

Hyde is installing solar panels

Going green is simple – no mess, no fuss, no bother.



The Hyde Group
Making a lasting difference

Residents have told us that energy efficiency is the second most important factor when looking at the standard of their home. We will be installing solar panels on selected houses and flats that are able to hold them. This new government led scheme offers a free grant for housing providers to install solar panels, making use of renewable energy.

Solar panels are good for the environment and can reduce an electricity bill by up to £180 per year. You do not have to do anything or change the way you live. Once installed, the solar panels will simply save you money.

About the solar panels

Solar panels can only be installed on flat roofs or roofs facing between south east and south west so they can absorb enough energy from the sun. Roofs need to be assessed first to check that they are strong enough and suitable to hold a solar panel.

The solar panels we are installing are a standard size so a roof needs to be big enough to hold one. A smaller system is available but takes a lot longer to pay for itself so limited numbers are available. These smaller systems will be prioritised for sheltered schemes and houses that do not benefit from gas central heating. The selection process for properties is as follows:

Step 1

Hyde has used aerial photography to identify properties that may be suitable for solar panels.

Step 2

We will carry out drive-by surveys on the selected properties to check the condition and size of each roof, shading from the sun (i.e. trees) and access to the property.

Step 3

If the property meets the requirements during the drive-by survey, we will contact you to carry out a full site survey. Here we will check the roof condition further and compatibility of electric systems.

How can I get a solar panel?

If we find your roof is compatible and meets the necessary requirements following the completion of drive-by surveys we will contact you about an installation. If your roof does not fit the standard system we are installing, you will not be able to receive one at this time. You will only hear from us with regards to solar panels if your roof meets our requirements.

How do solar panels benefit me?

If you live in a house, solar panels can reduce your electricity bill by up to 20%. To make best use of the solar energy, you should do things like clothes washing, running the dishwasher, cooking and so on during daylight hours.

If you live in a flat, the solar panels will be connected to communal supplies and can lead to reduced service charges with less energy usage in these areas.

How do I use the electricity generated by the panel?

You do not need to do anything after installation as the solar panels will work automatically. In flats, the solar power will be wired into the corridor lighting or CCTV, not individual flats. In houses the solar power will be used automatically during the day and should mean you need to buy less from your energy company.

I work during the day, so how can solar panels benefit me?

As you can only use solar energy during the day, plug socket timers can be used to set dishwashers and washing machines to come on whilst you are at work.

Do solar panels actually help the environment?

Yes, it only takes a year for the panel to generate more electricity than was used to build the panel in the first place.

How long does installation take?

Installation is quick and easy and usually takes up to two days, with most of the work undertaken outside of your home. However, we will require access to internal areas for installations to houses.

How much will it cost me?

There is no cost to residents for the installation or maintenance of solar panels.

Who is paying for the panels?

Hyde is installing the panels, the cost of which is funded by a government grant. There will be no separate increase in service charges due to having a panel installed.

My neighbour is getting a solar panel, why can't I have one?

Usually this is because your roof does not meet the installation requirements for the standard system. You may be considered for other energy efficiency schemes in the future that suit your home.

Who will be installing the solar panels?

With the help of residents, we have chosen a number of installation companies to carry out this work. They will be carrying out surveys and will be the first point of contact with residents, all communication from these companies will include the Hyde logo. All contractors will carry ID.

I have been offered a free or subsidised panel from another company, can I get one installed?

Unfortunately we cannot allow other companies to install free solar panels onto Hyde-owned properties. This is very risky and could lead to serious problems should leaks occur or if we need to replace your roof.

I don't want a panel, can I refuse?

We don't recommend you refuse a panel as it will cost you nothing, requires minimal maintenance and should cut the cost of your electricity bill. If you live in a flat we will not require your permission for installation. We will ensure we keep all residents fully informed throughout the installation process.

Will a solar panel increase the risk of leaks to the roof?

The risk of leaks is minimal. In the unlikely event of this happening, any repairs would be paid for by Hyde. Where a panel is not the cause of the leak, the cost of repair will be dealt with as normal.

How often do the solar panels need to be maintained?

Hyde is using the highest quality solar panels, which have no moving parts. Panels are checked remotely to see that they are still generating electricity. If anything goes wrong, an engineer will arrange a visit. Hyde will also arrange to clean them every few years. All maintenance and cleaning will be paid for by Hyde.

Want to find out more?

For more information contact customer services on: **0800 389 3576** or visit our website **www.hyde-housing.co.uk**

Future going green schemes

Don't worry if you missed out on a solar panel this time, there are similar government schemes being launched next year. The 'Green Deal' should pay for a range of different energy efficiency upgrades and the Renewable Heat Incentive should help us fund new heating technologies in suitable homes.

Top 5 tips to reduce the cost of bills

- 1 **Adjust the boiler timer** to heat your home only when you need it, not 24 hours a day.
- 2 If you have a **hot water tank**, make sure the immersion heater is **only on when needed**.
- 3 Set your home to a **reasonable temperature**. The government recommended a maximum temperature of 21degrees in living areas, and cooler in bedrooms.
- 4 Fit **energy saving light bulbs**. Modern bulbs light up instantly and use 80% less power than old-fashioned bulbs.
- 5 Use an **energy display device**. This easy to use clip on meter lets you see the live electricity use in your home and identifies wasted energy. Most homes can save up to 20% off their electricity using these devices. Your energy supplier may offer a free device or you may be able to hire one from your local library. Alternatively you can buy one online or from main high street stores.

If you would like this document in another language or format, such as large print, Braille, CD or audio tape, please contact us.

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The Hyde Group 30 Park Street London SE1 9EQ
Tel: 0800 389 3576 www.hyde-housing.co.uk

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