Happy Energy



YOUR JOURNEY

With Happy Energy

Your guide to home energy improvements, from your first enquiry through to installation and aftercare

CONTENTS

ABOUT HAPPY ENERGY 4

- Welcome to Your Journey
- About Happy Energy
- Our Services
- Our Team
- Home Energy Improvements

YOUR JOURNEY WITH US 10

- Your Journey - Overview
- Stage 1 – Register & Explore Your Options
- Stage 2 – Your Home Assessment
- Stage 3 – Your Proposal & Quotation
- Stage 4- Your Technical Survey
- Stage 5 – Your Home Energy Upgrade Plan
- Stage 6 – Your Installation
- Stage 7 – Quality Check & Handover
- Stage 8 – Aftercare & Feedback

MAKING THE MOST OF YOUR IMPROVEMENTS 20

- Sit Back & Enjoy
- Understanding Your Payments
- Keeping You Safe & What We May Need From You
- Our Promise

YOUR QUESTIONS ANSWERED 24

- Frequently Asked Questions
- Glossary of Terms

GET IN TOUCH 39

- Contact Details

WELCOME TO YOUR JOURNEY WITH HAPPY ENERGY

Thank you for taking the first step towards improving your home's energy efficiency.

This guide has been created to help you understand what to expect throughout your journey with **Happy Energy.** It explains:

- The different stages of your journey
- Types of home energy improvements available
- Who you may hear from along the way
- How we manage installation, quality checks and aftercare
- Answers to frequently asked questions
- Key terms you may hear throughout your journey

Every home is different, and the improvements suitable for your property will depend on your home's needs, assessment findings and technical requirements. Our team will support you throughout the process and keep you informed along the way.

We recommend keeping this guide handy throughout your journey, as it contains useful information about appointments, approvals, installation and aftercare.

If you have any questions or need further information, our team will be happy to help.

Please note: Some stages of your journey may vary depending on your property, the improvements you choose and any additional technical requirements.

Home Energy Saving Experts

Over **30 years** of helping households enjoy warmer, healthier & more energy efficient homes

ABOUT HAPPY ENERGY



At Happy Energy, we are passionate about helping people live better in warmer, healthier & more energy efficient homes.

With over **30 years** of experience, we are recognised as *Home Energy Saving Experts*, trusted by homeowners, local authorities, and housing providers across the UK.

Whether you're looking to generate your own electricity, improve your home's energy efficiency or invest in new heating technology, we're here to help you understand your options and make informed decisions.

Our friendly, professional team will guide you through each stage, from your first enquiry and home assessment to installation, handover and ongoing aftercare.

OUR SERVICES

We provide a complete, professionally managed service to help make improving your home's energy efficiency as straightforward as possible.

Our services include:



Home energy assessments
We assess your property to understand its energy performance, condition and suitability for home improvements.



Renewable energy and heating technologies
We help homeowners explore suitable improvements, including solar panels, battery storage, air source heat pumps and other energy saving technologies.



Technical surveys and design
Our qualified team completes the necessary checks and prepares detailed designs to ensure your proposed improvements are suitable for your property.



Installation and quality assurance
We independently manage and oversee your home energy improvements, coordinating our approved installers, monitoring quality and acting in your interests throughout the process.



Customer care and aftercare
We support you throughout your journey, including appointment arrangements, installation updates, handover, warranties and aftercare.

Everything we do is focused on helping you make informed decisions about your home and enjoy the benefits of well designed, professionally installed improvements.



Please note: Happy Energy provides planned home energy improvements and support for installations delivered through our services. We are not an emergency repair service and cannot respond to urgent boiler, heating or hot water breakdowns.

OUR TEAM

During your journey, you'll hear from different members of the Happy Energy team. Each has a specific role, but they work together to ensure your home improvements are carefully assessed, designed, installed and supported from start to finish.



Resident Liaison Officers (RLOs)
Your main point of contact, guiding you through each step of the journey



Retrofit Assessors (RAs)
Carry out your Home Assessment and identify suitable improvements for your home



Retrofit Designers
Prepare detailed technical designs to ensure improvements are suitable and compliant



Retrofit Coordinators (RCs)
Oversee your project, review designs and help make sure works meet the required standards



Installers
Complete your home energy improvements with care, professionalism and respect for your home



Auditors
Carry out post installation checks to make sure completed works meets our quality & safety standards

Images generated by ChatGPT 5.2 2026

HOME ENERGY IMPROVEMENTS

Every home is different, and the improvements suitable for your property will depend on your home's condition, assessment findings and technical requirements.

Below are some examples of the home energy improvements available through Happy Energy. Our team will help you explore suitable options based on your property and what you'd like to achieve.



