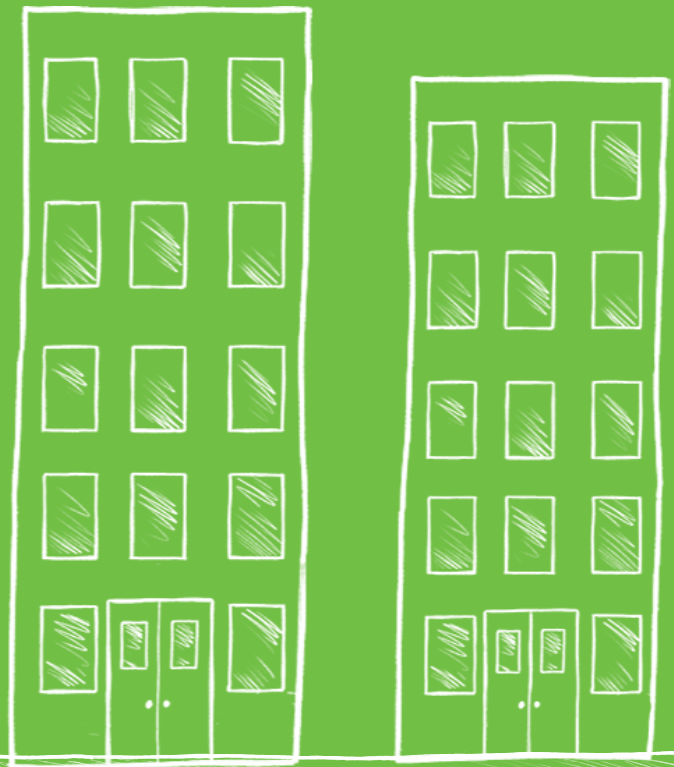




Improvements coming to your home

Grey Friar Court and White Friar Court
customer information pack



live • grow • thrive • together

Welcome

Welcome to your customer communication pack, where we share essential information about the exciting improvements coming to your home.

At Salix Homes, we are committed to ensuring that you live in homes that are not only comfortable and safe, but also better for the environment. We are excited to share with you our plans to improve Grey Friar Court and White Friar Court, aimed at achieving these goals and more.

Inside this pack, you'll find details about the planned upgrades, the benefits they bring, and what to expect during the process.

We understand that improvements can be accompanied by temporary disruptions, but we want to assure you that your comfort and satisfaction are our top priorities. We're here to guide you every step of the way and make your home a better place to live.

Thank you for being part of this exciting transformation.



What improvements are we making?

The planned improvement work includes external wall and roof insulation, new windows and ventilation, and the façade and balconies will be completely rendered and transformed.

An eco-friendly ground source heating system will also be installed, which, combined with the external insulation, will improve the thermal efficiency of the building and help reduce energy bills.

The state-of-the-art heating system works by harnessing the natural heat from the ground, rather than burning fuel to generate heat.

This programme of improvement work is expected to start in February 2024 and run until summer 2025.



MAIN ENTRANCE VIEW



REAR ENTRANCE VIEW

Why are we making these improvements?

Being a responsible landlord means staying aligned with changing standards and needs. The Government has introduced carbon emission reduction targets for housing associations, which includes Salix Homes. Our focus is to enhance the energy efficiency of our homes, making them not only more sustainable, but also cost-effective for you.

Benefits of these improvements and changes

Our package of refurbishment work has been designed to improve your home. Upon completion, you can expect homes that are not only cosier and more comfortable, but also more energy efficient. These enhancements will not only keep you warm, but also potentially lower your energy bills and reduce carbon emissions.

Your key contacts and contact information

We are committed to minimising disruptions as much as possible and our dedicated Tenant Liaison Officer (TLO) will be your main point of contact to assist with any requirements and promptly address any issues that may arise.

Your Tenant Liaison Officer from Salix Homes will be **Declan Davis**.

