

Your comfort plan guidance for tenants



energie
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Comfort Plan – The option for a warmer and greener home

Your landlord is offering you the opportunity to have improvements made to your home which will ensure it is warmer and more energy efficient. The Comfort Plan provides long-term, performance-assured provision of heating, hot-water and electricity for your domestic appliances.



This leaflet sets out what the Comfort Plan involves and aims to answer any questions you may have.

Energiesprong explained

What is an Energiesprong retrofit?

Desirable, warm, affordable home

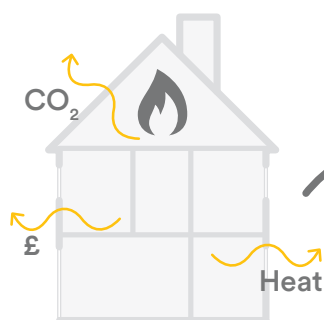
Warm in winter and cool in summer heatwaves

Zero carbon and powered by renewables

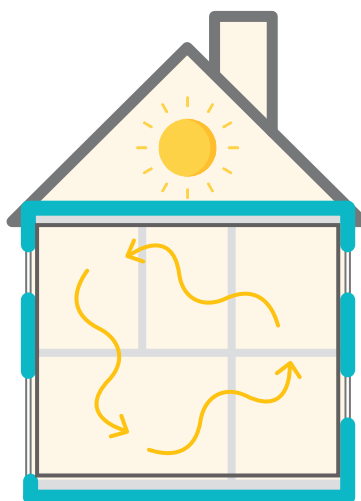
Hard-to-heat home

Cold and draughty

Carbon emissions



Energy leap



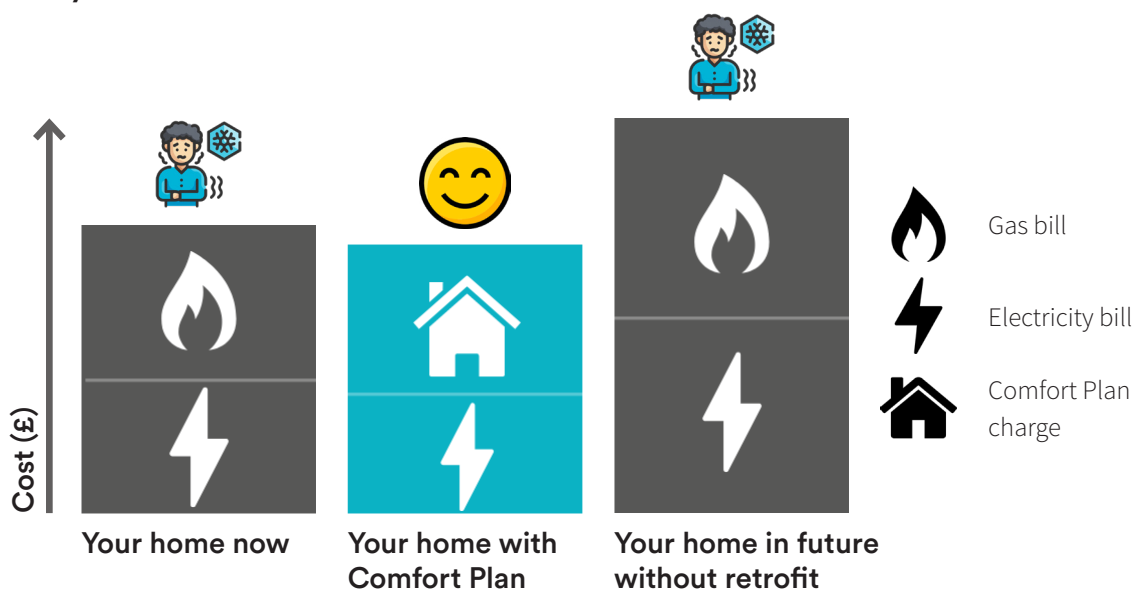
- 1. Whole house deep retrofit.** All maintenance, improvements, and disruption in one go.
- 2. Pay the same.** Pay reduced bills plus Comfort Plan for a more comfortable home that looks and feels great!
- 3. Affordable heating, hot water, and electricity.** Guaranteed comfortable internal temperatures all year round and your hot water and electricity needs covered.
- 4. Improve the look of your home within the neighbourhood.**
- 5. Assured comfort for peace of mind.** The Comfort Plan gives you certainty over bills.
- 6. Insulation.** Tea cosy for your home. Home needs less energy and stays warm for longer. Walls, roofs, and floors.
- 7. New windows and external doors.** All replaced in one go. Draught-free, secure, and quiet.
- 8. Ventilation.** Continuous fresh air, supplied efficiently. Stale, humid air removed.
- 9. Renewable energy.** Assured performance heat pump and solar roof.
- 10. Gas supply removed.** New hob and no more gas bills.
- 11. Help.** To use new equipment and monitoring to help you stay on budget.