Solar PV
Generating electricity from sunlight to help reduce your energy bills.



Battery Storage
Storing electricity for use when you need it, helping you make better use of your energy.



Home EV Charger
Providing a convenient way to charge your electric vehicle at home.

Coming Soon



Air Source Heat Pump (ASHP)
Low-carbon heating that warms your home and hot water more efficiently.

Coming Soon



Insulation
Keeping heat in and reducing energy loss. May include loft and cavity wall insulation

Coming Soon



Ventilation Improvements
Improving airflow to help reduce condensation, damp, and mould.

Please note: All home improvements are subject to assessment, technical suitability and any necessary permissions or approvals.

YOUR JOURNEY WITH US

Eight steps to improving your home's energy efficiency.



1 **Register & Explore**



2 **Home Assessment**



3 **Proposal & Quotation**



4 **Technical Survey**



5 **Home Energy Upgrade Plan**



6 **Installation**



7 **Quality Check & Handover**



8 **Aftercare & Feedback**

Every home is different, so some stages and timescales may vary depending on the property and improvements you choose.

Images generated by ChatGPT 5.2 2026

YOUR JOURNEY

Improving your home's energy efficiency is a step-by-step process — and we're here to guide you throughout.

This journey shows what happens from your registration through to installation, quality checks, and aftercare. At every stage, our team will keep you informed, explain what to expect, and make sure you feel confident about what's happening in your home.

Please note: timelines may vary depending on approvals, technical findings, material availability, and installation scheduling.

WITH US IN DETAIL

1 REGISTER & EXPLORE YOUR OPTIONS

Your journey begins by registering with Happy Energy through our website.



What you can do once you're registered

You'll be able to explore potential home energy improvements for your property and view indicative costs to help you understand your options.



Book your Home Assessment

If you're happy with the indicative costs and would like to proceed, you can book your home assessment directly through the website. A **non-refundable assessment fee of £195** applies, which will be deducted from your final installation balance if you go ahead with the works. Further details can be found in the **Terms & Conditions** on our website.



What happens next

Our team will review your registration and property details and may contact you if we need any further information about your home, ownership, tenancy arrangements or permissions.



Who you may hear from

One of our Resident Liaison Officers (RLO) may contact you if we need to clarify any information about your property or the improvements you're considering.



Please note: You can log back into your online account at any time to review your options and book your home assessment when it suits you. Indicative costs and appointment availability may change over time.

NEXT: Your Home Assessment >>>

2 YOUR HOME ASSESSMENT

Once you've booked your home assessment, we'll arrange for one of our qualified Retrofit Assessors to visit your property.

What happens at this stage

During the visit, your Assessor will review your home's condition, energy performance and suitability for the improvements you're considering. They'll also discuss your priorities and identify any potential issues or additional work that may need to be considered.

Photos, videos & a LIDAR Scan

As part of your assessment, your assessor may take photographs, record videos and use LIDAR scanning technology to capture detailed measurements and information about your property. This helps our technical team understand your home and prepare accurate designs for your proposed improvements.

A new Energy Performance Certificate

We'll also complete a new EPC, which shows how energy efficient your home is. This is included as part of your Home Assessment fee.

How long will it take?

Your assessment will usually take between two and three hours depending on the size and complexity of your home.

Who you may hear from

Our Resident Liaison Officer and/or Retrofit Assessor if we require any more information ahead of or after assessment

Please note: Someone aged 18 or over must be present at the appointment and we will need access to all relevant areas of your home including the loft (if safe to do so).

NEXT: Your Proposal & Quote >>>

Full details of how your personal data is used can be Found in our privacy notice

3 YOUR PROPOSAL & QUOTATION

Following your home assessment, our team will review the findings and prepare a tailored proposal and quotation for your property.

What's included?

Your proposal will outline the recommended home energy improvements, proposed equipment and associated costs, including any additional work identified during the assessment.

Your quotation

You'll receive a quotation outlining the proposed works and associated costs, along with our Terms & Conditions, which form your contract with Happy Energy.
Your quotation is subject to the outcome of the Technical Survey.

Review & Ask Questions

Take time to review everything carefully. If you have any questions or need clarification, our team will be happy to help talk it through with you before you make your decision.

Approve & pay your deposit

Once you've approved your proposal and quotation and signed your Terms & Conditions, you'll receive a secure payment link to pay your **25% deposit**.

Who you may hear from

Our Resident Liaison Officer or Retrofit Coordinator who can provide further information, answer your questions and help you review your proposal and quotation.

Please note: Your quotation is based on the information gathered during your Home Assessment and is subject to the outcome of the Technical Survey. If any additional requirements or changes are identified, we'll discuss these with you before proceeding.

