

AIR SOURCE HEATING SYSTEMS FREQUENTLY ASKED QUESTIONS

Is it compulsory to have an air source heating system installed?

Yes, unless exceptional circumstances apply. As a Council we are committed to replacing all solid fuel appliances and heating systems from our properties by 2025 and this particular programme benefits Council tenants by potentially generating £2.6m of income over the next seven years through the Government's Renewable Heat Incentive.

How long will the installation of the air source heat pump take?

Installation of the air source heat pump is anticipated to take 2 days, additional works such as the removal of the fireplace/hearth and bricking up of openings will be carried out alongside these works.

Will I need to move out whilst works are completed?

Not unless you choose to do so. Works will be completed whilst you are still living in the property, however areas may be sectioned off during installation works.

Will I be without heating when the work is being carried out?

No. If required you will be provided with temporary heating facilities.

Will I need to redecorate following works?

Yes, a certain amount of making good to decorations/floor coverings will be required where a fireplace and hearth have to be removed. Again in certain circumstances we may be able to provide assistance with this.

Will I receive a user guide?

Yes, you will also be given a demonstration and verbal guidance when the system is installed along with a user guide explaining how to operate the system.

Will the systems work when it's cold outside?

Yes. Air source heat pumps are extremely popular in Scandinavian countries which experience much colder winters than the UK.

Are Air Source Heat Pumps noisy?

No. A typical Air Source Heat Pump generates approximately the same noise as a dishwasher

How much space will the equipment take up?

The hot water cylinder may be larger than your existing cylinder and could take up the whole of your airing cupboard. The outdoor unit measures: 735mm (height) x 832mm (width) x 307mm (depth), there will also be clearance required around the unit.

Does the air source heat pump use electricity?

Yes air source heat pumps use a small amount of electricity to transfer heat from a lower temperature source to a higher temperature to heat your home. Therefore the higher that you set your room thermostat, the more electricity you will use as the heat pump has to work a little harder.

How often will the heat pump need to be serviced?

Your heat pump will be serviced annually.

Concessionary Fuel Scheme (What if I still get free coal?)

If you currently receive free coal through the above scheme, you may be eligible to change to a cash payment in lieu of the fuel. Please contact the Concessionary Fuel Contracts office using the contact details below so that your entitlement can be assessed:

Telephone: 0870 3869961

<https://www.gov.uk/national-concessionary-fuel-scheme>