Energiesprong explained

What is the Comfort Plan?

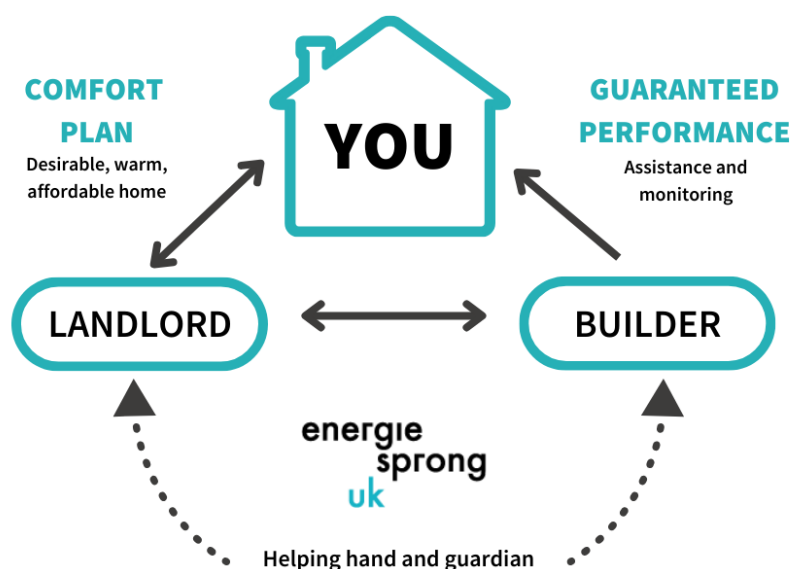
- The 'Comfort Plan' provides a package of services to improve the energy efficiency of your home.
- The Comfort Plan is separate from your tenancy agreement. It works a bit like a mobile phone and broadband contract bundle.
- Equipment will be installed in your home that will generate clean electricity and make your home more energy efficient.

What will my bills look like?



- After an Energiesprong retrofit, you will no longer pay a gas bill and your energy consumption will be reduced.
- The Comfort Plan is a monthly charge which covers the installation and maintenance of the new measures (insulation, windows and doors, solar panels, heat pump, and ventilation system).
- The monthly charge is fixed, protecting you against future energy price increases.
- The total amount you pay will not exceed (and will usually be less than) what you would be paying without the retrofit.

Comfort Plan relationships



Energiesprong explained

What is it like to live in an Energiesprong retrofitted home?

John Butler a resident in Sutton, South London, was interviewed in summer 2022 about the outcomes of the retrofit work to his house.

Sitting in his cool front room in Worcester Park, south London, Butler explains how it used to feel living in his 1930s home.

The damp caused cupboards to go mouldy and the wallpaper to peel. The interior walls could be cold to the touch in the winter, and opening windows in the summer would give him a sore throat from the pollution outside while doing little to cool down the house.

“It would be excruciatingly hot,” said Butler, 60, who has lived in the house for nearly three decades.

Graham, J. (2022) ‘[Energy price crisis exposes Britain’s ‘leaky’ homes](#)’, Context, 10 August. (Accessed 16 August 2023).

But this summer he and his partner, Dawn Mulvaney, have been comfortable for the first time, after their home was one of 13 chosen for Energiesprong retrofit.

Instead of boosting a home’s energy efficiency one improvement at a time, under Energiesprong insulated pre-made roof and wall panels are installed to fully envelope the original house, like a tea cosy.

That, combined with rooftop solar panels, new doors, triple-glazed windows and a low-carbon heat pump and ventilation system, brings the house close to achieving net-zero emissions, with the power it generates mostly covering what it uses.

