



Frequently asked questions

Q. What is the aim of the Improvements Programme and why are we doing this?

A. Our aim is to have all our homes achieve an Energy Performance (EPC) rating of grade C. This will mean that homes will become more energy efficient, will use less energy to keep warm, and retain heat for longer, which will help to reduce household bills and the carbon footprint of our homes.

Q. How is the work funded?

A. The work will be partly funded by the Social Housing Decarbonisation Fund (SHDF), which is a government-backed fund to help social housing providers make improvements to homes. South Lakes Housing is also investing its own money this to ensure we can update as many of our homes as possible.

Q. What is an energy assessment?

A. It is an assessment that is carried out to understand how efficient your home currently is, this will determine what measures are needed to improve the energy efficiency. During the assessment, we will check things like windows, doors, and your home heating system.

Q. What happens during the energy assessment?

A. A technician from Dyson will carry out the assessment, they will need access to each room and the loft space (if you have one), and we may also need to check outside areas of your home. The assessment will take up to a couple of hours to complete.

Q. What happens after the energy assessment?

A. Once completed Dyson will send us a detailed report confirming the EPC level of your home and if any upgrade work is needed to meet EPC grade C.

Q. Do I need to move anything during the assessment?

A. No, but please ensure walkways and access to windows and doors are clear. We will also need access to any loft space if you have one.

Q. I don't think I need any work doing to my home?

A. Completing the energy assessment ensure we have a detailed report on how efficient your home is. Regardless of what work has been completed to your home in the past, the assessment will ensure your home meets EPC grade C. If it doesn't then we will know what work we need to undertake.



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Q. What upgrade work will you do to my home?

A. Until the assessment is complete, we will not know what upgrades need to be fitted, but we typically fit items such as cavity wall and loft insulation, solar panels, and low energy lighting.

Q. Who is Dyson?

A. Dyson is the contractor that we are working with to carry out the energy assessments and any upgrade work that may be required to your home.

Dyson have been providing energy services for over 40 years, they will also be opening a new unit in Kendal in line with the contract. As part of the project, the company will work with Kendal College for education projects related to the energy efficiency industry and job opportunities within the green sector. This is a great opportunity for our young to get into this field.

Q. What if I need to change my appointment?

A. If you need to cancel or change your appointment, please contact Dyson on 01484 406 090.

Q. How is my data used?

A. Your personal data is shared to help support the delivery, administration, and the evaluation of the scheme for statistical, research and fraud prevention purposes.

The SHDF project is delivered in line with the Department for Energy Security and Net Zero Privacy notice which is specific for the SHDF

programme to view the notice, please scan the QR code below.



If you would like to view South Lakes Privacy Statement, please scan the QR code below.



If you would prefer a paper copy, please contact Joanne on the number below to request it to be sent in the post.

Q. If I am unsure about the process, who can I speak to?

A. If you have any questions about our Warmer, Greener Homes project please contact.

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