

Make the right choice

Landlord's Guide



Why should Landlords care about **energy efficiency**?

From 1st April 2018 it is a requirement for any private rental property, newly let or renewed, to have an energy performance rating of E or above. From 1st April 2020 this will be extended to all existing tenancies. It will be unlawful to let out a property which breaches the requirement for a minimum E rating, unless there is an applicable exemption.

Potential fines to landlords are expected to cumulate as much as £5,000 per rented property.

City Energy provide exceptional support to private and public sector landlords who wish to upgrade their existing property portfolio with the help of our grant funding options, energy efficiency products and energy advice services.

Helping landlords improve curb appeal and increase property value with energy efficiency improvements.

What grants are available?

The current grant funding streams under the Energy Company Obligation (ECO) are called HHCRO and CERO. City Energy will locate and provide access to the most financially beneficial grant available for your type of property and your tenants. Qualifying criteria are complex and managed diligently by us, making the process as easy for you as possible.

Working in partnership with some of the UK's largest energy suppliers.

Who is the grant funding for?

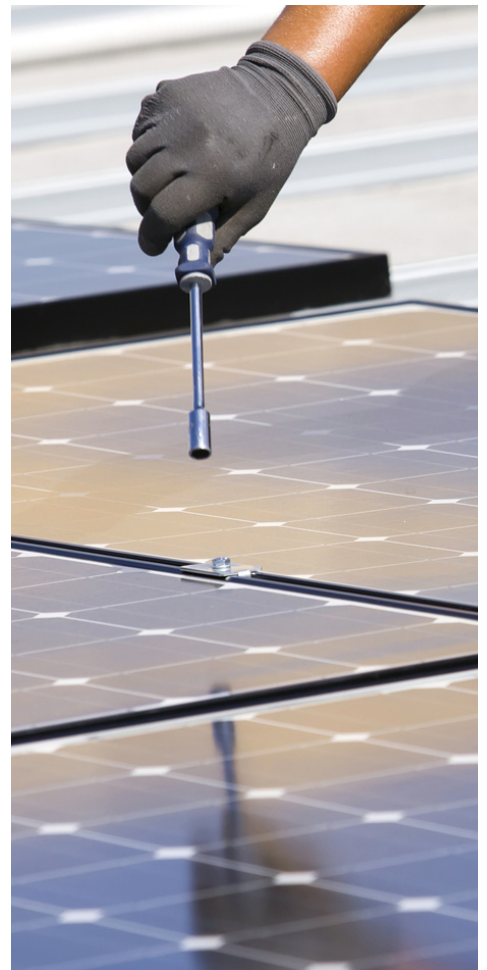
ECO is a programme available to residential properties throughout England, Scotland and Wales, regardless if they are owned or rented by the occupier. The majority of these grants require the residents of your properties to be in receipt of specific benefits.

Grants are not paid to you, the landlord, or your tenant. The funds are claimed by City Energy once we have completed the installation at little or no charge to you. Grants are free to you, so there is nothing to pay back.

What exactly can be funded?

Current funding is available for the improvements listed below*. Please speak to us for an up to date list as grant funding availability changes regularly.

*Grant funding availability correct as of 01.11.2017



How to prepare for **change**?



First of all, check the current efficiency of your properties. You can simply email us or call one of our representatives. City Energy is currently able to provide around 16 million EPCs for free; yours are likely to be among them.

Energy Performance Certificates have a life span of only 10 years. Check if yours remain valid or if you require an updated EPC.

New EPC needed? No problem. Speak to us and we will arrange the EPC as part of our service to you.

What exactly can be funded?

Some heating installations such as gas or oil boilers require annual servicing, regular maintenance and safety certification.

How does it work?

1

Suitability

Once we have made contact, our team will capture all relevant information and provide a personal proposal for recommended heating and insulation measures.

2

Survey

One of our professional property surveyors will visit you to make sure our proposals will work for you and your home; we want to make your home warmer, and we want to keep it that way.

3

Sign Off

You are in control every step of the way – we only proceed when you are happy to do so. This project is designed to make your home warmer and save you money, so we ensure that the work is agreed and planned with you.

4

Service Delivery

Our professional team of heating and installation experts will visit your home – they will safely, efficiently and professionally install all of the recommended measures with as little disruption to you as possible.