“I’d say definitely go for it. It’s a lot of work and it will be disruptive, but... it’s worth it. Look at the end result. You’ll have cleaner, fresher air, beautiful looking properties, completely change your lifestyle inside the house. You’ve got the house at constant temperature, comfortable. Because the house is properly insulated, you won’t have the draughts.”

John Butler, Sutton Housing Partnership resident



What's it like to live in an Energiesprong home?

Guidance on what changes to expect and how to get the most of your property once it's been upgraded



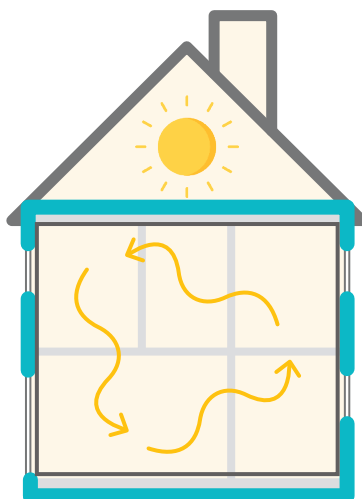
Everything is perfect. This was a great decision, a massive improvement. It is a good gift!"

Mr Kazadi, a Nottingham City Homes tenant.

Living in an Energiesprong home

What is different? What is the same?

This 'Living in an Energiesprong home' guide explains what to expect from your new energy saving equipment. It includes some general tips for getting the most out of your home, whilst you enjoy the more comfortable and stable conditions.



It is still your home – it is just much more efficient now



Your retrofitted home is still your home, and you should use it how it keeps you comfortable. Systems should be simple and intuitive, but if you are confused about anything please do check your home user guide, or alternatively the best people to contact are your landlord.

Insulation – a tea cosy for your home

An Energiesprong retrofitted home is so well insulated it needs less heating, even in the depths of winter. That is why there is no dirty gas boiler and no gas bill (or gas standing charge)!

Environmentally friendly heating

You now have a heat pump heating your home and hot water which runs on clean electricity. Your radiators will not feel as warm as before, but the internal air temperature is what matters and will be plenty to keep you comfortable.

Energy efficient hot water

Heat pumps require a hot water cylinder to provide all your hot water needs. A new hot water cylinder has been installed in your home to work with the heat pump and ensure all of your hot water needs are efficiently supplied.

Fresh air, all day everyday

Your new ventilation system automatically keeps your home healthy and comfortable. Always leave it switched on to ensure you have good air quality. You can still open windows as normal but you should not need to leave windows open for fresh air in the winter anymore.

Free electricity from your solar panels

Your electricity supplier is now, partly, the sun. Your new solar panels generate free power even a little bit on cloudy days and should be maintenance free.

New efficient cooker

To get rid of gas completely from your home, your cooker has also been upgraded. Your new induction hob heats quicker, is more energy efficient, and is safer than a traditional electric or gas hob.

Monitoring to help you stay on budget

Your home now includes unobtrusive monitoring to check it is performing as expected.

Living in an Energiesprong home

Summary of improvements

Use differently:

Heat pump – runs on clean electricity, provides all heating and hot water



Hot water cylinder – including back-up immersion



Use slightly differently:

Mechanical ventilation – continuous air supply and removal of stale air



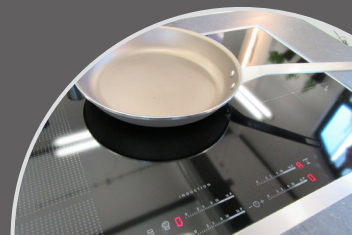
New windows – better insulating versions



Solar panels – generate free electricity from the sun



Electric cooking – efficient and safe induction hob



Works automatically:

Well insulated – walls, roofs, floors, windows, and external doors



Unobtrusive monitoring – to check performance



Living in an Energiesprong home

Heating and hot water

Heat pump – runs on clean electricity, provides all heating and hot water



Heating

Rather than a gas boiler, you now have a heat pump which runs on clean electricity. Heat pumps work at a lower internal temperature than a gas or oil-fired boiler, so your radiators will not feel as warm – but this is plenty to keep your home comfortable. It will provide gentle heating over longer periods rather than quick boosts of heat on demand, which is much more energy efficient and better for the environment. You have the controls for when the heat pump is on or off (and therefore heating your home) and can set it up however you like.