NEXT: Your Technical Survey >>>

4 YOUR TECHNICAL SURVEY

Once we've received your 25% deposit, a qualified technical surveyor will contact you directly to arrange a convenient date and time to visit your home.



What happens at this stage?

During the visit, the Technical Surveyor will carry out detailed checks to confirm that your proposed improvements can be installed safely and effectively. This may include reviewing your roof condition, electrical system, equipment locations and any additional work or permissions required.



What does it include?

The survey helps us confirm the installation requirements for your property and identify any changes that may be needed to your original proposal or quotation.



If there are any changes

If any additional requirements or work are identified, we'll explain the findings, discuss any changes to your quotation and seek your approval before proceeding.



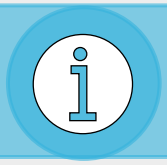
What happens next?

Our technical team will review the survey findings and prepare your Home Energy Upgrade Plan, including the detailed technical designs for your proposed improvements.



Who you may hear from

Your Technical Surveyor will contact you to arrange and carry out your survey. Following the visit, your Retrofit Coordinator and/or Designer may contact you if further information is needed.



Please note: We will let you know in advance which areas of your home we will need access to and how you can prepare for the visit

NEXT: Your Home Energy Upgrade Plan >>>

5

YOUR HOME ENERGY UPGRADE PLAN

Following your Technical Survey, our Retrofit Coordinator and Design Team will finalise your personalised Home Energy Upgrade Plan.

What's Included?

Your Home Energy Upgrade Plan will outline:

- The agreed improvements and how they may benefit your home
- Detailed technical designs showing where and how your new equipment will be installed
- Any preparation or additional works required before installation
- Important information about the installation process and what to expect

Review & Approval

We'll share your Home Energy Upgrade Plan with you to review and approve before installation. If you'd like to discuss the plan in more detail, your Retrofit Coordinator and/or Retrofit Designer will be available to talk you through the proposed improvements, including where and how the equipment will be installed, and answer any questions to make sure you're happy before proceeding.

If there are any changes

If the Technical Survey identifies any additional work or changes to your original quotation, we'll explain the findings, discuss any revised costs and seek your approval before proceeding.

What happens next?

Once you've approved your Home Energy Upgrade Plan and any changes to your quotation, you'll receive a secure payment link for your **35% advance payment**. Once your approval and payment have been received, we'll move forward with arranging your installation.

Who you may hear from

Your Retrofit Coordinator and/or Retrofit Designer, who can provide further information, answer your questions or talk you through your Home Energy Upgrade Plan before you approve them.

NEXT: Your Installation >>>

6 YOUR INSTALLATION

Once you've approved your Home Energy Upgrade Plan and made your 35% advance payment, your appointed installer will contact you to arrange a convenient installation date.

Before Installation

Your installer will confirm your installation date, explain how long the work is likely to take and let you know if there's anything you need to prepare before they arrive.

On the day

Our professional installation team will arrive on the agreed date & time, show official Happy Energy identification and carry out your improvements safely with care and respect for your home.

During the installation

Our installers will use dust sheets and protective coverings where needed, keep disruption to a minimum and ensure you're kept informed throughout the work.

Finishing the work

Your installer will leave the relevant **manufacturer user guides** for your new equipment. Any surplus materials and waste will be removed from your property within **48 hours of installation completion**.

Who you may hear from

Your appointed installer will contact you to confirm your installation date and provide any further information you need.

Please note: Someone aged 18 or over must be present at your home throughout the installation. The length of the install will depend on the improvements being installed and the requirements of your home

NEXT: Quality Check & Handover >>>

7

QUALITY CHECK & HANDOVER

Once your installation is complete, we'll make sure you understand how to use your new systems and carry out checks to confirm the completed work meets our quality and safety standards.



Your Installer handover

Your Installer will demonstrate how to use your new systems and controls, explain important operating and maintenance requirements and answer any questions you may have.



Your Post Install Audit

Following installation, an Auditor will arrange to visit your home to carry out a post installation audit, checking that the completed work meets our quality and safety standards.



If any issues are identified

If the audit identifies any issues, we'll arrange for these to be reviewed and any necessary remedial work to be completed. Occasionally, an additional audit may be required. If this applies to your property, we'll let you know in advance.



Your final payment

Once your installation is complete, you'll receive a secure payment link for your remaining **40% final balance**.



What happens next?

Our team will remain available for aftercare support. Within one month of installation, you'll receive your comprehensive handover pack, containing relevant installation certificates, product warranties, user guides and maintenance information.

