

VIVID



Making your home warmer

A guide to our warmer homes programme

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Introduction

We hear from customers struggling with rising energy bills, cold homes and issues with damp and mould. We're listening, and we're taking action.

That's why we're launching a program to make our homes warmer, healthier, and more energy-efficient.

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 our homes, starting with those that need it most. This guide explains how.

We're committed to improving every home, but this is a big job that will take time. We'll work area by area, installing improvements thoughtfully over time. This careful pace will help us guarantee quality work and keep disruption to a minimum for each family. We'll be delivering these improvements area by area over several years.



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Making your home warmer:

Our step-by-step approach

First steps: Understanding your home

Before we begin any work, we'll visit your home to complete an assessment. Think of this as a health check for your property. During this visit, a qualified assessor will inspect your home, review its current energy performance and evaluate any energy measures needed to improve the efficiency of your home.

We'll look at the condition of your:

1. Roof
2. External and internal walls
3. Floors
4. Windows and doors

We'll look at everything that affects how warm and comfortable your home is and then create the right plan to make it better.

We'll also look for:

- ✓ Presence of damp and mould
- ✓ Ventilation and if it's adequate
- ✓ Any energy efficiency measures that already exist

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Creating your Warmer Homes Plan

Based on this initial assessment, we'll create a plan for improving the energy efficiency of your home that puts all improvements needed in the right order.

These might include:



Ventilation improvements - especially important where mould is a recurring problem



Insulation works - helping your home stay warmer for longer



Heating system upgrades - making heating more efficient and cost-effective



Renewable energy installations - reducing energy costs further

Our priority system

We're starting with the homes that need the most help such as:

- ✓ Buildings needing more insulation to help customers to stay warm
- ✓ Buildings with older heating systems
- ✓ Properties affected by persistent damp or mould



Good ventilation is essential for:

- ✓ Preventing mould growth
- ✓ Improving air quality

Timeline and what to expect

This is a long-term project where we're focusing on quality and lasting results.

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

Following this process, and completing the works in the right order is really important. We're not rushing through quick fixes; we'll be working carefully, guiding you through each step to make sure your home gets the maximum benefit from every improvement made.



We're here to help make your home warmer, healthier, and more affordable to heat.

Quality you can trust

We know that some customers have worries about communication and ongoing issues like damp and mould. That's why we're doing things differently this time around.

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

Wall insulation



What is it?

A layer of insulating material either filled into your wall cavity (the gap between inner and outer walls) or fixed to the outside of your home. It acts like a thermal blanket, keeping warmth inside.



Installation time:



2-3 weeks, depending on your property type

Aftercare:



- 25-year guarantee
- Annual check available
- Simple maintenance advice provided

We're doing things differently

We know some customers have had wall insulation before with mixed results. Here's how we're making sure it works this time:

- ✓ Full technical survey before any work begins
- ✓ Checking for and fixing any existing issues first (like damp or drainage problems)
- ✓ Using latest generation materials and techniques
- ✓ Proper assessment of your wall type and existing insulation
- ✓ Complete property checks to ensure other issues (like draughty windows) won't undermine the benefits

The benefits:

- ✓ Up to 35% reduction in heat loss
- ✓ Can reduce the energy needed to heat the home
- ✓ Warmer rooms in winter
- ✓ Cooler rooms in summer
- ✓ Can reduce condensation and damp
- ✓ Can improve sound insulation

What to expect:



1. Full property assessment first
2. Scaffolding will be needed for external work
3. Some disruption during installation
4. All areas clean and tidied
5. Clear timelines and daily updates

Scan the QR code to read our FAQs



Loft insulation



What is it?

Modern insulating material that creates a thermal barrier in your roof space to prevent heat escaping through the top of your home.



Installation time:

1-2 days



Aftercare:

- 40-year lifespan
- No maintenance needed
- Annual inspection recommended



Lasting benefits

- ✓ Proper assessment of existing insulation
- ✓ Removal of old, compressed, or poorly installed material
- ✓ Checking roof condition and felt before starting
- ✓ Planning for storage needs from the beginning
- ✓ Professional installation with proper attention to detail and no mess left behind

The benefits:

- ✓ Up to 25% reduction in heat loss
- ✓ Quick to install
- ✓ Immediate impact on warmth
- ✓ Helps prevent overheating in summer
- ✓ Reduces energy bills



What to expect:



1. Minimal disruption to daily life
2. Clear timelines and daily updates

Scan the QR code

to find out
more & read
our FAQs



Solar panels



What are they?

Panels fitted to your roof that convert sunlight into free electricity for your home to use. Modern systems can include battery storage to help you use more of the free electricity your panels generate.



