

Questions and Answers

SECTION 105 CONSULTATION ON THE PROPOSED
PROJECT TO REDUCE CARBON EMISSIONS
AND ENERGY BILLS FOR SECURE TENANTS OF
MYATT'S FIELD SOUTH ESTATE

Consultation Period:

10 December 2021 – 28 January 2022

Q Why has my house been chosen?

A Lambeth Council has an ambition to achieve net carbon emissions by 2030. This aim can be reached through energy efficiency measures using a comprehensive retrofit approach called energiesprong. Your home was chosen because it is typical of current housing where improvement in thermal comfort can be obtained by good quality energy efficiency measures.

Q Can I keep my gas cooker/hob?

A It would be necessary to remove all existing gas appliances including the gas cooker since the intention is to design an all-electric home to eliminate carbon emissions from fossil fuel. Gas is a fossil fuel that produces carbon dioxide when burnt.

Q What will you give me to replace the gas cooker/hob?

A A new energy efficiency electric cooker and hob will be installed free of charge as part of this contract. You will be responsible for on-going maintenance/repair and replacement of this appliance once it has reached end-of-life.

Q How much disruption will there be during the works?

A There should be no requirement to leave your home during the works. Unfortunately, some disruption cannot be avoided. There may be some dust and noise as new appliances and radiators are installed and you may be required to move personal items. The contractor will make good any damage and will work in a clean and tidy manner. Approximately three to four weeks before the works starts, the contractor will visit your home and discuss with you the detailed list of works they will need to carry out and what items of personal belongings, furniture, etc., will need to be moved to enable the necessary works. You will need to prepare for this to be done before the works start in your home.

Q How much will the comfort charge be?

A You will not be paying any more than you are currently paying for your energy. If you have provided your billing data, we will be able to calculate an average cost in advance. A confirmed price will be available once the contractor has completed the design of the property.

Q How will you guarantee that my overall energy cost will not increase?

A The work includes installation of monitoring equipment, to ensure your home is performing correctly. It monitors that it is providing the expected amount of heat, water, and power. If there is a problem this will be picked up remotely and arrangements made to proactively rectify it. Where the Comfort System requires inspection, monitoring, maintenance, repair and/or replacement we ask that you allow us access to maintain or remedy any faults to the equipment.

Q I am already struggling with my energy bills, how can I pay the comfort charge?

A If you are experiencing fuel poverty, Please contact the Housing Support Team on 020 7926 6399 or you can send an email to welfaresolutions@lambeth.gov.uk for assistance.

Q What will be fitted in my home to make it more energy efficient?

A The measures may include:

- 🌿 Wall insulation
- 🌿 New high efficiency windows and doors
- 🌿 Air source heat pump and heat production equipment
- 🌿 Solar Panels on the roof

Q What is a heat pump?

A Heat pumps are a form of low carbon heating. They extract heat energy from outside and transfer it into heat to be circulated around a heating and hot water system. A heat pump is run by electricity. It works like a fridge but in reverse.

In the warmer months, some heat pumps can be used to cool a building.

Q What is the comfort charge and why are you asking for it?

A By agreeing to the comfort charge, improvements will be made to your home which will ensure it is warmer, more energy efficient and more comfortable.

The Comfort charge will cover the management of equipment and services to keep your home at a comfortable temperature all year round; provide a volume of hot water each day and provide an amount of electricity to use to power your home each day. Your overall energy costs, including the comfort charge, will be no more than you are currently paying for energy.

We are asking for tenants to pay this comfort charge to enable us to offer the same level of comfort and energy efficiency to as many council tenants as possible.

Q Do I have to have the works done?

A We are keen to deliver the works while we have funding and supply chains in place. However, for the works to be undertaken on your property you will need to agree and sign the terms of the comfort charge. If you do not sign these terms and conditions, you will not benefit from the works being undertaken on your property and we cannot guarantee if there will be another opportunity to take part. If you have any concerns about having the works done, please let contact the project team to talk them over and see if anything can be done to help.

Q Will I have to change my energy supplier?

A No, but if you need help switching to a lower tariff, please let us know and we can help to support you with this.

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