We'll also be in touch for a final satisfaction check to see how you're getting on with your new improvements.

NEXT: Aftercare & Feedback >>>

8 AFTERCARE & FEEDBACK

Our support doesn't end once the work is complete. We'll be here to help, make sure you're happy with your improvements and gather your feedback.

Ongoing aftercare support

If you have any questions or need support with your new system, our team is here to help.

Your Handover pack

Within one month of installation you will receive a comprehensive handover pack, including installation certificates, product warranties, user guides and maintenance information.

Checking in

We'll be in touch after your installation to see how you're getting on, answer any questions and make sure you're happy with your improvements.

Your feedback

We'll also ask for your feedback to understand your experience and help us continue to improve our service.

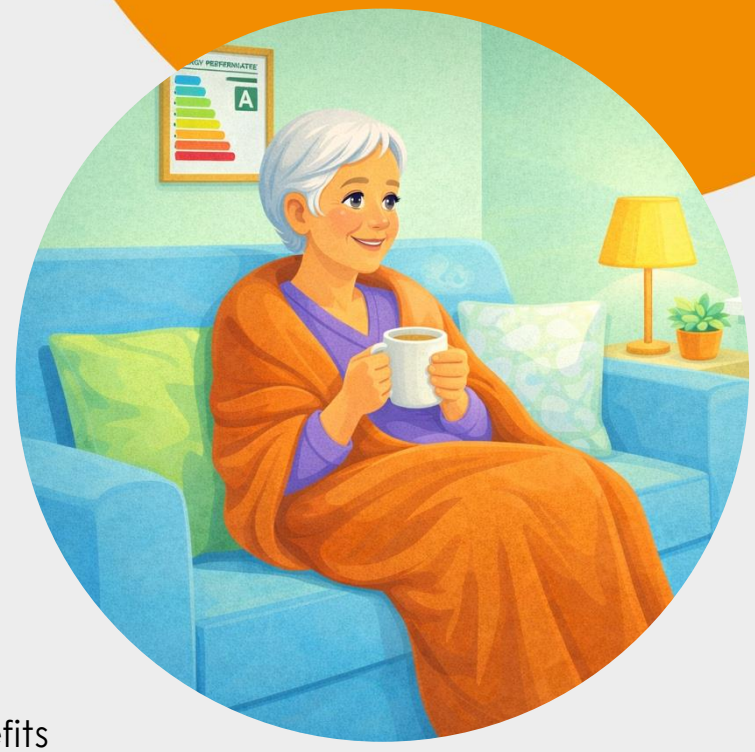
Who you may hear from

Your Retrofit Coordinator and/or Resident Liaison Officer will be in contact with you for your aftercare check and to gather your feedback.

Please note: Our aftercare team is here to support you with your Happy Energy installation, but we are not an emergency call-out service and cannot respond to urgent heating, boiler or hot water breakdowns. If you need assistance with your installed systems, please contact us through your online account or using the contact details in this guide.

SIT BACK & ENJOY!

Your home energy improvements are complete and it's time to start enjoying the benefits of your investment.



Getting the most from your improvements

As you begin using your new systems, you'll have the opportunity to see how they perform and understand the benefits they bring to your home.

Your new improvements may help you:

Reduce your energy bills
By making your home more energy efficient or generating your own electricity.

Generate & store electricity
Helping you make better use of renewable energy, where applicable

Improve your home's comfort
Creating a warmer, more comfortable and energy efficient home environment

Take greater control of your energy use
Helping you understand and manage how your home uses energy

Prepare your home for the future
Investing in improvements that support your home's long term energy performance

Please note: The benefits you experience will depend on the improvements installed, your property and how you use your new system.

UNDERSTANDING YOUR PAYMENTS

We want you to feel confident about your investment in your home. That's why we'll explain the payment stages clearly, so you know what to expect and when payments are due.

Home Assessment Fee

A **Home Assessment fee of £195 (including VAT)** is payable when you book your Home Assessment. This includes a new Energy Performance Certificate (EPC).
If you decide to proceed with your installation through Happy Energy, the £195 will be deducted from your final installation balance.
The fee is only refundable in limited circumstances, as outlined in our Terms & Conditions.

Your Installation Payments

Once you've decided to proceed with your home energy improvements, payments are made in three stages.

25%

Initial Deposit
Payable once you've reviewed and approved your proposal, quotation and Terms & Conditions, which form your contract with Happy Energy.

35%

Advance Payment
Payable once you've reviewed and approved your Home Energy Upgrade Plan, including the detailed technical designs for your installation.

40%

Final Payment
Payable once your installation is complete as outlined in your Terms & Conditions.

