

Dear Resident

Broad Oak Group are pleased to let you know that the energy efficiency measures at your home are now complete. These measures are designed to make your home warmer, more comfortable, more energy-efficient, and help you reduce energy bills.

This scheme has been funded through Platform Housing Group using the Government's Warm Homes: Social Housing Fund.

Broad Oak Group are working with Act On Energy to achieve the the best tariff rates to ensure residents have access and support to lowering their bills as much as possible.

If you need further support, Act On Energy deliver an Energy Advice Service. Their trained advisors can assist with enquiries about using and paying for energy, and being on the correct tarrif to lower energy bills.

You can contact Act On Energy via:




Call: 0800 988 2881

Email: advice@actonenergy.org.uk

Website: <http://www.actonenergy.org.uk/>

We hope you find these improvements beneficial and that the advice provided helps you get the most from your home's energy efficiency.

What's included in your customer pack:

-  Information guides for each of your new installations:
-  Warranty details for your new measures.
-  Instructions and guidance on using and maintaining your new installations safely.




It is important to keep this pack in a safe place, as it contains essential information about your home improvements and how to access support if needed.

Need help or further information?

If you have any questions, experience any issues, or need further guidance, please refer to the contact details provided on the back of this letter to get in touch with the main office at Broad Oak Group or alternatively contact your designated Resident Liaison Officer.

01782550371 | hello@broadoakgroup.com

These improvements are more than just upgrades to your home, they are part of a wider effort to improve wellbeing across your area. By making homes warmer and more energy-efficient, we are helping to:

-  Reduce fuel poverty and support healthier living environments.
-  Contribute to a greener, more sustainable future.
-  Enable residents to live more comfortably and independently.

We are proud to work alongside Platform housing group to help deliver these benefits, which align with their vision of creating a healthier, happier environment, and more sustainable home for all residents.

Thank you for welcoming these improvements into your home, and for being part of a project that will have a lasting positive impact on your wellbeing and the community.

Your Warranty information

For the first 12 months following installation, all measures are covered under Broad Oak Group's workmanship warranty. During this period, any concerns, faults or issues should be reported directly to us so we can arrange inspection and remediation where required.

We are available 24 hours a day, 7 days a week, 365 days of the year for support.

After the initial 12-month period, ongoing warranty cover is provided by the individual product manufacturers, as warranty lengths and terms may vary between components.

We will be happy to support you in locating manufacturer details or guidance should you need it beyond this time.

Thank you once again for taking part in this programme. We hope these improvements make a positive difference to your comfort, wellbeing, and everyday living.

If you have any queries please reach out to the below contact details and our team will help with your query.

With kind regards,
The Broad Oak Group Team
On behalf of Platform Housing Group



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

If you would like more information please visit www.BroadOakGroup.com



Scan the QR code on your phone to access the Platform housing Group microsite