5

Satisfaction

All installations and measures are completed in full compliance with the design specification, safety standards, manufacturer's instruction, COVID risk assessments and customer requirements.

We will manage your grant funding arrangement and property improvements from start to finish.

City Energy will arrange for a free survey of any domestic property within your portfolio where funding may be available.

From a new oil boiler or highly efficient storage heaters, to wall, loft or room in roof insulation, we will help you improve your properties' energy efficiency ratings in readiness for the new regulations from April 2018.

Following an installation we can provide you with an updated Energy Performance Certificate (EPC) and may also offer you add on services such as boiler maintenance or Gas Safety Certification.



**1 Million properties
are currently
between F and G***



You could reduce energy bills by up to £225 per year* and increase the property value with room in roof insulation.

Room in Roof Insulation

What is Room in Roof Insulation?

A quarter of heat is lost through the roof in an uninsulated home.

A room in roof or attic room is simply a room accessible by a fixed staircase, rather than loft with a pull out ladder.

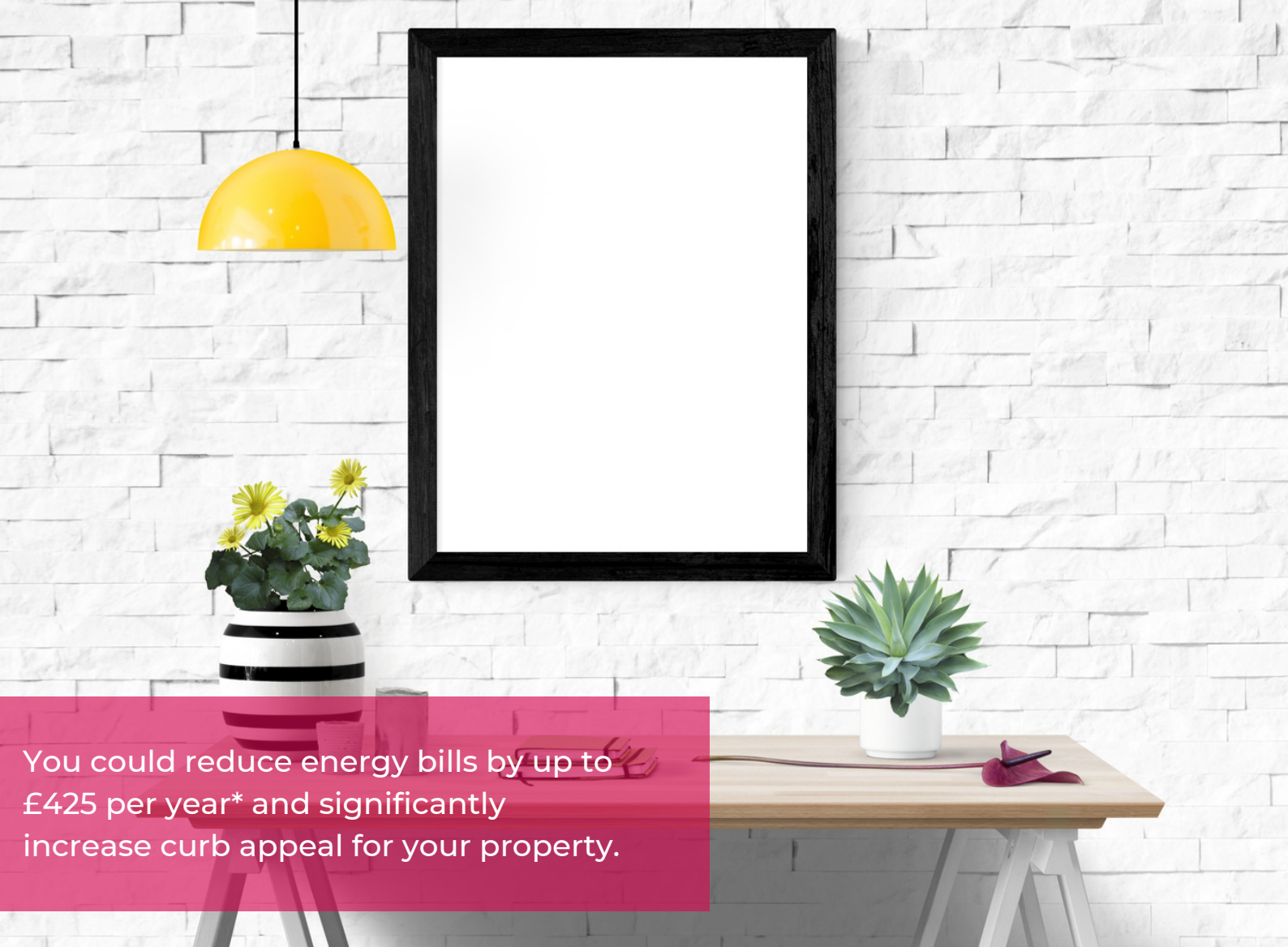
Room in roof insulation often takes less than a day, followed by plastering and decorating. With an average of 25% of all heat being lost through the roof, this simple installation can drastically improve your EPC rating as well as the property's value.