How Payments Work: You'll receive a secure payment link when each payment is due. Your quotation is subject to the outcome of the Technical Survey. If any changes or additional costs are identified, we'll explain these and seek your approval before proceeding.

Full details of your payment obligations are outlined in your Terms & Conditions

KEEPING YOU SAFE

All Happy Energy employees and approved contractors:

- **Carry official identification** cards
- May **contact you in advance** before visits
- Will explain the **purpose of appointments** clearly
- Will **never pressure you** into agreeing to work on the spot

If you are ever unsure about a visit or communication, please contact our team directly using the contact details in this guide.

WHAT WE MAY NEED FROM YOU

To help keep your home energy improvement journey progressing smoothly, we may ask you to:

- **Provide access** to your property for appointments
- Ensure someone **over 18** is present for all visits
- Share **requested documents** or information
- Keep us updated if your **circumstances change**
- Keep us updated on any **existing or planned home improvements**
- **Prepare certain areas** before installation
- **Review and approve** proposed works where required

OUR PROMISE



Friendly and helpful – Guiding you through every stage and answering your questions along the way.



Clear and honest – Providing straightforward information about your options, costs and what to expect.



Professional and reliable – Delivering carefully planned improvements through qualified professionals and trusted installers.



Committed to you – Putting your safety, comfort and satisfaction at the heart of everything we do.

FAQs

YOUR JOURNEY

About Registration

Q. What happens after I register?

A. Once you've registered through our website, you'll be able to explore potential home energy improvements for your property and view indicative costs. If you're happy to proceed, you can book your home assessment directly through your online account.

Q. Do I have to book a home assessment straight away?

A. No. You can return to your online account to review your options and book your home assessment whenever you're ready. Please note that indicative costs and appointment availability may change over time.

Q. Will someone contact me after I register?

A. Our team will review your registration and property details and may contact you if we need further information about your home, ownership, tenancy arrangements or permissions.

About Home Assessments

Q. What is a Home Assessment?
A. A qualified Retrofit Assessor will visit your property to assess its condition, energy performance and suitability for the improvements you're considering. A new Energy Performance Certificate (EPC) is also completed as part of the assessment.

Q. How long does the assessment take?
A. Usually between two and three hours, depending on the size of your home.

Q. Is there a charge for the Home Assessment?

A. Yes. A non-refundable assessment fee of £195 is payable when booking. This includes your new Energy Performance Certificate. If you proceed with an installation through Happy Energy, the £195 will be deducted from your final installation balance.

Further details can be found in the Terms & Conditions on our website.

Continued >>>

FAQs

YOUR JOURNEY

About Home Assessments

Q. Will photographs, videos or scans be taken of my home during the assessment?

A. Yes. As part of your Home Assessment, our Retrofit Assessor may take photographs, record videos and use LiDAR scanning technology to capture detailed measurements and information about your property.

This helps our technical team assess your home's condition, understand its layout and prepare accurate designs for your proposed improvements.

Any information collected will be handled securely and in accordance with our Privacy Notice.

About your Proposal & Quotation

Q. What happens after my Home Assessment?

A. Our team will review the assessment findings and prepare a personalised proposal and quotation outlining the recommended improvements, proposed equipment and associated costs.

Q. What do I need to approve before proceeding?

A. You'll need to review and approve your proposal, quotation and Terms & Conditions, which form your contract with Happy Energy, before we can proceed.

Q. Can my quotation change?

A. Yes. Your quotation is subject to the outcome of the Technical Survey. If additional work or changes are identified, we'll explain the findings, discuss any changes to your quotation and seek your approval before proceeding.

Q. Can I ask questions before accepting my proposal and quotation?

A. Of course. If anything is unclear or you'd like further information about the proposed improvements or costs, our team will be happy to help before you make your decision.

Continued >>>

FAQs

YOUR JOURNEY

About the Technical Survey

Q. What is a Technical Survey?

A. Before installation begins, a technical surveyor or appointed contractor visits your home to confirm the proposed works can be carried out safely and efficiently.

Q. Who arranges my Technical Survey?

A. Following receipt of your 25% deposit, your appointed Technical Surveyor will contact you directly to arrange a convenient appointment.

Q. What happens during the Technical Survey?

A. The surveyor will:

- Review how the improvements would be installed
- Take measurements or photographs
- Explain what to expect during installation
- Discuss any preparation works that may be needed

Q. Will the surveyor need access to all rooms?

A. Yes. Access may be needed to all relevant areas of your property, including loft spaces where applicable.

Q. Does the Technical Survey guarantee installation will go ahead?

A. Not always. Occasionally, unforeseen issues may be identified during the inspection which could affect whether some measures can proceed.

