successors of the tenant but otherwise the rights under this Guarantee cannot be assigned to a third party.
7. Any claim notified under the Guarantee according to condition 1 must be received in writing by SWIGA within the Guarantee period of 25 years from the installation date.
8. These conditions set out the entire financial liability (for rectification work or otherwise) of SWIGA in respect of this Guarantee (including, but without limitation, in respect of the contract, any tortious act or omission). SWIGA's total liability under this Guarantee (including in respect of professional costs) shall in no event exceed £20,000. SWIGA shall have no liability for:
 - Loss of profits or business; or
 - Loss of use; or any special, indirect or consequential loss
9. Nothing in these conditions shall limit or exclude SWIGA's liability for death or personal injury arising from negligence, or for any damage or liability incurred as a result of fraud or fraudulent misrepresentation by SWIGA.
10. If you or the occupant of the property receive any monies under any insurance policy or receive any recompense or compensation from any similar contractual arrangements related to any issue which is the subject of your claim under this Guarantee, then SWIGA's liability under the Guarantee shall be reduced by an equivalent amount.

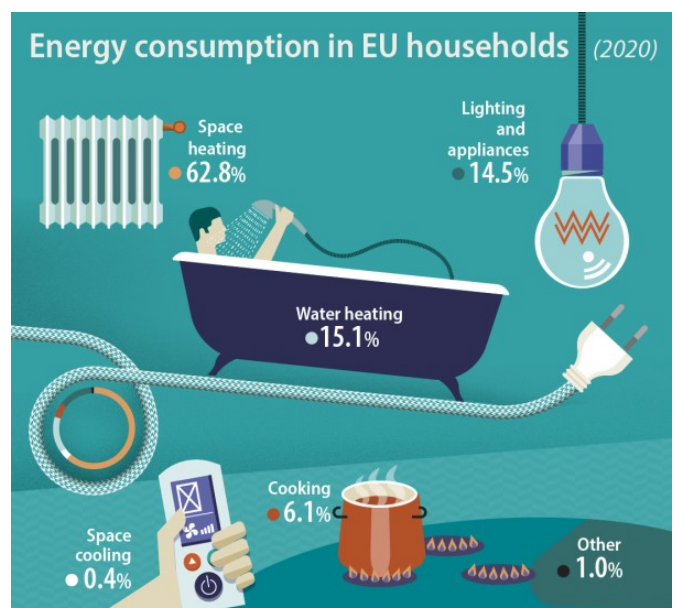
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EXTRA TIPS

The image here shows where our energy is used and where we can make an impact.

Here are 3 very simple, no cost suggestions for things we can all try to save money and energy;



ec.europa.eu/eurostat

1. Heating water is expensive so take shorter showers and only boil what you need in your kettle.
2. Switch off lights when not needed.
3. Always put lids on cooking pans and reduce the gas/electricity



Behavioural Change tips for reducing your utility bills

Insulation - You could save money on your heating bills by doing more— consider draught proofing or chimney draught excluder, to reduce heat loss.

Heating - Turn down your thermostat by just 1°C and you'll cut your fuel bills by up to 10%. You'll notice the saving, but not the drop in temperature.

Hot Water - Insulating your hot water cylinder with a lagging jacket should pay for itself in months!

Lighting - Energy saving light bulbs last up to 10 times longer than ordinary light bulbs and save you money on your energy bills.

Cooking - Keep a lid on the saucepan and only use just enough water to cover vegetables. Also using the microwave rather than the oven can save money too.

Kettle – Don't over fill your kettle, only boil the water that you need

Washing - Washing at 30°C uses about 40% less electricity than at a higher temperature. Also, only switch on when machine is full.

Appliances - Look out for the energy efficiency rating whenever you buy new appliances. "A" rated appliances are the most efficient and cheapest to run.

Turn it off – Leaving appliances on standby costs the country nearly £1 billion worth of energy each year.

Curtain up - Shutting the curtains, especially lined ones, will stop heat escaping through your windows.

Help available

As energy prices rise everyone will be looking at ways to increase income and reduce utility bills.

Here are some sources of help;

- Ensure you are receiving all the benefits you are entitled to. Many support services such as welfare rights 0151 934 3660, citizens advice and www.gov.uk may be able to assist with this.
- **Speak to your energy supplier**
 - You may qualify for Warm Homes Discount (£150 towards energy costs).
 - Ask about smart meters – they help you to monitor energy usage in your home, which may help you to save money.
 - Suppliers may be able to help with debt and manageable repayment plans.
- **Could you save on a water meter? If you have more bedrooms than people living at the property you are likely to save money. You can trial a water meter for 2 years to see if it benefits you. Call United Utilities on 0345 072 6065**
- **Debt and money management advice can be accessed at WWW.citizensadvice.org.uk or WWW.compassionacts.uk/advice**



Still need some help?

The teams below can help to answer your questions about the retrofit programme, as well as providing help and advice on wider energy and fuel poverty issues.

Useful contacts

Affordable Warmth Team (Sefton Council)

Phone - 0151 934 2222

Email - energy@sefton.gov.uk

Website - [Fuel Poverty and Energy Efficiency \(sefton.gov.uk\)](http://sefton.gov.uk/Fuel-Poverty-and-Energy-Efficiency)

Retrofit Team (Sefton Council)

Phone - 0151 934 2848

Email - retrofit@sefton.gov.uk

Website - [Green Homes Grant Local Delivery Scheme \(sefton.gov.uk\)](http://sefton.gov.uk/Green-Homes-Grant-Local-Delivery-Scheme)

Energy Projects Plus (charity offering advice and support across Merseyside)

Phone - 0800 043 0151

Website - [Energy Projects Plus \(epplus.org.uk\)](http://epplus.org.uk)