Your Tenant Liaison Officer from our contractor Casey will be **Roy Looms**.

Contractors

The main contractor - **Casey** - will have a site team comprising site managers, assistant site managers and a tenant liaison officer.

These team members will work closely with you throughout the transformation work to make sure everything runs smoothly.

The main contractor and sub-contractors will wear identification badges when working in your home. Please remember to always ask for identification when letting people inside your home.



**We're here
to answer your
questions**

If you have any questions you
can email them to
greyfriarcourt@salixhomes.co.uk
whitefriarcourt@salixhomes.co.uk

Ground Source Heat Pump (GSHP) Installation

A large part of the improvement work involves installing an eco-friendly ground source heating system.

FAQs About Ground Source Heat Pumps (GSHPs)

What is a Ground Source Heat Pump (GSHP) ?

A GSHP is an energy-efficient heating and cooling system that utilises the ground's natural thermal energy to heat and cool buildings. It consists of a heat pump unit and a ground loop buried underground.

How does a GSHP work?

A GSHP works by transferring heat between your property and the ground. It extracts heat from the ground through the ground loop in winter to heat your home and releases heat back into the ground in summer to cool it.

What are the benefits of using a GSHP?

The benefits of GSHPs include reduced electricity demand, lower maintenance costs, energy efficiency, and reduced greenhouse gas emissions. They also offer long-term cost savings and use renewable energy from the ground.

Do I need to leave my heat pump on all the time?

Heat pumps work best and use less energy if you set your thermostat to a comfortable temperature and do not adjust this or turn off the heat pump. They will only warm the radiators if the temperature in the home drops below what the thermostat is set to.

If you switch the heat pump on and off, or move the thermostat between high and low temperatures, the heat pump will have to work much harder, and you'll end up using a lot more energy.

Will I need to change my daily routine with a GSHP?

You won't need to change your daily routine significantly. GSHPs are designed to run continuously, providing consistent and comfortable indoor temperatures without frequent adjustments.

Are GSHP radiators safe to touch?

Yes, GSHP radiators are safe to touch. They operate at lower temperatures than traditional radiators, making them warm to the touch but not hot. This reduces the risk of burns.

How will the installation of GSHP affect my parking and access to common areas?

During installation, there may be some disruption in the parking areas and common spaces due to drilling and equipment placement. Advance notice will be provided.

What happens if there is a breakdown in the GSHP system?

Breakdowns are rare, but if they occur, we have a maintenance team in place to address them promptly. Running the GSHP continuously helps reduce the likelihood of breakdowns.

Can I visit a working GSHP system to understand it better?

Yes, we offer the opportunity to visit a working GSHP system in Fitzwarren Court. You can interact with the components and learn how the system operates. We will also provide a mock-up flat within White Friar Court to showcase how a finished GSHP installation will look. This will show you what it looks like, the space that will be used within the property and the finished GSHP cover. It will also allow consideration for what items will have to be moved within the flat to allow for the installation.

Are there user guides available for operating the GSHP system?

Yes, we provide user guides that explain how to operate the GSHP system. These guides are subject to minor changes, but will help you understand the system's operations.

Using Your GSHP System

We recommend running your GSHP system 24/7 for the following reasons:

Consistent Temperature Control: GSHPs maintain a stable indoor temperature throughout the day and night.

Energy Efficiency: Continuous operation saves energy by avoiding frequent startups.

Reduced Wear and Tear: Running the GSHP continuously extends its lifespan and reduces the risk of breakdowns.

GSHP radiators

GSHP radiators differ from traditional boiler systems in several ways, including their sizes, temperature and design. Here's an explanation of these differences:

Size and temperature:

GSHP radiators are typically larger than traditional radiators used with boiler systems. This is because GSHPs operate at lower water temperatures compared to boilers, resulting in radiators that are warm to the touch rather than hot.

