



## FREQUENTLY ASKED QUESTIONS (FAQS)

### WHY ARE THESE IMPROVEMENTS BEING INSTALLED IN MY HOME?

The improvements are designed to make your home warmer, healthier and more energy efficient. They can help reduce heat loss, improve comfort and lower energy bills while reducing carbon emissions.

### WILL I HAVE TO PAY FOR THE WORK?

No. The works are being funded through the programme and there is no cost to you for the installation of the approved measures.

### HOW LONG WILL THE WORK TAKE?

The duration depends on the measures being installed. Your Resident Liaison Officer (RLO) will provide a schedule and keep you informed throughout the process.

### WILL I NEED TO BE AT HOME?

Yes, access is usually required during installation. We will work with you to arrange appointments and minimise disruption wherever possible.

### WILL THERE BE ANY DISRUPTION?

Some disruption is unavoidable during improvement works, but our teams will do everything possible to minimise this. We will explain any specific impacts before work begins.

### WHAT HAPPENS IF I HAVE ADDITIONAL NEEDS OR REQUIREMENTS?

Please let us know if you have any medical conditions, mobility issues, caring responsibilities, or other support needs. We will work with you to ensure appropriate arrangements are made.

### WILL I LOSE HEATING OR HOT WATER DURING THE WORKS?

There may be short periods where heating or hot water is interrupted. We will notify you in advance and, where required, provide temporary solutions to minimise inconvenience.

### WHAT IF I HAVE PETS?

Please let us know if you have pets in the property. We will discuss any precautions needed to keep them safe during the works.

### DO I NEED TO MOVE FURNITURE OR BELONGINGS?

In some cases, access to walls, lofts, cupboards or external areas may be required. We will advise you beforehand if any items need to be moved.

### WHAT HAPPENS IF SOMETHING IS DAMAGED?

Our installers take great care when working in your home. If any damage occurs, it will be reported and rectified through our customer care process.

## WILL MY HOME LOOK DIFFERENT?

Some measures, such as External Wall Insulation, solar panels or new ventilation systems, may alter the appearance of your home. We will explain any visible changes before installation.

## HOW DO I USE MY NEW HEATING SYSTEM?

You will receive a demonstration and user guide following installation. We will explain how to operate your system efficiently and answer any questions you may have.

## WHAT IS AN AIR SOURCE HEAT PUMP?

An Air Source Heat Pump is a low-carbon heating system that extracts heat from the outside air and uses it to heat your home and hot water. It works differently from a traditional gas boiler and is designed to run efficiently for longer periods.

## WILL MY ENERGY BILLS GO DOWN?

Every household is different, but the improvements are designed to reduce heat loss and improve efficiency, which may help reduce energy consumption and running costs when used correctly.

## WHY HAS VENTILATION BEEN INSTALLED?

Modern insulated homes need good ventilation to maintain healthy air quality. Ventilation systems help remove moisture and reduce the risk of condensation and mould.

## WHAT SHOULD I DO IF I NOTICE CONDENSATION OR MOULD?

Please contact us for advice. It is important that ventilation systems remain switched on and that trickle vents are kept open where fitted.

## WHO CAN HELP ME UNDERSTAND MY ENERGY BILLS?

Broad Oak works with Act on Energy, who can provide independent advice on energy tariffs, switching suppliers, fuel debt support and ways to reduce your energy costs.

## WHAT HAPPENS WHEN THE WORK IS FINISHED?

You will receive a handover pack containing information about the measures installed, warranties, operating instructions and contact details for ongoing support.

## WHAT IF I HAVE A PROBLEM AFTER INSTALLATION?

If you experience any issues, please contact our customer service team. We will investigate and arrange any necessary remedial works.

## WHO DO I CONTACT IF I HAVE QUESTIONS?

Your Resident Liaison Officer will be your main point of contact throughout the programme and will be happy to answer any questions before, during and after the works.



Use your phone camera to scan the QR code to visit our website.

If you would like more information please visit [www.BroadOakGroup.com](http://www.BroadOakGroup.com)