Q. What happens if additional work is needed?

A. If the Technical Survey identifies additional work or changes to your original quotation, we'll explain what is required, discuss any revised costs and seek your approval before proceeding.

Continued >>>

FAQs

YOUR JOURNEY

About your Home Energy Upgrade Plan

Q. What is the Home Energy Upgrade Plan?

A. Your Home Energy Upgrade Plan outlines the agreed improvements for your property and includes the detailed technical designs showing where and how your new equipment will be installed. It also explains any preparation works required and important information about the installation.

Q. What does the Retrofit Designer do?

A. Following the Technical Survey, the Retrofit Designer prepares the detailed technical designs for the approved improvements, ensuring they are suitable and compliant for your property.

Q. Will someone explain the plan and designs to me?

A. Your plan will be shared with you to review. If you have any questions or need clarification, your Retrofit Coordinator will be happy to help.

Q. Do I need to approve my Home Energy Upgrade Plan?

A. Yes. You'll need to review and approve your Home Energy Upgrade Plan, along with any agreed changes to your quotation, before we can proceed to installation.

Q. Can I ask questions or raise concerns before approving the works?

A. Absolutely. We want you to feel fully informed and comfortable before moving forward to installation.

Q. What happens after I approve my plan?

A. You'll receive a secure payment link for your 35% stage payment. Once your approval and payment have been received, we'll move forward with arranging your installation.

Continued >>>

FAQs

YOUR JOURNEY

About Installation

Q. Who will arrange my installation?

A. Once you've approved your Home Energy Upgrade Plan and made your 35% stage payment, your appointed installer will contact you to arrange a convenient installation date

Q. How long will the installation take?

A. The length of the installation depends on what is being installed. Some measures may take a day, while others can take longer. We will always explain expected timeframes before work begins.

Q. Will I need to be at home?

A. Yes. Someone aged 18 or over must be present during the installation.

Q. Will there be disruption during installation?

A. There may be some temporary disruption during installation, but our teams work efficiently and respectfully to keep this to a minimum.

Q. Will contractors protect my home during installation?

A. Yes. Installers will use protective coverings where needed and aim to leave work areas clean and tidy once the work is complete.

Q. What happens to waste materials?

A. Any surplus materials and waste will be removed within 48 hours of completion.

Q. How do I know the installers are genuine?

A. Our installers carry official Happy Energy identification and are DBS checked. They will introduce themselves before beginning any work.

Q. Will someone show me how everything works?

A. Yes. Once installation is complete, the Installer will carry out a handover with you and explain how to use your new systems or controls.

Continued >>>

FAQs

YOUR JOURNEY

About Installation

Q. Will I be without heating or electricity during installation?

A. Some installations may require temporary interruptions to heating, hot water, or electricity. If this applies to your installation, the contractor will explain this in advance and provide you with interim support if needed.

Q. What if changes are needed during installation?

A. Occasionally, unforeseen issues may be identified once installation begins. If this happens, your Retrofit Coordinator will contact you to explain any required changes, why they are needed, and whether this will affect the agreed works or timelines before work continues.

About Payments

Q. When do I need to pay my deposit?

A. Once you've approved your proposal, quotation and Terms & Conditions, you'll receive a secure payment link for your 25% deposit. Your Technical Survey will be arranged once your deposit has been received.

Q. When are the remaining payments due?

A. A further 35% stage payment is due once you've approved your Home Energy Upgrade Plan. The remaining 40% final payment is due once your installation is complete.

Continued >>>

FAQs

YOUR JOURNEY

About Handover & Quality Checks

Q. What happens when my installation is complete?

A. Your installer will carry out a handover, demonstrating how to use your new systems and controls and explaining any important maintenance requirements. Your remaining 40% final payment is also due once installation is complete.

Q. What is a post-installation audit?

A. Following installation and handover, an Auditor will visit your home to check that the completed work meets our required quality and safety standards.

Q. What happens if the Auditor identifies an issue?

A. We'll arrange for any issues to be reviewed and any necessary remedial work to be completed.

Q. Will I receive documents about the measures installed?

A. Yes. Within one month of installation, you'll receive a handover pack containing information about the measures installed and supporting documents.

Q. What if I have questions after installation?

A. Please contact us. Our team is here to support you if you have any questions or concerns after the work is complete.

Q. Will you ask for feedback?

A. Yes. We may ask for feedback throughout your journey and after installation so we can continue improving our services and customer experience.

Continued >>>

FAQs

YOUR JOURNEY

About Aftercare

Q. What if I have a problem after installation?

A. Please contact our team. We'll help you with questions about your new systems, installation issues and relevant warranty enquiries.

