Aftercare booklet

Energy efficiency works



Lifestone Homes

Firm foundations
to live your life

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Thank you



Thank you for your patience while we completed the improvement works to your home.

These upgrades have been designed to make your home:

- Warmer and more comfortable
- Cheaper to run
- Better for the environment.

This booklet will help you understand how everything works and what to do if you need support.

Why did we complete these works to your home?

Your home has been improved as part of a government programme to make homes more energy efficient.

This helps to:

- Lower your energy bills
- Keep your home warmer
- Reduce carbon emissions.

What has been installed in your home?

Your home may include some of the following:

- New heating system (such as an air source heat pump)
- Heating controls
- Insulation upgrades
- Ventilation improvements
- Solar panels

Your handover pack will confirm exactly what has been installed in your property.

Caring for your home

Ventilation and airflow

Your home has been improved to help reduce damp and improve air quality.

What you should do

- Use extractor fans when cooking or bathing
- Keep vents open and clear
- Open windows when needed

To reduce condensation

- Use lids when cooking
- Keep bathroom doors closed when showering
- Avoid drying clothes on radiators
- Ventilate rooms regularly

Why it matters

- Reduces condensation and mould
- Keeps air fresh
- Helps your heating system work properly

Furniture placement

- Leave a gap between furniture and walls
- Avoid placing furniture against cold external walls



Dealing with mould

What causes it?

- Too much moisture in the air
- Not enough ventilation
- Low or uneven heating

What can you do?

- Try not to dry washing on radiators
- Don't block air vents
- Properly vent tumble dryers
- Cover pans and switch off kettles as soon as they have boiled to minimise steam
- Close kitchen and bathroom doors to prevent moisture escaping when cooking or bathing
- Maintain low-level heating such as turning radiators to a frost setting in rooms likely to be unoccupied for prolonged periods of time
- Dry laundry outside, but if that's not possible, use the bathroom with the window open.

How can you treat it?

- Use household cleaning products or mould remover
- Clean affected areas regularly

If mould keeps returning, contact us for advice. Please report any damp and mould here: reportahazard.settlegroup.org.uk

Using your new heating system

Your new heating system may work differently from older systems.

What to expect

- The new system heats your home more gradually
- It works best when left on at a steady temperature
- Your home should feel consistently warm.

How to use it

- Set your thermostat between 18–21°C
- Avoid turning it on and off frequently
- Use timers if available.

Top tips

- Keep doors closed to keep heat in
- Do not block radiators or vents
- Allow time for the system to respond to changes
- Turn the room thermostat down by 1°C - this could save around £30 a year
- Adjust the time switch to a minimum, especially during the night
- Vary the settings on your room thermostat to suit the time of year
- Make sure curtains or furniture are not in front of a radiator
- Draw the curtains at dusk to keep heat in rooms.

Solar panels

Solar panels generate electricity from daylight.

What to expect

- They work all year round, even in cloudy weather
- They help reduce your electricity bills

Important information

Your home will still use electricity from the grid when needed so you will still have power even on cloudy days!

Requesting your solar panel pack

Most electricity suppliers will need some information about your solar panels when you request to change tariffs. You can request your solar panel documents at any time by contacting us on 0300 303 1010 or going to our website.

Please include:

- Your name
- Your address
- Request for “Solar Panel Pack”

If something isn’t working

Dont worry - most issues are easy to fix.

Try this first

- Check the system is switched on Check your fuse box
- Check thermostat settings
- Turn the system off and back on

Still not working?

Contact us and we will help. Please provide:

- Your name and address
- Description of the issue
- Any error messages
- Photos if possible

Common issues and what they mean

Sometimes your system may show a message or not work as expected. This doesn’t always mean something serious.

Air source heat pumps (ASHPs)

Common issues may include:

- System not heating properly (often due to settings or temperature expectations)
- Low pressure warnings
- Fault codes showing on the controller

Solar panels

Common issues may include:

- Low or no generation (this can be normal in poor weather or at night)
- Inverter showing a fault or no display
- System offline or not showing data

Important

Always refer to the manufacturer’s handbook provided in your handover pack for specific guidance for your system. If you are unsure or the issue continues, please contact us and we will help.

Understanding your home improvements

Air source heat pumps (ASHPs)

- These systems heat your home more gradually than traditional boilers
- They work best when left on at a steady temperature
- They are designed to be efficient and run for longer periods

Loft insulation

- Installed in your loft to reduce heat loss
- Helps keep your home warmer in winter and cooler in summer
- Works in the background to improve energy efficiency

Cavity wall insulation

- Installed within your walls to reduce heat escaping
- Helps maintain a consistent indoor temperature
- Reduces energy use as less heat is lost through the walls

Alterations

Residents must have written approval from Lifestone before proceeding with any improvement work to their home. Please contact us before starting any works.



Defects liability period

The work completed in your home is covered by a 12-month defects period, starting from the date your works were finished and handed over to you. During this time, if something isn't working as it should because of the installation, we will put it right.

To report a problem

- Please contact us during working hours (Monday to Friday, 8am–5pm).
- For emergency repairs outside of these hours (evenings, nights, and weekends), please call 0300 303 1010.



After 12 months

Any problems that occur after 12 months will need to be reported directly to Lifestone repairs service who will then confirm what action is needed.

Examples of what we will rectify:

- Extractor fan stops working
- Heating system not working correctly
- Problems with newly installed equipment
- Solar system faults

Emergency situations

Call for immediate help if you notice:

- Water leaking from the system
- Burning smells or electrical issues
- No heating during very cold weather

Gas emergency: 0800 111 999 (24hrs)

What is not covered?

The defects period does not cover:

- General wear and tear
- Damage caused by misuse or accidental damage
- Issues not related to the work carried out

Telephone

You can reach our Customer Services team by telephone on 0300 303 1010.

Our telephone lines are open Monday to Friday 8am – 5.30pm. Please be aware that calls are recorded for training purposes.

Post

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