

Welcome to our newsletter! This is to keep you updated on the progress of the energy efficiency improvement works that your home has been selected for.

United Living would like to thank all of our customers for their support, co-operation and patience whilst works are ongoing.

Work update

We recently opened our 120th property for Sovereign Network Homes in the Hertford and Ware area. These properties received new energy efficient measures to improve their homes such as PV solar panels, loft insulation, cavity wall insulation and new ventilation.

How Will You Benefit from These Works?

We're excited to share some great updates that will help you save energy and money:

New Monitoring App: You can now track how much energy your solar panels are generating in real time with our new app.

Earn Money Back: Thanks to a new tariff with your electricity supplier, you'll receive payments for any surplus energy your solar panels generate and send back to the grid.

What Happens Next?

If you've had your Retrofit Assessment:

We're working with our design team to:

- Confirm your eligibility for the grant.
- Identify which energy efficiency measures can be installed in your home.
- Once confirmed, we'll arrange a technical survey to move things forward.

If You've Had Your Technical Survey:

- Our designers are now:
- Finalizing a tailored energy efficiency design for your home.
- Once approved, we'll contact you to arrange a visit and go through the proposed works.

Contact Maisie using the numbers provided or email us at D1enquiries@unitedliving.co.uk to find out when your works will start and when you will start saving money!

Site Team



Charlie
Project Manager



Jack
Site Manager
07976 687962



Abdul
Resident Liaison Officer
07817 163522



Maisie
Project Administrator
01322 612800

You can also call or text Maisie on 07392 093 516.



In May we celebrated our 50th handover with Miss P Carter & Mr M Ryan, they had the following improvement works installed in their home; Solar Panels, ventilation works, loft boarding and door undercuts.

What they said about the works

“ I'd just like to say a big thank you to Abdul and his team. All of the team were very efficient in their work and tidied up after themselves when they'd finished. Abdul showed good communication throughout and checked in on myself and the work as it was being carried out. Good customer service. The scaffold was erected and taken down in good time.”

What our customers have said about the works carried out at their homes.

“ Thank you Abdul for your help, advice and keeping me updated all along the way while all this work has been done on my home. It is very daunting just thinking of all the different contractors coming back and forward doing their work, which I must say were very respectful while here, you took all my worries away with your kindness and patience. Also you resolved any issues I had really quick thank you so much for going over and above.”

“ Good afternoon, I hope this email finds you well. i would like to thank you for your amazing customer service you provided during the process of the works that have happened the last couple of weeks. Thank you for also getting back to me with any queries that I had.

“ Abdul and his team recently completed works on my home. Without exception, from Abdul down, everyone involved were unfailingly kind, good mannered and considerate. They always left my property clean and safe after going about their business. Abdul was excellent and kept me informed from the first time he came to advise me of what needed to be done. His team were also brilliant, never doing anything without letting me know what to expect and what was happening. I cannot recommend Abdul and his team highly enough!”

“ Best company SNG has used yet”

We would thank you for making time to send us your feedback!



Beware of Bogus Callers

We want to keep you safe when we are working in or near your homes.

All United Living staff wear corporate Hi Visibility clothing, carry an identification card and only visit by appointment. PLEASE do not let anyone into your home without asking to see their ID Badge. If you are unsure about someone **DON'T LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.

