



Energy Service Standard

We are committed to providing you with a warm, dry, and energy-efficient home, supported by a safe and well-maintained heating system. Our services include routine maintenance for gas, oil, and renewable energy systems, alongside a cyclical programme of safety inspections. We also deliver a planned programme of heating system upgrades and replacements, as well as planned programmes of insulation works to ensure your home remains comfortable, compliant, and future-ready.

Our objectives are to:

- Reduce carbon emissions from housing stock in line with the Council Plan, 2025-2029
- Improve the energy efficiency of our homes and in doing so, assist in tackling fuel poverty
- Ensure consistent, high-quality energy-related services
- Promote tenant engagement and education on energy use
- Bring all our housing stock up to a minimum of EPC Band C, where feasible, by 2030
- Maximise funding opportunities for Solar PV and other renewable technology

To achieve this, we will:

- **Deliver a comprehensive gas service that includes:**
 - Issuing an annual safety certificate for your gas or oil heating system, giving you peace of mind that your appliances are safe and compliant.
 - Providing you with a copy of your gas or oil safety certificate for your records.
 - Responding promptly to repairs from when they are reported: within one working day for emergencies, five working days for urgent repairs, and 28 working days for routine issues.
 - Supplying temporary heating if your system breaks down, ensuring your comfort is maintained. In line with our compensation policy, compensation will be offered for the duration of use of temporary heating

We kindly ask that you allow us access to your property for scheduled safety inspections, as this is essential to ensure your heating system remains safe and efficient.

- **Replace inefficient heating systems in properties, prioritising our worst performing properties and residents with the greatest needs. Over the next five years, we will:**
 - Deliver a planned programme to renew heating systems and boilers, including the installation of gas and renewable energy technologies.
 - Take a whole-home approach, designing heating systems tailored to your property and incorporating insulation to maximise energy efficiency.
 - Involve you in the design and layout of your new heating system to ensure it meets your needs.
 - Provide written notice in advance of any works, including details of when the work will take place and who will be carrying it out.
 - Plan, procure, and coordinate works efficiently to reduce costs and minimise our carbon footprint, whilst using high-quality products and services, ensuring value for money.
 - Replace boilers and heating systems when they become outdated or when replacement parts are no longer readily available.
 - Continue upgrading inefficient communal heating systems in Independent Living Schemes.
 - Ensure you are supported with clear guidance on how to use your new heating system effectively and efficiently.
- **We will provide a renewable energy heating service that:**
 - Offers residents in off-gas areas a heating system that delivers comfort and performance comparable to traditional gas systems.
 - Enhances the overall energy efficiency of your home, helping to reduce energy bills and carbon emissions.
 - Is carefully selected and designed to suit both your needs and the specific characteristics of your property.
- **We will provide electrical and energy efficiency services that:**
 - Carry out a full electrical safety inspection of your home at least once every five years, ensuring your electrical system remains safe and compliant.
 - Provide you with an Energy Performance Certificate (EPC), including the SAP rating of your home, when you move in—giving you clear information about your home's energy efficiency.
- **Deliver retrofit programmes to our homes that:**
 - Are in line with PAS 2035 standards
 - Prioritise a fabric-first retrofit approach, where measures such as insulation upgrades and window replacements are carried out to improve the thermal efficiencies of the property.
 - Achieve a minimum of EPC Band C for all homes where feasible
 - Target a space heating demand of less than 90kWh/m²
 - Help to reduce fuel poverty
 - Lower the carbon footprint of our housing stock
- **We will provide contractors who will:**
 - Wear a clearly recognisable uniform and carry an official identification card, which they will present upon arrival.
 - Leave a calling card with contact details if you are not at home when they visit.
 - Be appropriately qualified and competent to carry out the work required.
 - Work safely within your home and advise you of any potential hazards during the course of their work.
 - Treat your home and belongings with care and respect.

- Interact with you in a courteous, professional, and respectful manner.
- Inform you when the work is complete and when they are leaving your property.
- Leave your home clean and tidy once the work is finished.
- **Ask you what you think of our services and use what you tell us to help improve those services.**

To keep you informed about how well we're doing we will publish the following performance measures each year:

- % of homes for which all required gas safety checks have been carried out (quarterly)
- % of stock with an EPC C or above (quarterly)
- % of homes which do not meet the decent homes standard (quarterly)