How much energy cost could be saved?

England, Scotland & Wales

Property Type	Fuel Bill Saving (£/Year)
Detached House	£225
Semi-detached House	£135
Mid-Terrace House	£120
Detached bungalow	£195

*Source www.energysavingtrust.org.uk; 01.11.2017



You could reduce energy bills by up to £425 per year* and significantly increase curb appeal for your property.

Internal & External Wall Insulation

What is Internal or External Insulation?

Internal wall insulation is done by fitting rigid insulation boards to the wall, or by building a stud wall filled in with insulation material such as mineral wool fibre.

External wall insulation involves fixing a layer of insulation material to the outside wall, then covering it with a special type of render (plasterwork) or cladding. The finish can be smooth, textured, painted, tiled, panelled, pebble-dashed, or finished with brick slips. External and internal wall insulation can significantly improve your EPC rating but it also looks amazing.

External insulation and professional finish can make a massive difference to the curb appeal of a property.

How much can be saved off energy bills with solid wall insulation?

England, Scotland & Wales

Property Type	Fuel Bill Saving (£/Year)
Detached House	£425
Semi-detached House	£255
Mid-Terrace House	£160
Detached bungalow	£175
Flat	£120

*Source www.energysavingtrust.org.uk; 01.11.2017



You could reduce energy bills by up to £320 per year* and reduce the maintenance costs for your property immediately.

Boiler Replacement

Upgrading your Gas, LPG and Oil Boilers

There are several reasons why modern boilers are more efficient, for one they are all condensing boilers. This is regardless of the type of boiler you are looking to install or indeed replace.

They are all condensing boilers. It is inevitable that boilers will lose heat that escapes the flue, even if the boiler is well maintained.

Condensing boilers are more efficient because they have a larger heat exchanger that recovers more heat and sends cooler gases up the flue. They are named condensing boilers because sometimes the flue gases get so cool that the water vapour in the gas condenses out and even more energy is recovered from the condensing vapour.

How much can your tenants save each year?

Oil Boiler Rating	Semi-Detached house	Detached house	Detached bungalow	Mid-Terrace house	Mid-Floor flat
G (<70%)	£210	£320	£165	£180	£100
F (70-74%)	£145	£220	£110	£125	£70
E (74-78%)	£120	£190	£95	£105	£60
D (78-82%)	£115	£170	£85	£100	£55



You could reduce energy bills by up to 30% each year* and significantly increase the rental appeal for your property.

Electric Heaters

How much could you save by having new Electric Heaters?

Electricity is currently the most expensive heating fuel available in the UK. You could save up to 30% per year off energy bills.

The Dimplex Quantum high heat retention storage heater is up to 27% cheaper to run and uses 22% less energy than comparable static storage heaters.*

What are the benefits of an Electric Storage Heater in your property?

