

## Summary of Tenant Feedback

Feedback received from	Comment	Follow up action
Area Panels November 2010	Broadfields sheltered housing scheme could benefit from this	Details of suitable roof space to be identified through the stock survey
	Robert Lodge to benefit?	As above
	Blocks with flat roofs	Where appropriate a frame can be used to create a tilt for maximum generation
	Blocks in very exposed positions (wind / salt - near sea front)	Specific issues would be picked up at installation stage but survey of stock will identify where installations are appropriate or not
	Blocks where one part may face south but other face north	The business model and suitability of roofs based on roofs 67.5° of south on communal blocks
	A question was raised about mixed blocks where leaseholders and tenants occupy and how we address this in terms of implications for installations and income / benefit sharing	How the benefits of the scheme are to be shared has yet to be confirmed, however where there are different tenures this will be taken into account
	Please look at St James House - also can one block generate for other blocks in neighbourhood	As point 1 above. How the benefits can be shared between different sites has yet to be confirmed, however we are keen to share the benefits across the as many tenants as possible
	Risk related to pigeons and cleaning the Panels	Maintenance and monitoring of panels will be factored into the ongoing programme, regular cleaning will be included
	Importance of the solar panels being provided in conjunction with insulation and other measures also key	The scheme will fit into the planned programme of works across the council housing stock which includes install of energy efficient boilers and insulation. Income generated from the scheme can be re-invested into improving housing quality including energy efficiency measures

Cabinet Members Energy Efficiency Working group	Concerns were raised that if free or cheap electricity is offered this would reduce energy efficiency in some households  In addition a query arose as to how the scheme would work in blocks with communal boilers and where there was electricity use in common areas	How the generated electricity is to be shared/used has not been agreed but there is a risk and this scheme on it's own would not achieve energy efficiency, other measures including education and information sharing are important  The issue around common areas and communal boilers will be included and reported upon as part of further evaluation scheme
	Maintenance costs were raised	These are included in the business/financial model at the beginning of the scheme
	What is the expected lifetime of the panels	The technology is well tested and has been extensively used across Europe, panels are expected to last at least the 25 years of the FIT payments although there would be some drop off in performance which is factored into the business/financial model
	Can residents in the private sector benefit	The initial focus is on the council housings stock however we are considering how the benefits can be rolled out to support private sector housing renewal through procurement on a larger scale and the council's involvement providing a level of assurance