To compensate for the lower temperature, GSHP radiators have larger surface areas to effectively distribute heat throughout the room. The larger size allows for better heat emission and ensures that the rooms are adequately heated. As a result, the heat emitted by the GSHP radiators is more evenly spread across the surface, reducing the risk of hot spots and making them safe to touch.

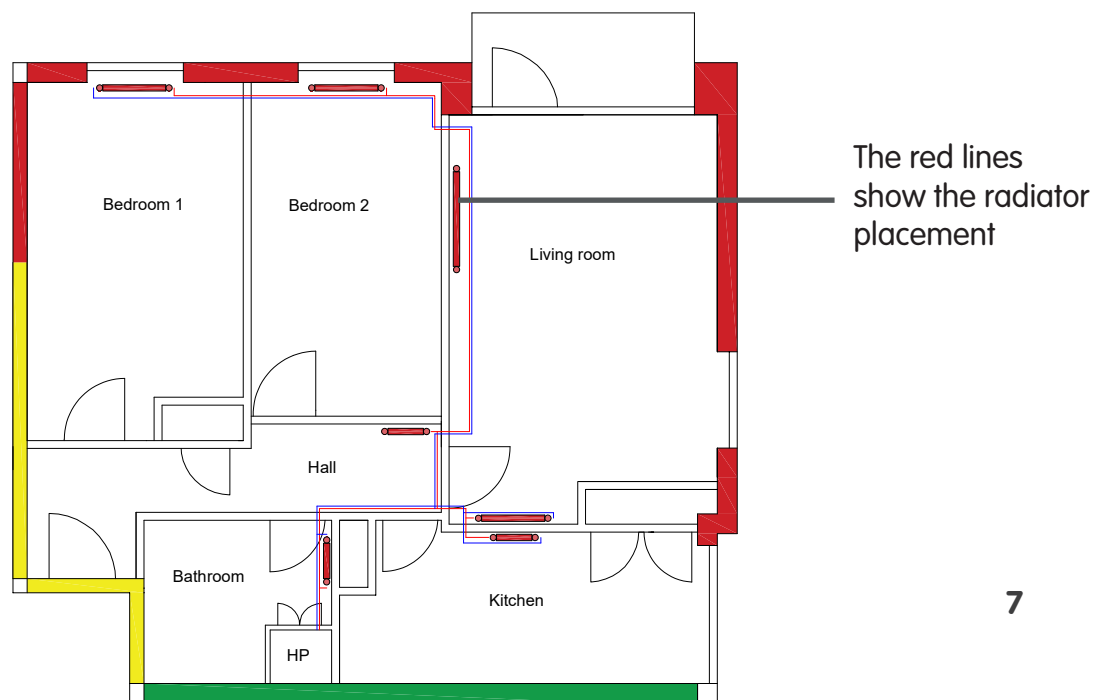
Decoration:

When replacing storage heaters with GSHP radiators, there may be additional decoration costs to consider. Storage heaters are often mounted on walls and have a relatively slim profile, allowing for more flexibility in room design and decoration. GSHP radiators, being larger, might require adjustments to the existing wall configurations or repositioning of furniture to accommodate their size and placement. These changes may incur some decoration costs, such as patching and repainting walls.

