



Resident Green Guide Booklet

Working in Partnership with



Your energy efficiency works

*Dear Resident,
We are pleased that your property has been included in the Stevenage Borough Council's energy efficiency programme.*

We would like you to read this booklet as it will give you useful information on how to make the most use of electricity and information on energy saving tips, something that we are sure will be most useful to you.



What energy efficiency works will you carry out to my home?

Before any works can start, we will contact you to book a **retrofit/energy assessment**. This assessment will involve looking at your home, the make up of your building and determine the appropriate measures that will make your home more energy efficient.

Following the retrofit assessment, a **retrofit design** will be issued, this is when it will be decided what measures can be fitted to your home.

The energy efficiency works may be installation of solar panels, new cavity fill insulation, loft insulation or other works. Every home is different, and our Resident Liaison Officer will contact you to inform you what will be installed to your home.

We hope you will enjoy the new measures fitted to your home and benefit from these by having a warmer and energy efficient home.



Heating Saving Tips

- Time your heating to go off 30 minutes before you leave the house, and come on again 30 minutes before you are due to return.
- Turn the room thermostat down by 1°C. This could save around £30 a year.
- Most people find 18°C a comfortable temperature when they first move into a centrally heated house.
- Adjust the time switch to a minimum, especially during the night, people rarely require heating at night. Although it is important to maintain warmth to suit your individual needs.
- Vary the settings on your room thermostat to suit the time of year.
- During the summer you may never require additional heating. Even in the winter, if you are working around your home, the thermostat can be turned down. However, always consider other members of your family, although you may be warm, others, especially babies and older people, may not be.
- Make sure curtains or furniture are not in front of a radiator. Draw the curtains at dusk to keep heat in rooms.
- Some rooms in your home may not be in constant use, turn down the radiators in these rooms. However, do not allow the temperature to drop below 10°C (50°F) in unheated rooms. Always remember to keep doors closed in unused rooms, otherwise cold air can circulate around your home.



Energy Saving Tips



Hot water

In hard water areas, you need to deal with lime scale to keep your kettle working efficiently for longer. At least twice a year, soak the element overnight in vinegar.



When washing up or running a bath turn the thermostat on your hot water tank down to 60°C. This is a comfortable temperature for most people.

Gas boilers will normally heat more cheaply than an immersion heater. Your boiler will heat at the times you set, thus saving you money.

Energy Saving Bulbs

One of the easiest ways to improve energy efficiency in the home is to install low energy light bulbs, rather than traditional ones.



Energy saving light bulbs use different technology that enable them to produce a highly efficient and compact light using a fraction of the energy and cost. The low energy equivalents use only 9 or 11 watts each hour, so represent a substantial power saving, even though they give the same amount of light out.

The advantage of buying energy efficient light bulbs rather than the other alternatives is that you can cut energy wastage by over three quarters. That's a saving of up to £9 a year for a typical 100W bulb, or £100 over the bulb's lifetime.



Appliances

Cooking

- Pressure cookers, steamers and microwaves save energy.
- When cooking, choose a saucepan that covers the cooker ring. Use a saucepan lid wherever possible.
- When boiling vegetables use just enough water to keep them covered.
- Use the kettle to boil water for cooking, instead of heating a pan on the stove. Not only will this be more efficient, but it generally takes less time too.
- Always use the right size of pan for your cooking ring and put a lid on it. This will help save energy as it will cook quicker.
- Make sure the gas flame only heats the bottom of the pan. This will help save gas and also stops the handle from getting hot and burning your hand.
- Make sure taps are fully turned off after use. This will help save both water and gas.
- Use a microwave or a pressure cooker instead of the oven as they should cook food quicker.
- A steamer or segmented pan means you can cook several types of vegetables on one ring.
- Don't keep the oven door open for too long when it is in use.
- Switch off the oven sooner, as some dishes will cook while the oven is cooling.
- If you do not use the clock on your microwave turn it off when not in use.



Appliances

Refrigeration

- Avoid leaving the fridge door open. Avoid putting hot or warm food straight into the fridge; allow it to cool first.
- Defrost your fridge regularly to keep it running efficiently and cheaply. If it seems to frost up quickly, check the door seal. If possible, keep the freezer in a cool room or garage.



Washing machine and dishwashers

- Always use a low temperature programme as modern washing powders will be just as effective.
- Modern dishwashers use less energy and water than washing up by hand.

Tumble dryers

- Try to avoid using tumble driers by leaving clothes to dry naturally.
- When drying clothes indoors don't put them over a radiator. This stops the heat from reaching the rest of the room. Try putting up a clothes rail in an unheated room, opening the window slightly to allow damp to escape and shutting the door to stop heat being drawn into that room.



Power Usage



Washing Machine
(1 hour) £0.20

The following information gives an idea of how much you are spending when using the following equipment in your home.



Vacuum
(1 hour) £0.27



Iron
(1 hour) £0.23



Cooker
(1 hour) £0.50



Kettle
(2 cups) £0.05



Television
(1 hour) £0.03



Small changes equal big energy savings

The biggest long-term savings come from changing your energy habits and being more energy efficient around the home. Start using these no-cost energy saving ideas around your home and measure the reduction in your next few energy bills. The more you apply the more you'll save.

- Switch off appliances such as microwaves, TVs, videos, stereos, and computers, as they use energy when they are left on standby. A staggering 85% of the energy used by the DVD player is consumed when it is not actually in use.
- Invest in energy saving light bulbs for your home - they last around 12 times longer than normal bulbs and use 75% less electricity, saving you around £65 over the lifespan of the bulb.



Compliments, Comments or Complaints

If you have a compliment, comment or complaint you should first of all speak with your Resident Liaison Officer Ripon Basra on **07706 308 102** or the Wates Office they will advise you on how to move forward with your compliment, comment or complaint.

Wates Resident Liaison Officer: **07706 308 102**

Wates Tel: 01438 723 860 / 01438 311 071

Alternatively you can write to us with your compliments, comments or complaints at the address below:

Wates Site Office: Wates Site Office, Unit H, Gunnells Wood Park, Stevenage, SG12BH

Wates
LIVING SPACE

Stevenage
BOROUGH COUNCIL



Alternatively you can e-mail the designated compliments, comments or complaints department on the e-mail address below:

Complaints.LS@wates.co.uk