Q. Will you contact me after the work is complete?

A. Yes. We'll contact you for a final satisfaction check to make sure everything is working as expected and that you're happy with your new home energy improvements.

Q. What happens if I need help with my system in the future?

A. Our team remains available for aftercare enquiries. Your handover pack will also include warranty and maintenance information to help you understand the support available.

Q. What happens if I decide not to proceed after my Home Assessment?

A. You can choose not to proceed with the proposed improvements. Your £195 Home Assessment fee is non-refundable, and you'll have no obligation to accept the proposal and quotation. If you've already entered into a contract, your cancellation rights and any applicable charges will be explained in your Terms & Conditions.

Continued >>>

FAQs

YOUR JOURNEY

General Questions

Q. Are you an emergency repair service?

A. No. We cannot respond to broken boilers, heating failures or hot water emergencies. However, we can help you explore planned home energy improvements.

Q. What happens if I need to rearrange an appointment?

A. Please contact us as soon as possible if you need to rearrange an assessment, survey or installation appointment. We'll work with you to arrange an alternative date where possible.

Q. Do I need to prepare my home before visits?

A. Sometimes. We may ask you to provide access to certain areas of your home, such as loft spaces, external walls or utility cupboards. We'll explain any preparation requirements before your appointment.

Q. What should I do with pets during visits or installation?

A. For safety reasons, we may ask that pets are kept away from working areas during assessments or installation works. Our team will explain any specific requirements beforehand.

Q. Who should I contact if I have questions during the process?

A. Your Resident Liaison Officer (RLO) or Retrofit Coordinator (RC) will be your main points of contact throughout your journey and will be happy to help with any questions.

Q. Will I be kept updated throughout the process?

A. Yes. We'll contact you at key stages of your journey to explain what happens next, confirm appointments and provide updates where needed.

Q. What if I need extra support during the process?

A. Please let us know if you have any accessibility requirements, health conditions, communication needs or circumstances we should be aware of. We'll do our best to support you throughout the process.

Continued >>>

FAQs

YOUR JOURNEY

General Questions

Q. Can timelines change during the process?

A. Yes. While we aim to keep everything progressing smoothly, timelines can occasionally change due to factors such as technical findings, weather conditions, material availability or installer scheduling. We'll keep you informed if this happens.

Q. Could the recommended improvements change during the process?

A. Yes. Your home assessment or technical survey may identify changes needed to ensure the proposed improvements are suitable and safe for your property. We'll explain any changes, including those affecting your quotation, and seek your approval before proceeding.

Q. Will every home be suitable for the improvements offered?

A. Not necessarily. Suitability depends on your property's condition, construction, layout and technical requirements. Our assessments and surveys help determine what can be installed safely and effectively.

Q. What if my property needs additional work before installation?

A. We'll explain any additional work identified during your assessment or technical survey, including why it's needed, any associated costs and your options before proceeding.

Q. Will I need permission to install home energy improvements?

A. Some improvements may require planning permission, freeholder or landlord consent, or approval from your electricity network operator. We'll explain which permissions apply and confirm who is responsible for obtaining them.

Q. Can I proceed if my home is listed or in a conservation area?

A. Possibly. Additional restrictions or permissions may apply. We'll review your property's circumstances and explain what may be possible.

Q. Can I cancel after accepting my quotation?

A. Your cancellation rights and any applicable charges will depend on your contract terms and statutory consumer rights. Please refer to your Terms & Conditions for further information.

GLOSSARY OF TERMS

A Note About Terminology

You may hear our team use different terms throughout your journey. We aim to explain everything clearly, but some technical terms may be used when discussing your home energy improvements.

This glossary explains some of the terms you may come across.

Aftercare
The support we provide after your installation is complete. This includes answering questions and checking that everything is working as expected.

Air Source Heat Pump (ASHP)
A system that extracts heat from the outside air to provide heating and, depending on the system, hot water or cooling.

Home Assessment / Whole House Assessment (WHA)
A visit from a qualified Retrofit Assessor to review your property's condition, energy performance and suitability for the home energy improvements you're considering. A new Energy Performance Certificate is also completed as part of this assessment.

Auditor

A qualified professional who carries out a post-installation audit to check that completed works meet our quality and safety standards.

Battery Storage

A system that stores electricity for use later, helping you make better use of the energy generated by your solar panels or electricity purchased from the grid.

Cavity Wall Insulation

Insulation installed within the walls of your home to help reduce heat loss and improve comfort.

Draught Proofing

Sealing gaps around windows, doors, and floors to help prevent cold air entering your home.

