

# Heat Network Residents Feedback

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# Resident Co-Design Process

## Initial Ideas

- Identify existing heating issues
- Establish what is technically possible
- Future heating priorities

## Emerging Preferences & Options

- Types of heating control
- Potential types of payment
- Resident working group to co-design approach to charging
- Co-design a customer guarantee

## Final design and offer

- Final price promise and heat network pricings
- Final customer guarantee & vulnerability policy
- Share final design on block basis

# Engagement so far...

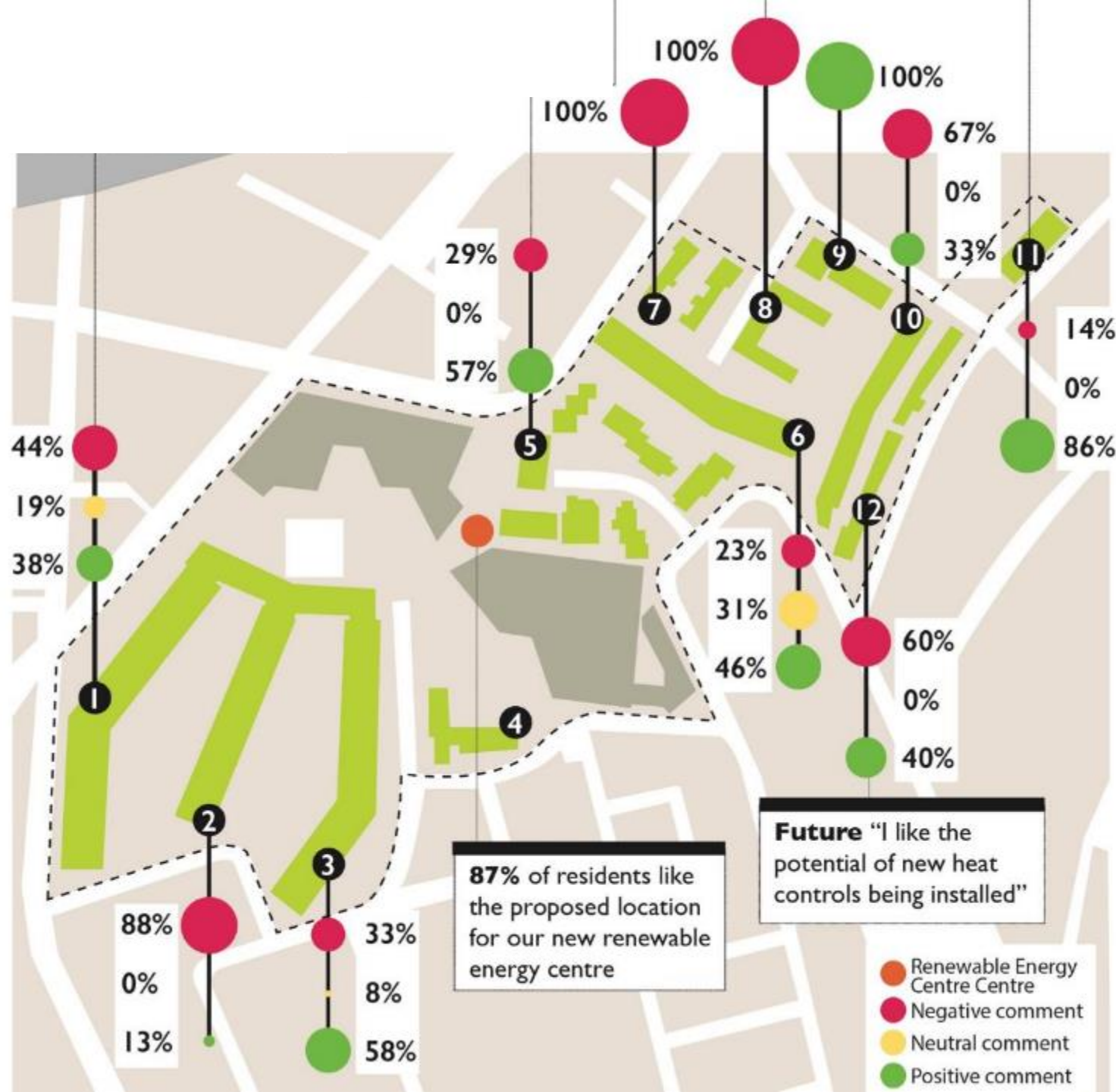
## Phase 1 – Initial Ideas

- 5 Web Meetings
- 3 Pop-ups
- 3 Focus Group
- Block Rep Meetings
- LWRA Meeting
- 2 Surveys
- Interviews (University of Sussex)
- Instagram
- **Community Fun Day**
- **Community Fridge Day**

