

Welcome to your home's future

VIVID

As energy prices continue to rise, we're working to make VIVID homes warmer, healthier and cheaper to heat.

We'll be working with you to:

- ✓ Create warmer, cosier homes without the financial strain
- ✓ Reduce the energy needed for heating
- ✓ Make your home healthier to live in
- ✓ Reduce carbon emissions from your home for a healthier planet

From now until 2050, we're upgrading the energy efficiency of our homes, starting with those that need it most. This guide explains how.



Scan the QR code to find updated frequently asked questions or visit our website



What improvements are we making?

Before any works begin, we'll carry out a home health check. Based on what we find, we'll create a plan to make your home warmer.



Wall insulation

A thermal layer for your walls to keep warmth inside.

- ✓ Up to 35% less heat loss
- ✓ Reduces damp and condensation
- ✓ 25-year guarantee



Roof insulation

Stops heat escaping through your roof.

- ✓ Up to 25% less heat loss
- ✓ Quick installation (1-2 days)
- ✓ 40-year lifespan



Solar Panels

Turns sunlight into free electricity.*

- ✓ Free electricity during daylight hours
- ✓ Works even on cloudy days
- ✓ 25-year warranty



Air Source Heat Pump

Extracts warmth from the air to heat your home.

- ✓ Consistent heating and hot water
- ✓ Works in cold temperatures
- ✓ Replaces gas boilers

**Please note: If you're in a flat, you may only see a reduction in communal bills*

Quality you can trust

We know that some customers have worries about communication and ongoing issues like damp and mould. That's why every improvement will be installed by qualified professionals, following strict **PAS 2035 standards**.

What this means for you:

- ✓ Proper planning - so the right solution is chosen for your home
- ✓ Quality materials - to prevent issues like damp, mould, and draughts
- ✓ Skilled installation - carried out with care and respect for your space
- ✓ Thorough checks - before, during, and after the work to get it right

We're committed to keeping you informed every step of the way, making sure you feel confident about the work being done in your home.

Working to PAS 2035 standards means:



- ✓ Your improvement project is designed correctly to deliver real benefits
- ✓ The risk of defects, or unintended consequences like damp and mould is reduced
- ✓ Your home's energy performance certificate (EPC) is improved, making it easier to heat
- ✓ Work is carried out to high environmental and safety standards

What happens next?

When it's your home's turn,

Here's what to expect:

1. **A home assessment** - Our retrofit coordinator will visit your home to check what's needed
2. **A clear plan** - We'll explain the work, timelines, and what to expect
3. **Scheduling at your convenience** - We'll agree on dates that work for you
4. **Minimal disruption** - Our professional contractors will complete the work carefully and considerately
5. **Ongoing support** - We'll check in throughout the process to make sure you're happy with the results

We're here to help create a home that's better for you now, and for years to come. We know that some of you have faced delays and unanswered questions in the past. We want to change that. If you ever have concerns, we're here to listen and help.

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