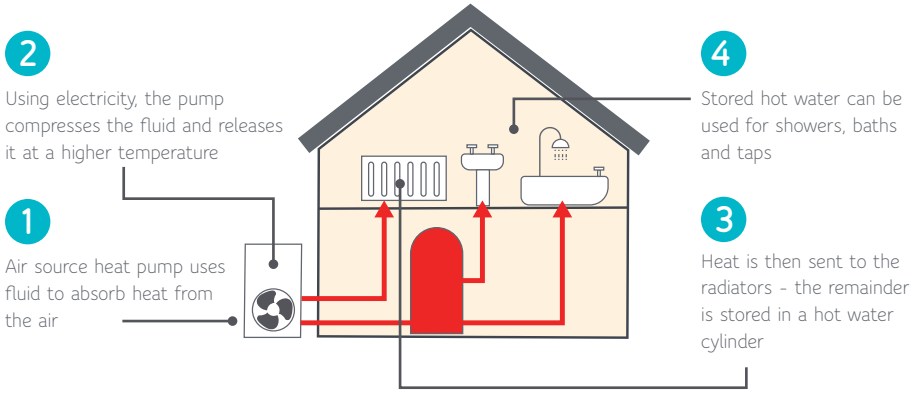
Flagship Group

A guide to your Air Source Heat Pump system

www.flagship-group.co.uk

What is an Air Source Heat Pump?

An Air Source Heat Pump (ASHP) is a renewable central heating system including radiators, pipework and a hot water cylinder. ASHPs work by extracting heat energy from the air outside your home - much like a fridge operating in reverse. Captured heat is moved into your home, providing year-round hot water for your radiators and hot water requirements.



Why do we install an Air Source Heat Pump?

Installing an ASHP system allows us to make your home and heating system more energy efficient. This will also significantly reduce the carbon footprint associated with your heating and hot water requirements.

What are the benefits?

- Improved efficiency for your home and heating system.
- Updated heating controls.
- Reduced maintenance.
- Additional works - as part of the installations, we will review the thermal performance of your home and any works identified, such as insulation, will be undertaken in due course.
- Reduced carbon emissions.

Your Heating Installation Journey

The aim of a heat pump install is to improve the efficiency of your heating. We recognise people will have unique requirements and these will always be considered. However, as a guide, the following steps are what a standard installation journey will be.

Step 1 - Initial contact

As part of a planned heating upgrade, you will receive a letter and this information leaflet to inform you of planned works in advance of install; giving you the opportunity to discuss athe install and ask any questions.

This opportunity will also be available in the case of a condemned heating system, however due to the urgency of this scenario, we may only be able to contact you to discuss your new system shortly before the install.

Step 2 - Surveying your property

- Asbestos survey (if required) - an asbestos survey will ensure the safety of you and our heating installers.
- Gasway survey - Gasway will survey your property to assess the suitability of your home for a heat pump. Although we are now installing heat pumps as standard, no final decision on heating upgrade is made until a survey is completed.
- Additional work surveys - If additional work is identified during the Gasway survey, further surveys may be required. This might include works such as insulation improvements. Though this will not always be undertaken at the same time as the heating upgrade.

Step 3 - Booking installation appointment

Once the survey is complete and an Air Source Heat Pump install has been confirmed, Gasway will call to arrange a date for installation works to begin.

Step 4 - The Installation

The install process provided below is a guide on standard practice, however you may have less requirements or more. This will be clarified by the survey during Step 2 or at Step 3.

External Works:

- Creating a hard standing position for the heat pump to sit.
- Trenching may need to take place, including running the pipework to an appropriate entry point.
- Fencing may need to be installed to obscure heat pump view for MCS requirements

Internal Works:

- Asbestos removal
- Install new internal pipework, radiators, and a hot water tank.
- Commissioning the heating system and installing the controls and monitoring devices.

Step 5 - Handover

- User Guides and Manuals - ensuring you are satisfied with the controls for the new heating system.
- Bill & Metering support - If requested.
- Depending on the extent of the work undertaken, we may also complete a post work EPC (Energy Performance Certificate) survey in due course if required.

Useful contacts

Flagship Team (for general enquires)
heatinstalls@flagship-group.co.uk

You can also contact us via your housing association main number as below:

www.newtide-homes.co.uk **0808 168 4555**
www.samphire-homes.co.uk **0808 169 9301**
www.victory-homes.co.uk **0330 123 1860**