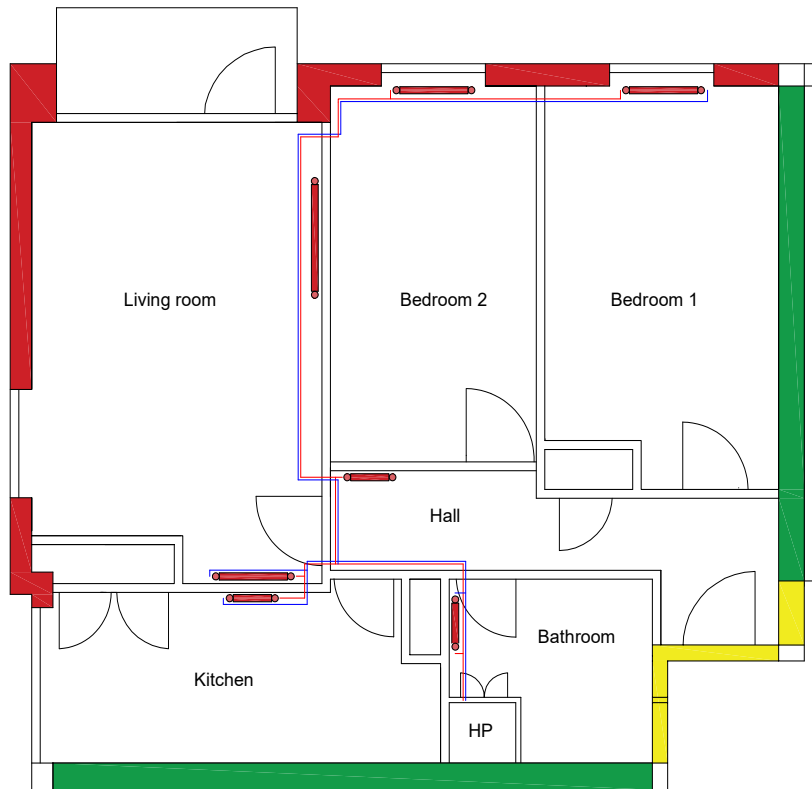
Radiator layout:

The following drawings show a typical radiator layout based on the room type; however, please note that this layout may be subject to change.

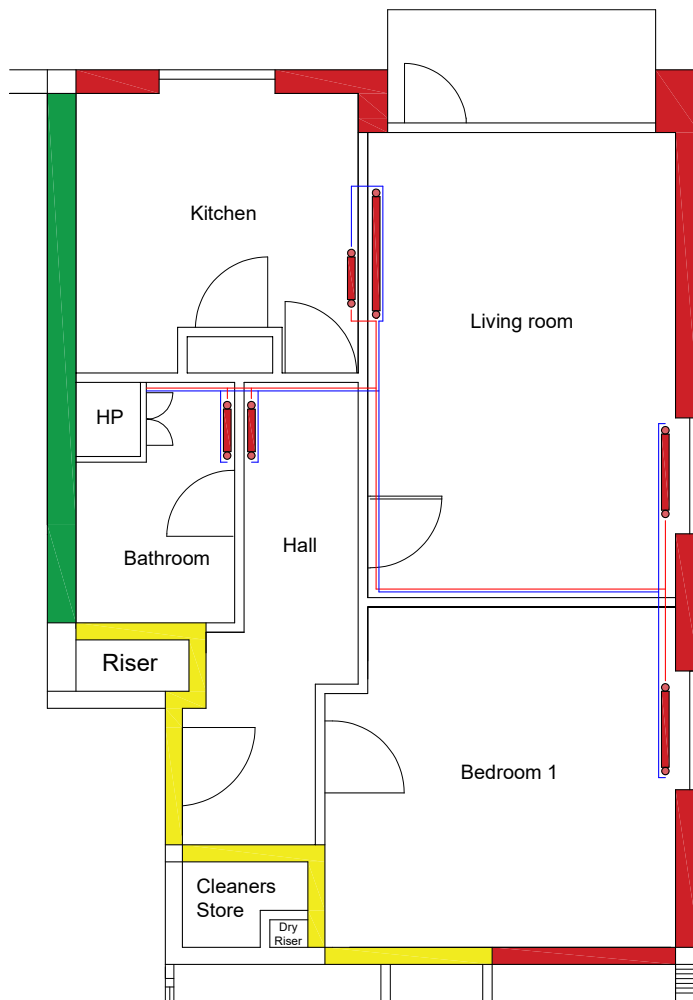
Radiator and pipe locations draft - Flats ending with 1 or 4



Radiator and pipe locations draft - Flats ending with 2 or 5



Radiator and pipe locations draft - Flats ending with 3 or 6



Understanding condensation, damp, and mould

At Salix Homes, we take the condition of our homes very seriously and we are committed to making sure you have a healthy home, free from damp, mould and condensation.