Installation time:



1-2 days

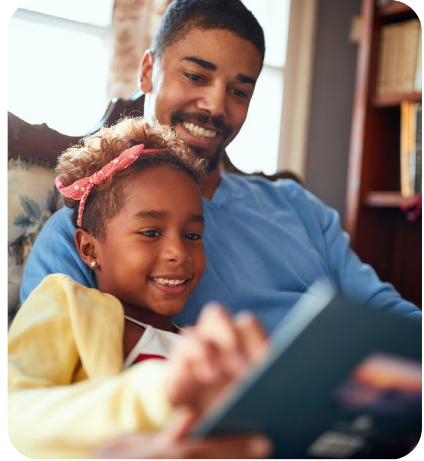
Aftercare:



- 40-year lifespan
- No maintenance needed
- Annual inspection recommended

When you live in a house, the benefits are all yours

- ✓ YOU get lower electricity bills
- ✓ YOU get the savings year after year



The benefits:

- ✓ Can reduce electricity bills by generating your own power
- ✓ Works even on cloudy days
- ✓ Can reduce your carbon footprint by providing renewable energy
- ✓ Excess energy can heat water (if you have a heat pump or other electric system)
- ✓ Minimal maintenance needed

What to expect:



1. Survey to check roof suitability
2. Brief power interruption during install
3. New meter installation
4. Simple user controls
5. Clear timelines and daily updates

Want to find out more?

Scan the QR code to read our FAQs

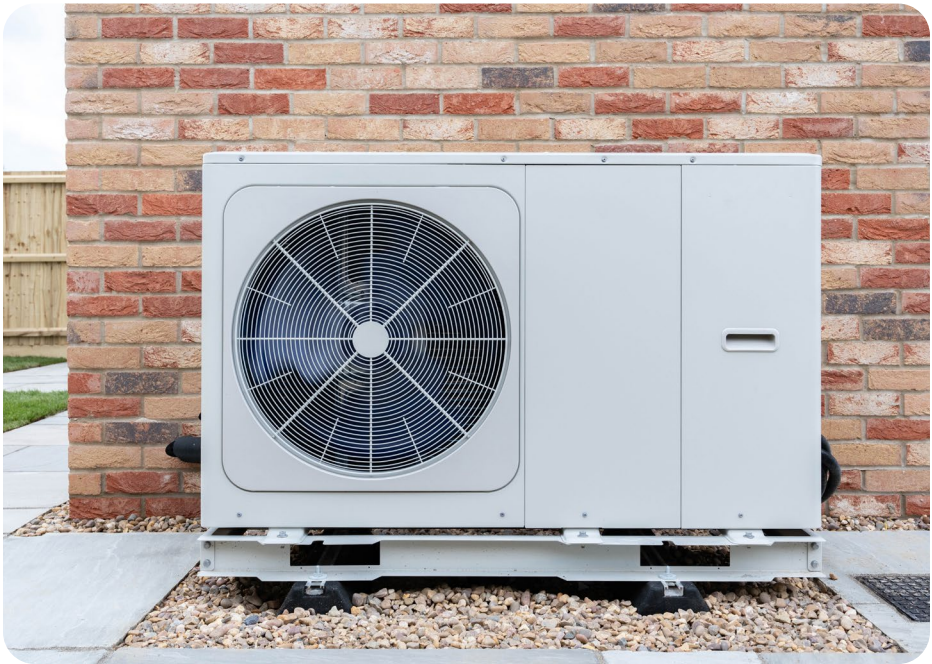


Air source heat pump



What is it?

A modern heating system that extracts heat from the outside air to warm your home and water. It replaces your traditional gas boiler with a more efficient, environmentally friendly solution.



Installation time:



3-5 days

Aftercare:



- Annual service recommended
- Regular maintenance checks
- Clear user guidelines provided

The benefits:

- ✓ In an insulated home with solar panels, heat pumps can reduce heating costs
- ✓ Works in cold temperatures (down to -15°C)
- ✓ Consistent, even warmth throughout your home
- ✓ No gas safety checks needed
- ✓ Provides both heating and hot water
- ✓ Environmentally friendly

What to expect:



1. Outside unit installation
2. New hot water tank inside
3. Some disruption during installation (New, larger radiators sometimes required)
4. Clear timelines and daily updates
5. New heating controls
6. Training on use provided

