



Golden Gates Housing Trust (GGHT) will be working with its contractors to deliver our ambition to be a leader in the area of energy efficiency.



If you would like this document in another format, we can change it into:

Any other language	यदि इस जानकारी को आपकी किसी और भाषा में आवश्यकता हो तो कृपया 0800 25 26 27 पर टैलीफोन करें या स्टाफ़ के किसी कर्मचारी से बात-चीत करें।	(Hindi)
Another colour / Another Colour	نەمۇنە نەزەرىيەت بە زىمىنىكى ئۆز دىئۆرىت نەزەرىيە تەكلىپى تەلەپتون بىكە بۇ نۇمىرە 0800 25 26 27 باخورد قىسە.	(Urdu)
British Sign Language		
Braille		
Picture Format		
Audio		
A Larger font		
And many more...		

Please just contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27

GGHT Contact Details

Telephone: 0800 25 26 27 (free) - Mon-Fri 8am – 6.30pm
Mobile phone users: 01925 452452 (standard rate)
Textphone: 18001 0800 25 26 27 (standard rate)
Emergency out of hours service: Free: 0800 25 26 27
Website: www.gght.org.uk
Email: info@gght.org.uk
Post: GGHT, PO Box 1181, Warrington, WA1 9FB



YOUR GUIDE TO Solar PV Installation




WORKING IN PARTNERSHIP WITH Warrington Borough Council



What is a Photo Voltaic renewable energy system? It is a system (normally called a PV system) designed to generate 'free' electricity from sunlight through panels fitted to the roof area. The cells contained within each roof panel convert the sunlight into electricity which can be used to run customers household appliances and lighting.

What is the benefit for me the customer? Lower energy bills. Savings on customer's energy bills are estimated to range from £70 to £120 per year. The system should work for around 25 years.

Who can I speak to about the work? You will be assigned a Tenant Liaison officer who will offer help and support throughout the installation. They can be contacted free on 0800 25 26 27.

What is involved in carrying out the work? After the initial survey of the property a convenient appointment will be made with you to allow work to be carried out. Some form of access platform to either the front or rear of your property will need to be erected to allow access to the roof area. Access to your loft area is also required to complete the work.

Will it cost me any money? No. The work is being fully funded between Golden Gates Housing Trust and Warrington Borough Council

How much inconvenience can I expect? We recognise that carrying out the installation work to your home may disrupt your normal daily routine and we want to work with you to keep the disruption to a minimum and deliver the highest levels of customer service to you and your family. Work should only take about a day to complete with the electrics being turned off for about an hour whilst electrical connections are being made.

How will I be able to identify the operatives? They will be wearing an identity badge and will show it to you when they call.
If you are unsure of any caller at your property please call us free on 0800 25 26 27 and we will be happy to verify them.

I have pets and don't want them getting out of the property? It is your responsibility to keep your pets safe. Please keep them in a room away from the work or make arrangements for them to go somewhere else.

What happens if I have a problem? If you have a problem during working hours you can speak to your Tenant Liaison officer or a member of the site team.
If there is an emergency after working hours you can call 0800 25 26 27.

What will happen if I am not happy with the work when it is completed? We will not 'sign off' a property until you are happy with the work we have done. We will also ask you to fill out a customer satisfaction survey upon completion of the work. We value your opinions and feedback.

Top Tips for your Solar Electric System

DO use electrical appliances during the day

Electrical appliances like Washer Dryer, Vacuum cleaner, Electric Oven, Iron, Slow Cooker or Electric Shower

DON'T let your prepayment meter run out of credit. You must ensure that your credit is topped up. The system will not operate if you have no credit.

Help us to help you...

We will:

- ❖ Keep you informed at each stage of the work
- ❖ Provide you with a tenant liaison officer to help and support you throughout the work
- ❖ Always show photographic identity card and ask permission to enter your home
- ❖ Be professional and respectful to you and your home at all times
- ❖ Ensure you are involved as fully as possible
- ❖ Offer energy saving advice on a 'one to one' basis in the comfort of your home

What we expect from you:

- ❖ Allow us reasonable access to your home and garden to carry out the work
- ❖ Keep up to date on your rent and water payments or make and keep to a payment agreement so as not to run the risk of being removed from the investment programme
- ❖ Ensure your property has had its annual gas service
- ❖ Look after and respect your property
- ❖ Keep to the terms of your tenancy agreement
- ❖ Keep to your appointment dates or notify us as soon as possible if you need to change them
- ❖ Ensure children are supervised at all times when work is underway
- ❖ Keep pets safely secured away from the work

Please don't forget to fill in your customer satisfaction survey so we can continue to improve our services