As part of our commitment to your wellbeing and to prevent condensation, damp, and mould, we are taking the following steps as part of this planned project:

Replacing kitchen fan: We will be replacing your kitchen fan to ensure efficient air extraction, which is essential for maintaining a mould-free environment.

Internal door gaps: To facilitate proper airflow between rooms, we will ensure that there is a 1cm gap under each of your internal doors. If the gap is insufficient, we will shave off a small portion from the bottom to meet the recommended gap.

Your home improvement journey

We want to ensure you have all the information you need and we're committed to being transparent about potential disruptions that may arise during these improvements.

We are committed to minimising disruptions as much as possible and our dedicated Tenant Liaison Officer (TLO) will be your main point of contact to assist with any requirements and promptly address any issues that may arise.

Please refer to the tables on the next pages for specific details about each planned improvement and its expected disruption period.

As the project progresses, you can also keep up-to-date on our website by scanning the QR code on the next page.

Planned work	Disruption	Disruption period	Why the work is planned
Scaffolding and window restrictions	Full scaffolding installation, including an external lift for materials and personnel transportation. Window openings will need to be restricted for safety.	This will be for the duration of the project. Approximately February 2024 to Summer 2025.	The scaffold ensures safe access for the installation. Window restrictions are for safety during scaffolding.
Concrete repairs	Noise during concrete repair work as affected areas are removed and repaired.	White Friar Court Approximately May 2024 to June 2024. Grey Friar Court Approximately March 2024 to April 2024.	Concrete repairs are essential to increase the expected lifespan of the building.
External wall insulation (EWI)	No disruption inside your property during EWI installation.	This will be for the duration of the project. Approximately February 2024 to Summer 2025.	EWI reduces heat loss, energy bills, and enhances comfort while combatting damp and mould.
Insulated roof	Minimum disruption, except for the upper floors.	White Friar Court Approximately August 2024 to October 2024. Grey Friar Court Approximately March 2025 to May 2025.	Insulated roofs reduce heat loss and extend the building's life, making it more energy efficient.

Scan here for the latest details and project timelines.



Ground Source Heating installation	<p>Possible car parking constraints during GSHP installation due to bore holes and contractor presence.</p> <p>Efforts will be made to minimise disruptions, and the situation will be monitored as the project progresses</p>	<p>White Friar Court Approximately August 2024 to June 2025</p> <p>Grey Friar Court Approximately August 2024 to June 2025</p>	The system will improve the thermal efficiency of the building and help reduce energy bills.
Ground Source Heating installation	Some areas around the high-rise block may have restricted access for drilling equipment.	<p>White Friar Court Approximately August 2024 to June 2025</p> <p>Grey Friar Court Approximately August 2024 to June 2025</p>	The system will improve the thermal efficiency of the building and help reduce energy bills.
Ground Source Heating installation	Temporary service disruption: Water or electrical services may need to be temporarily adjusted, with advance notice provided.	<p>White Friar Court Approximately August 2024 to June 2025</p> <p>Grey Friar Court Approximately August 2024 to June 2025</p>	The system will improve the thermal efficiency of the building and help reduce energy bills.
Communal areas	We will make every effort to keep noise and dust to a minimum and clean the work areas daily.	<p>This will be for the duration of the project.</p> <p>Approximately February 2024 to Summer 2025</p>	
Working within your home	While most of the work will occur in communal areas and externally, we will need brief access to your property for specific installations (e.g. windows and heating, kitchen fan and internal door gaps).	These installations may take two days for windows and an estimated three-four days for the new heating installation.	It is essential that we gain access to your home in order to complete these improvements.



www.salixhomes.co.uk



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Contact us if you would like this information in a different language or format

