

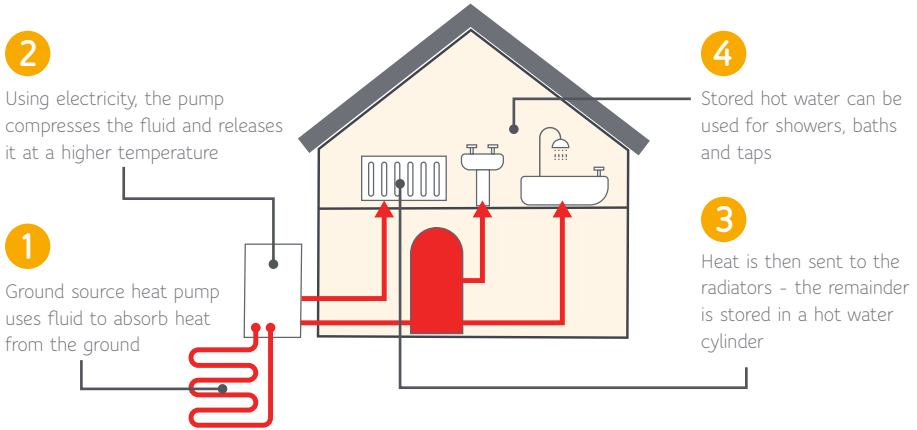


A guide to your Ground Source Heat Pump system



What is a Ground Source Heat Pump?

A Ground Source Heat Pump (GSHP) is a renewable central heating system including radiators, pipework and a hot water cylinder. GSHPs work by extracting energy from the ground via a collector loop. The energy is transferred from the collector loop to a heat pump, which provides year-round hot water for your radiators and your hot water requirements.



Why do we install a Ground Source Heat Pump?

Installing a GSHP system allows us to make your home and heating system more energy efficient, creating a healthier home. 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.
- Reduced carbon emissions.
- Updated heating controls and introducing energy monitoring.
- Reduced maintenance.
- Retrofit & Additional works – as part of the installation, additional improvement works such as insulation upgrades and/or repairs may also be undertaken for your home.



Your Heating Installation Journey

Whilst each heat pump installation has the same aim of improving efficiency, installations and people will often have unique requirements. We wish to provide support on your installation journey and ensure you are provided with the information and contact details that will allow us to provide appropriate support for you.



Step 1 – Initial Contact

We anticipate that all tenants will receive correspondence to introduce our intentions for any communal GSHP projects. This initial contact will include additional information, such as this leaflet. However, as a part of our provisional investigations we may contact 1 or 2 tenants before any project is formalised, to undertake appropriate preliminary investigations.



Step 2 – Surveying your property

- Provisional Survey – If required.
- PAS 2035 & Retrofit Survey.
- Installation Contractor Survey and Gasway Internal Survey.
- Pre & post works EPC (Energy Performance Certificate).
- Asbestos Survey.

Although your property may have had some of these surveys before, they are an important part of ensuring we have the documentation required to install your heating.



Step 3 – Tenant Engagement

We wish to engage with all tenants having GSHP works undertaken. We anticipate an open day and/or tenant engagement event taking place prior to works commencing.



Step 4 – Formulate a Plan

Whilst we expect all works for tenants to remain consistent, we accept there may be different practical and personal requirements in each home. After a Personal Appointment has taken place, we will make a Personalised Plan for your home and provide appropriate contact details to maintain effective communication on this plan.



Step 5 – The Installation

External Works:

- Contractors will complete site preparation, including fencing, compound creation, signage etc.
- Drilling and external excavations take place within the fenced off areas.
- Trenching to properties including running the pipework to an appropriate entry point.

Internal Works:

- Asbestos removal – only if identified as necessary during survey.
- Pipe-runs taking external pipework into the appropriate position within your home.
- Install internal pipework, radiators, and hot water tank.
- Commissioning the heating system and installing the controls and monitoring devices.
- Installation of any other works/measures identified as part of your Personalised Plan.



Step 6 – Handover

Handover is ensuring your Personalised Plan is completed as agreed but to be clear we would expect this to include:

- User Guides and Manuals – ensuring you are satisfied with the controls for the new heating system.
- Bill & Metering support – If requested.
- Agreed regeneration work for the site e.g., re-seeding grass etc.
- Three-and Six-month reviews will take place as standard. These reviews will include progress on any regeneration or post support works that have been agreed.
- Handover – The Project Team will officially confirm handover to normal Flagship Group department works and processes.



Key project contacts

Flagship Project Team - Chris Bailey - Project Manager - Flagship Group

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Flagship Group - Contact Centre

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