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



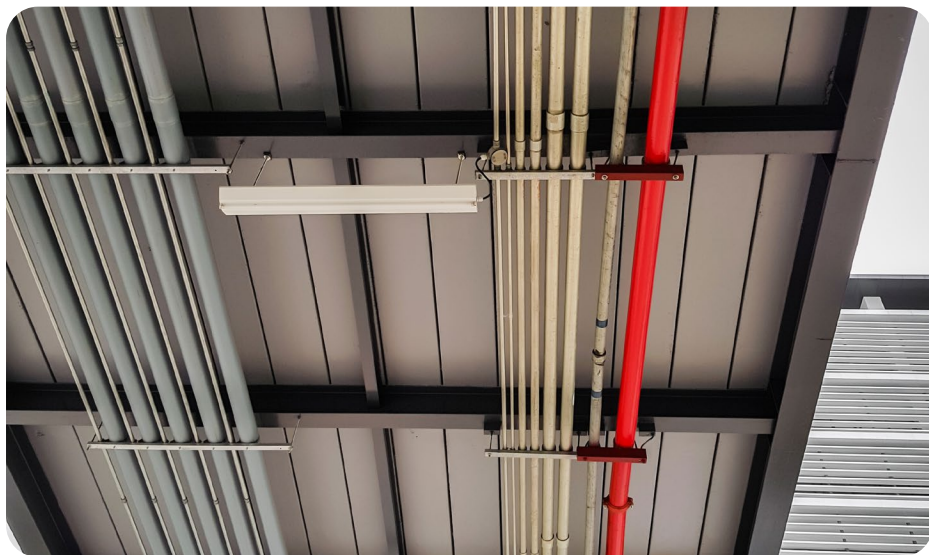
Heat networks



What is it?

A shared heating system that supplies multiple homes or buildings from a central energy source. So instead of individual boilers, heat is distributed through insulated pipes, providing reliable warmth and hot water.

Heat networks are commonly installed in new blocks of flats but are sometimes installed in existing buildings to improve the efficiency of heating systems.



Installation:



Varies depending on property type and existing infrastructure

Aftercare:



- Regular servicing and maintenance included
- Clear user guidelines on heating controls and billing

The benefits:

- ✓ Consistent heating and hot water supply
- ✓ No gas safety checks required
- ✓ Can use renewable energy sources

What to expect:



1. Connection to a central heating system
2. New internal heat interface unit (HIU) which looks similar to a boiler
3. Some internal pipework adjustments
4. Clear timelines and daily updates
5. New heating controls, with help and support on how to use them



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Electric heating



What is it?

There are several options for electric heating but the main example is modern storage heaters for homes where heat pumps aren't suitable, such as some flats. It's an alternative to gas or heat pumps, often used in homes without central heating.



Installation time:



1-3 days (depending
on system type)

Aftercare:



- Minimal maintenance required
- Manufacturer warranties available
- Smart usage tips provided to help manage costs

The benefits:

- ✓ Quick and easy installation, no pipework required
- ✓ No need for gas or fuel deliveries
- ✓ Smart controls for room-by-room heating management
- ✓ Works well with renewable energy like solar panels
- ✓ No annual gas safety checks needed
- ✓ Low maintenance compared to gas boilers

What to expect:



1. Installation of electric storage heaters
2. Improved heating controls
3. Minimal disruption, no major building work required
4. Guidance on best energy tariffs for cost efficiency

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



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.

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





FAQs

Wall insulation

Will it cause damp?

No - when properly installed, wall insulation helps prevent damp when combined with adequate ventilation. We check for and fix any existing damp issues first and use moisture-resistant materials.

How will external insulation look?

The finish will be textured render or dash, depending on location. The colour will be decided by VIVID so it's in keeping with the existing street scene.

Loft insulation

I've had this done before - why again?

Older insulations can compress over time, but modern materials are far more effective and will last longer.

I can't access my loft/don't have access

Our teams can create safe access where needed; we work with all property types using specialist equipment and techniques in even the most difficult spaces.

Solar panels

What about battery storage?

We don't install batteries as standard with all solar panel systems. Where we do install a battery, you can store daytime electricity for evening use or when the sun isn't shining.

Will it really work in the UK?

Yes - solar panels work even on cloudy days; modern panels are super-efficient.

Air source heat pumps

How well will it heat my home?

They maintain steady, comfortable temperatures and allow each room to be individually controlled. Heat pumps have been used widely for many years in countries with very cold winters.

Ground source heat pump

Will the installation be disruptive?

Groundworks can take several days, depending on property size, but we'll keep you informed throughout. We can also minimise disruption inside your home.

Heat networks

Will I be able to control my heating costs?

Heat networks often have fixed tariffs. A heat meter helps track and manage usage and provide clear cost breakdowns.

Electric heating

Is electric heating expensive to run?

It's true electricity costs more per unit than gas, but super-efficient modern systems are offsetting this. Smart tariffs (like Economy 7) allow cheaper off-peak charging, and we provide clear cost comparisons to guide you.

To view all up to date frequently asked questions, scan the QR code to visit our website





Got Questions?

We're here to help every step of the way.

Visit Our Warmer Homes Hub for more information



Need Extra Support? Let us know if you need translation, disability assistance, or have specific access requirements.