

Name.....

Address .....

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04 July 2023

Dear Resident

### **Planned Improvement Works to Your Home - survey appointments**

We would like to introduce ourselves as the contractor working with Hull City Council to improve the thermal efficiency of homes in the area. Your home is included in the programme of works which includes external wall insulation, new roofs, windows, external doors and ventilation. It is the Council's investment, together with government funding that is making this project possible.

You should have already received a letter from the Council introducing you to the project. The work is due to start late summer 2023 with an anticipated completion late 2024, with works to individual properties taking approximately 14 weeks, weather dependent.

#### **Retrofit Assessment**

Before we can start the work to your home, it is essential we carry out a Retrofit assessment inside your home. Equans, in partnership with PD Property Reports Ltd, is carrying out the Retrofit assessments on behalf of Hull City Council. The assessment includes: Energy Performance Certificate (EPC), air-tightness testing, cavity wall inspection and a designer report. This is the first stage of the Retrofit process.

**PD Property Reports will be working in your area from 10 July 2023 and will contact you to make individual appointments, they will also be cold calling (7 days a week). Alternatively, if you prefer to make an appointment, please call PD Property Reports (Paul Gabel) directly on 01757 428 429 to arrange.**

The appointment should take about 2 hours and will involve taking photographs, measuring the floor and wall areas, looking at the heating system and checking ventilation/mechanical extraction. Access will be required to all rooms in your home. We ask that you try to accommodate us while we start the scheme and complete the first stage so we can enhance your home for the future.

**All members of PD Property Reports will carry legal identification (ID) with them but if you have any concerns, this can be confirmed by contacting Paul on the telephone number above.**

## **Retrofit Designer**

Prior to the work starting there will also be a Retrofit Designer (Adam Stopforth from Madison May) carrying out external surveys. The retrofit designer does not need to see inside your home but may knock on your door if access is restricted to the rear of your home.

## **Induction visit**

When the assessments are completed in your area, we will contact you again to arrange an induction visit with you at home. At the visit we will discuss the work with you, what it entails and how you can prepare for it. This is also an opportunity for you ask any questions you may have.

Equans is a market leader in delivering regeneration schemes. We pride ourselves in delivering the best possible service to all our customers. We build, maintain and renew properties to a high standard to provide communities with quality places to live, learn, visit or work. Whether as part of planned programmes or providing a rapid response to immediate needs. Our particular expertise is in working within occupied homes and buildings.

We look forward to working with you.

Yours faithfully



Juliet Bennett  
Customer Care Manager  
Equans