- Utilises cheap electricity during the night, meaning that they are cheaper than standard electrical heaters. Subject to energy contract
- Cheaper to maintain than a central heating system
- Responsive to changes in external temperature
- High heat retention - refined controllability
- Delivers high reliability and very low maintenance

*Source www.energysavingtrust.org.uk; 01.11.2017

*Source www.dimplex.co.uk/quantum, correct as of 01.11.2017



Your City Energy Package

A step by step guide to your survey and installation package

Pre-Installation

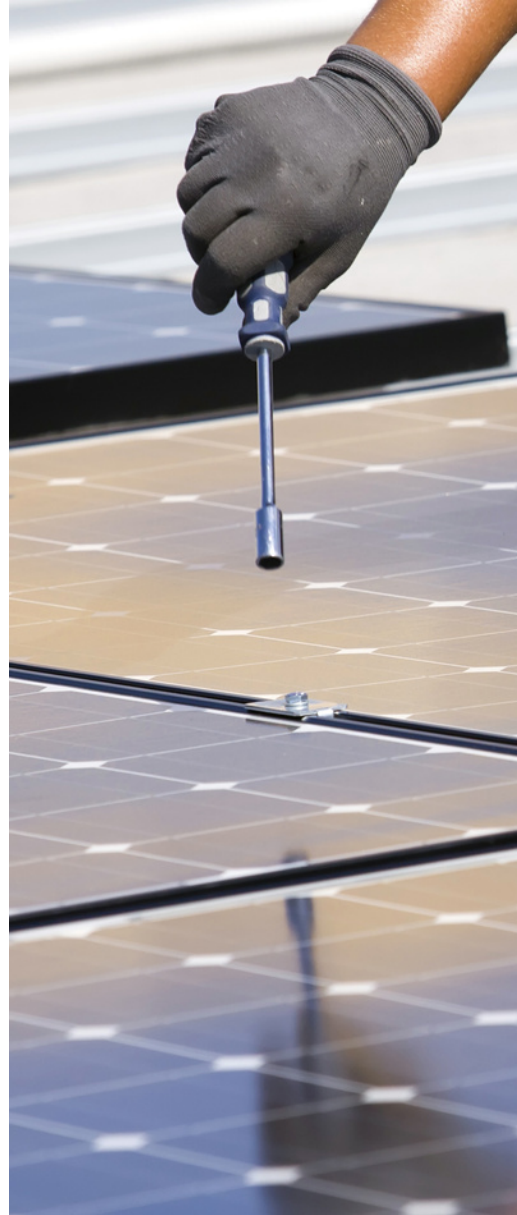
Before we can improve your properties' energy efficiency ratings, we will need to send you one of our assessors to carry out a suitability survey. The assessment takes on average 60 minutes to complete.

During this visit our assessor will discuss any questions that you or your tenants may have. Our assessors may also be able to discuss the best installation solutions available to you that are fully compliant with current safety regulations and building standards.

Once we have assessed the suitability of your portfolio and determined the grant funding availability, our technical installation team will carry out an in-depth technical survey to ensure there are no hidden surprises with your chosen installation.



60 minute survey



Installation Day

Your designated installation team will attend your properties as arranged. Upon arrival the team will walk through the installation process with you and your tenants, explaining how they intend to carry out the work and answer any questions. Properties must be in a clean and safe condition for our teams to complete the installation safely and to a high quality standard.

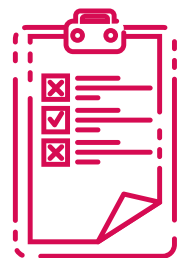
Your team of installers will arrive prepared with dust sheets and protective coverings to keep your property and your belongings safe. Your property will be left in as clean a condition as it was upon arrival. We aim for installations to be completed between the hours of 8am and 5pm. Please ensure you or your tenant are at the property while your works are carried out.

Completion

Once your chosen product has been successfully installed, your team will walk you or your tenant through the installation. They will explain how to use the new installation and provide a completion pack containing all necessary user guides and instructions. A final clean up will be carried out before you or your tenant will be asked to sign our Customer Satisfaction Note. Be assured that all waste material will be removed when the team leaves the premises. To finish things off, one of our representatives will give you or your tenants a courtesy call after a few days to check everything is okay and to confirm the provision of your guarantee documentation.



Install & Clean Up



Customer Satisfaction

Why choose **City Energy**?

Here at City Energy, we strive to go above and beyond grant funding alone. We believe, great quality and outstanding customer service is delivered in a multitude of ways.



Insulation

Insurance backed guarantees for insulation installations of up to 25 years



Heating

Manufacturer guarantees for heating installations of up to 10 years



RLA

Complimentary membership with the Residential Landlord Association



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