



Community Heating Project

Information on the New Heating and Hot Water System to be installed in Multi-storey and Low Rise Properties



The Co-operative has been focussing efforts on tackling fuel poverty in a number of areas within the estate to help reduce carbon emissions, improve energy efficiency and reduce energy costs.

WWHC are concerned about rising energy bills for our members. The electric storage heating systems currently installed in the multi-storey and low rise properties can be expensive to run and are relatively inefficient compared to modern heating systems.

The good news...

We have secured a funding package made up from European Regional Development Funding, Scottish Government Warm Home Loan Fund and Energy Supplier Obligation Funding, which will allow WWHC to install a biomass fuelled community heating and hot water system.

How it Works

There is a lot of talk about reliance on fossil fuels (gas and coal) and a move towards greener technologies. Our new heating and hot water system will use biomass (woodchip) fuel which is a renewable fuel from a sustainable source. Ash is the only waste product and that can be recycled.

A purpose built energy centre will be constructed to the rear of WWHC offices which will supply heat and hot water to each home on demand. Within your home you will have a Heat Interchange Unit (similar to a combi boiler) radiators in each room with thermostatic regulating valves and a centrally located thermostat to control the overall temperature. This will mean instant heat and hot water.

Benefits of Biomass Heating and Hot Water System

- Reliability is ensured as there will also be a gas supply back up system within the energy centre to provide constant heat and hot water as required.
- Tariffs will be reduced by approximately 20%.
- More efficient radiators will be fitted in your home
- You will have controllable on-demand heating and hot water.



Metering Information

A separate pre-payment meter managed by WWHC will be installed within your property to charge for your heating and hot water. Various payment methods are available for your convenience and to reduce running costs.

However, you will also require to retain your current supply for all other electrical usage within your home. Therefore you will not be required to change your current electrical supplier.

Saving you money

The projected savings on energy bills for your heating and hot water could be up to 20%, depending on your usage. Not only would costs be lower, but you will have full control over the thermostat to determine what temperature you want your home to be unlike the current storage heaters installed.

Programme of Works

The Site compound has been set up to the rear of WWHC offices.

Construction of the New Energy Centre is underway and ground works are ongoing to lay the connection pipework to the base of towers and low rise blocks. Areas will be fenced off as required. These works are programmed for January through to June 2014.

Internal works will commence from February 2014 in the following block sequence:

Kintore & Arran

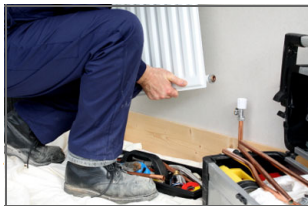
Low Rise Properties

Ailsa & Roslin

Benmore & Bute

There will be three visits required per property: You will be notified 14 calendar days before any access is required to your home.

- The first will be an initial survey to determine individual requirements. During this visit the Tenant Liaison Officer (TLO) will be present.
- The second visit will involve the team installing the HIU unit into your hall cupboard.
- The third and final visit will involve installing the heating system within your property. At this time the system will be commissioned and you will be provided with a comprehensive 'How-To' guide for your reference.



Summary—Community heating and hot water system

- Construction build of a new energy centre to rear of WWHC offices.
- Installation of new radiators and pipes into each home
- Projected 20% cost saving than other forms of energy provision.
- A pre-payment meter will be installed to charge for heating & hot water usage, with various payment methods available.
- There is no need to change your current supplier for all your other electricity usage within your property.
- Disruption within properties will be kept to a minimum.

Access and Information Update

The contractor will be responsible for notifying tenants for works being carried out on site and access requirements for installation works within your property. A pre inspection visit will also be carried out to inform you of the works involved.

A mock up in an empty property will be available to show how the system works and what it will look like in your home. Invitations will be delivered when the property is ready for you to view.

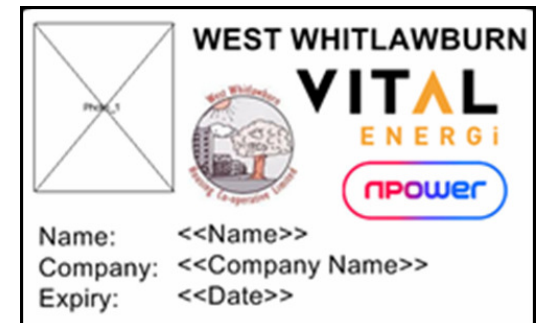
Information on progress will be provided throughout the contract at regular members meetings, Q&A sessions and leaflet updates and The Co-operative's website as required.

As with any improvement works carried out your co-operation in providing access when requested along with your patience and understanding is very much appreciated.

Due to the nature of the works, there will be a high level of drilling which will create vibrations within the building. We would therefore advise you to remove any loose wall hangings/mirrors to avoid damage. We hope you agree that the disruption and disturbance will be worthwhile.

The agreed working hours are from 8.00 a.m.—6.00 p.m. Weekend work will be advised in advance, if required.

All operatives will carry I.D. when on site with contact numbers for verification if required. A sample ID Badge is provided below.



Project Team

Client	West Whitlawburn HC
Project Coordinator	NPower
Specialist Contractor	Vital Energi
CDM/Project Management	Turner & Townsend

Tenant Liaison Contact

A project specific Tenant Liaison Officer has been appointed and her details are as below:

Carol Kane 07764 981 781

Tenants can also contact WWHC Property Team with any queries or information requirements at The Co-operative's offices on 0141 641 8628