## Phase 2 – Emerging Preferences & Options

- **Resident poll**
- **Resident working group (2/3 meetings)**
- **Neighbourhood Vision Day**
- **All-Estate leaflet & feedback**
- **Pre-recorded Webinars**





# Different Blocks - different heating experiences

- ▶ 10.4% Walkways
- ▶ 13.2% Verity Close
- ▶ 15.4% Camelford Court
- ▶ 6.1% Camelford Walk
- ▶ 26.6% Clarendon Walk
- ▶ 11.1% Talbot Grove House
- ▶ 11.1% Talbot Walk
- ▶ 5.9% Morland House
- ▶ 22.2% Camborne Mews
- ▶ (Treadgold engagement separate)

# Nearly 9/10 resident support the renewable heat network

**Do you support the idea of a new renewable heat network for Lancaster West Estate?**

**87.8% say YES**



41 comments  
received so far

- ▶ But...we need to define the heat network offer for households with gas combi boilers and leaseholders that are concerned about costs

# Nearly 9/10 resident support the renewable heat network

**Do you support the idea of a new renewable heat network for Lancaster West Estate?**

**Communal Network**

**91.6% say YES**



**Combi Boiler**

**55.6% say YES**



43 comments  
received so far

# General comments received?

## Open comments received via poll

### Heat Network Supporters

- ▶ Delivered by professionals...?
- ▶ How reliable and sustainable will it be in the long-term?
- ▶ How will payment work?
- ▶ Will hot water pressure improve?
- ▶ Will costs be low?
- ▶ What will the environmental impact be?
- ▶ Who will pay for installation and maintenance?
- ▶ Are you going to replace all the pipework so that it lasts?

### Non-Supporter Comments

- ▶ Temperature control is my priority
- ▶ What will the leaseholder bill be?



# Actions from Resident Co-Design Workshops

- ▶ Continue engagement on Heat Network proposal, more 'live' engagement
- ▶ Establishing an 'Off Gas' offer for residents
- ▶ Further engagement on the pros and cons of removing gas
- ▶ Further investigation of solar, and sharing results / options with residents
- ▶ Continue modelling new heat tariff to test against current resident bills
- ▶ Share learning from other schemes and impact on customer (e.g. Glasgow, Hackney, Enfield, Aberdeen)



# Communicating the need for change



**Two existing gas, powered communal networks** are end-of-life and need to be completely replaced.

**'...the heating wasn't a problem until the temporary boiler...'**



**Phasing out gas** at Lancaster West Estate by 2030, to achieve the Net Zero Carbon goal.

**'...you haven't asked us if we want to get rid of gas before we have to...'**

BASIC RENT	£128.51
BULK REFUSE	£0.64
COMMUNAL ELECTRICITY	£2.65
CONTRACT CLEANING	£9.41
CTAKING SUPERVISION	£1.83
DIGITAL TV SERVICE	£0.92
ESTATE LIGHTING	£0.14
GROUNDS MAINTENANCE	£1.99
HEATING + HOT WATER	£10.18
PALADIN MAINTENANCE	£0.41
PEST CONTROL	£1.32
TENANTED CCTV	£0.06
<b>Total weekly charge</b>	<b>£158.06</b>

**National legislation** is changing billing + metering, meaning that there are required changes

**'...this is the water, all over again, adding costs above our services/rent'**

# Supporting a smooth transition

‘...how can you ‘taper’ the change-over so that residents don’t have a price shock?’

- ▶ **Installing heat meters prior to heat network connection**
- ▶ **Consider new billing in context of existing rent and service charges**
- ▶ 20% residents have a combi-boiler
  - ▶ Existing bills – call for data from residents
  - ▶ Review charges against dual tariff



# Co-designing our energy centre(s)

## ► What impact will the new energy centre have?

- Location to be determined
- Resident co-design due to begin soon
- No disruption to ongoing heating