> Tips:

- Unless you are regularly out for long periods, the best thing to do is to keep your home at a regular temperature all the time.
- It is worth highlighting that your Comfort Plan includes for heating your home to a constant temperature of 20 degrees throughout the winter, so that might be the easiest setting to leave it in.
- If you are regularly out of your home during the day for example and want to switch the heat pump on and off, make sure you give it a couple of hours to heat up your home before you need it warm.
- The heat pump can use a bit more energy if it switches on and off repeatedly in a day, so it is most efficient to just have one or two heating periods.
- Someone will visit your home once a year to service the heat pump and ensure that it continues to run efficiently.
- If you don't have any heating or hot water for any reason, please contact your landlord directly.

Hot water cylinder – including back-up immersion



Hot water

For your hot water, you now have a new hot water cylinder including a back-up immersion heater. You can control when you would like the hot water tank to be heated. The temperature of the water is likely to be around 48–55 degrees with a heat pump, around 10 degrees cooler than with a boiler. Did you know that UK Regulations state that hot water from your taps should be no hotter than 48 degrees? So storing it too hot is a waste of energy. The system also has a 'legionella' mode – once a week it will automatically warm water to 60 degrees for one hour, so there is no danger of legionella bacteria developing in your system.

> Tips:

- It is most efficient to have the cylinder heated once per day (typically overnight especially if you have a cheap overnight electricity tariff).
- If you are running a bath, you will need more hot water and less from the cold tap. Try running the hot first and topping up with cold.
- If you ever need more hot water in a single day, you can always turn the heat pump on (or boost it) to charge up the hot water cylinder (which might take one–two hours). Remember to switch it back into automatic mode so it is not constantly heating the water whenever a tap is run through.
- The weekly legionella cycle (to 60 degrees) is essential for your health and safety. The energy use has been calculated in your comfort plan payments, so there is no need to ever change this setting.

Living in an Energiesprong home

Ventilation and windows

Mechanical ventilation – continuous air supply and removal of stale air



Mechanical ventilation

Your new ventilation system will automatically provide measured amounts of fresh air to your living spaces and extract stale, humid air at the same gentle rate from your kitchen and bathroom(s) keeping your home healthy and comfortable. It should always be left switched on to ensure you have good air quality. Do not worry, it has been designed to be highly energy efficient so costs very little to run.

> Tips:

- When it is warm outside, switch the ventilation system to 'Summer Mode' (if it has one) if it has not automatically done so and switch it back to 'Winter Mode' (if it has one) once it cools down outside.
- Check with your landlord, some systems have filters which require cleaning around every three to six months. This is the only time the fan should be switched off.
- Always make sure that you can see the ventilation 'grilles' (holes in the wall) in every room and trickle vents in the windows (if you have them) and make sure that they are not blocked or obstructed so they have a free flow of air to them. This will ensure that the whole house gets fresh air as it was designed to, and your house does not get stuffy.
- If you are doing lots of cooking or have lots of guests around, you may need to boost the ventilation for those periods which you can do from the ventilation controller.

New windows – better insulating versions



Windows

Open windows and doors as you normally do – they are just better insulating versions of what you had before. If you do notice any problems with them (for instance if they ever become tough to open or don't close properly), please report this to your landlord as soon as possible so that they can be adjusted and fixed professionally.

> Tips:

- Your ventilation system is working continuously, if you usually have windows open when it is cold outside try leaving them closed (which could save even more energy) and only open them if your home gets stuffy.
- In the summer, when it is hot outside, think about keeping the windows closed in the daytime (to stop the hot air coming in).
- Instead, open windows at nighttime when it is cooler outside (if it is safe and comfortable to do so). Open the windows on opposite sides and internal doors to encourage a breeze through your home to cool the house down.
- You may occasionally notice condensation on the **outside** of your windows in the morning. This is normal, and simply because they are keeping all your nice warmth inside.

