

## **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>