Continued >>>

GLOSSARY OF TERMS

Electric Storage Heaters (ESH)

Energy-efficient electric heaters designed to store heat and release it gradually throughout the day to help keep your home warm. Sometimes also referred to as High Heat Retention Electric Storage Heaters (HHRESH)

Energy Performance Certificate (EPC)

A certificate that shows how energy efficient your home is, rated from A (most efficient) to G (least efficient). A new EPC is completed as part of your home assessment and again as part of the post install audit to show the improvements made to the energy efficiency of your home.

Enabling Works

Additional works that may be needed before installation can safely go ahead. This could include preparation works or small changes needed to support the main improvements.

External Wall Insulation (EWI)

Insulation added to the outside of your home to improve energy efficiency and help retain heat.

Flat Roof Insulation

Insulation added to flat roof areas to help reduce heat loss and improve energy efficiency.

Funding / Grant Funding

Financial support provided through government backed schemes to help cover the cost of energy saving home improvements.

Handover

The stage after installation where we demonstrate how to use your new systems and provide user guides, warranties, and maintenance information.

Handover Pack

A collection of documents provided following installation, including relevant certificates, product warranties, user guides and maintenance information.

Continued >>>

GLOSSARY OF TERMS

Heating Controls

Devices such as thermostats, timers, and radiator controls that help manage your heating more efficiently.

Home Energy Upgrade Plan

Your personalised plan prepared following the Technical Survey. It includes detailed technical designs showing where and how your home energy improvements will be installed, alongside any preparation works and important installation information. This sometimes maybe referred to as a Medium Term Plan (MTP).

Installer / Contractor

A qualified professional who carries out the energy-saving improvements in your home.

Internal Wall Insulation (IWI)

Insulation installed on the inside of external walls to help improve heat retention.

Loft Insulation

Insulation installed in your loft or roof space to reduce heat loss through the roof.

Measure

A term used to describe an individual energy-saving improvement being installed in your home, such as insulation, ventilation, solar panels, or a heating upgrade.

PAS 2035

A recognised British standard that sets out how certain home energy improvement projects should be assessed, designed and managed to support quality and safety.

Post-Installation Audit

A visit from an Auditor following installation to check that the completed work meets our quality and safety standards.

Continued >>>

GLOSSARY OF TERMS

Quotation

A document outlining your proposed home energy improvements and associated costs. Your quotation is subject to the outcome of the Technical Survey.

Resident Liaison Officer (RLO)
Your main point of contact throughout the process. They guide you through each stage and keep you informed.

Retrofit
The process of improving an existing home by installing energy-saving measures to make it warmer, more efficient, and more comfortable.

Retrofit Assessor (RA)
The qualified professional who carries out your Home Assessment, reviewing your property's condition, energy performance and suitability for improvements.

Retrofit Coordinator (RC)
A qualified professional who oversees the technical aspects of your home improvements, helps ensure the work meets required standards and can answer questions about your designs.

Retrofit Designer
The specialist who prepares the detailed technical designs for your home improvements.

Retrofit Journey

The step-by-step process followed to assess, design, approve, install, and review energy-saving improvements in your home.

Room in Roof Insulation

Insulation installed in converted loft rooms or attic spaces to help keep the area warmer and reduce heat loss.

Solar PV (Solar Panels)

Panels installed on your roof that generate electricity from sunlight.

Continued >>>

GLOSSARY OF TERMS

Technical Survey

A visit carried out before installation to confirm that the proposed works are suitable for your property and can proceed safely.

This may sometimes be referred to as a Pre-Installation Technical Inspection (PITI) or Technical Inspection.

Thermal Zoning Controls (TTZC)

Heating controls that allow different rooms or areas of your home to be heated separately, helping improve comfort and manage energy use.

Underfloor Insulation

Insulation installed beneath flooring to help reduce heat loss and improve comfort.

Ventilation

Systems or improvements designed to increase airflow and improve indoor air quality, helping manage moisture that can contribute to condensation, damp and mould.

CONTACT DETAILS

Your Online Account

The easiest way to contact us is through your Happy Energy Surrey online account.
You can log in to your account to view updates on your home energy improvements and send messages directly to our team at:

www.happysurrey.co.uk

Need Further Support?

If you need additional help or would prefer to speak to someone, you can also contact us using the details below:

01483 981688

Opening Hours:
Monday to Friday
9:30am – 5:00pm
(Excluding Bank Holidays)

Please note: Happy Energy is not an emergency call-out service and cannot respond to urgent boiler, heating or hot water breakdowns. If you have any questions or experience an issue with your Happy Energy installation, please contact us through your online account or using the details above.

Brought to you by

Happy Energy

HEAT Project

Working together for safer, healthier, happier homes