Living in an Energiesprong home

Solar panels and cooking

Solar panels – generate free electricity from the sun



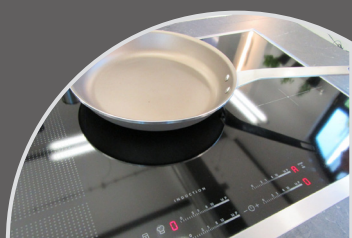
Solar panels (and battery)

Your new solar panels are easy-to-use and run automatically. Solar panels generate most energy in summer months around midday when there is the most sunshine, but they provide plenty of power on sunny winter days too. You can use the electricity at the time it is generated for free, reducing your energy bills. You will still purchase electricity from your energy supplier as you normally do, but the solar panels will help reduce how much you need to buy from them. If you do not use all the electricity generated, it is automatically sent onto the electricity grid. Your house battery (if you have one) stores any unused free electricity for use later in the day.

> Tips:

- Use appliances in the middle of the day, especially when it is sunny, to use the free electricity generated by your solar panels.
- Try to use your kettle, toaster, and oven one at a time (rather than all on at the same time) to minimise purchasing electricity from the grid.
- Make sure you sign up to an export tariff (also known as Smart Export Guarantee) to get paid for any energy that you send ('export') to the electricity grid. This does not have to be from the same company that supplies your electricity, so we recommend shopping around for the best deals.
- If you have a smart meter, you should also have an 'in-home display' that will show you if your solar panels are covering all your power needs (it will show zero). It will also show you if you are using energy from the grid (that you will be paying for). You can use this to help you decide when to run appliances on sunny days and get the most from the free energy being generated.
- If you ever suspect that your solar panels have stopped generating energy, just let your landlord know and the monitoring systems can be checked. This rarely happens, but sometimes after a power cut (or similar) the inverter may need resetting.

Electric cooking – efficient and safe induction hob



Cooking

Your new induction hob heats quicker, is more energy efficient, and is safer than an electric or gas hob. Induction hobs do require certain cookware and have a learning curve, see tips. Your older cookware may need to be replaced.

> Tips:

- The pan needs to be right sized and centred.
- A lower heat setting is needed to maintain the temperature of food. So only put it up to a high setting when you really need it.
- It is always recommended to cook with lids on pans to minimise humidity and cooking particles going into the air.
- You may need to boost your ventilation whilst cooking which you can do from your ventilation controller.

Living in an Energiesprong home

Insulation, monitoring and other tips

Well insulated – walls, windows, external doors, ground floor and roof



Insulation

Your walls, floors, roofs, windows, and external doors are all now well insulated. This is like putting a tea cosy over your home. Your well insulated home will need less heating and will not lose all its heat quickly after you turn the heating off. Remember that your radiators do not need to be scalding hot to keep the room warm and consequently they are much safer now they are not supplied by a gas boiler.

> Tips:

- Enjoy your home now it is warmer and easier to keep stable! Unlike before, your comfort plan payments enable you to stay comfortable in your home for a more predictable cost.
- If you see any damage to the insulation (walls, windows, external doors, ground floor and roof) report this to your landlord immediately so that it can be maintained.

Unobtrusive monitoring – to check performance



Monitoring

Only energy use, relative humidity and temperature are being monitored (there is no audio or video so you can just get on with life as usual).

> Tips:

- If your bills are higher than you hoped recorded data can help you understand why and make changes.
- If you have any issues or suspect that something is not working as it is meant to be, just contact your landlord and let them know what is happening and they will look into it for you.

Your electricity provider

Now that you have an insulated home, solar panels, and a heat pump, we would recommend exploring the best tariffs available to you.

Drying laundry

You can dry laundry on an indoor ailer as before. In fact, you should find laundry will dry faster in a warmer and well-ventilated home. It is best to dry laundry in one of the rooms where air is extracted from your home (kitchens, bathrooms, and utility rooms) but you will also find that opening doors between rooms when drying laundry speeds up the process.

Pets

If you require a cat or dog flap this needs to be raised early in the process so that it can be designed in. We do not recommend making any alterations to the walls, windows, doors, floors, and ceilings of your home without consulting with your landlord first.

Alterations to your home

You can hang pictures, televisions, or shelves internally as you wish (subject to permission from your landlord). If you want to attach something to the outside of your home, like a gate or shed, speak to your landlord first to avoid impacting the airtightness and insulation.