



**Raven is working with AD Construction to make your home warmer, quieter and cheaper to heat.**

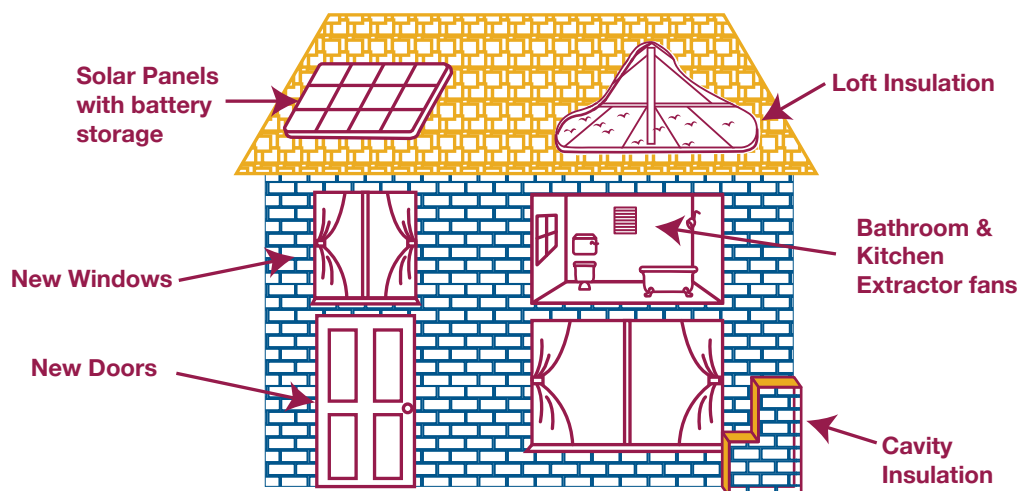
*The works being carried out to improve the heating and energy efficiency in your home are progressing well.*

*As this work is getting close to being complete, we want to give you a quick update on what has been done, and let you know what you can expect to happen next.*

## What have we installed and improved in your home?

When all the work is complete, your home will have:

- New windows
- New front and back door
- Solar panels and a battery to store additional electricity that is created
- Internal cavity wall insulation
- Loft insulation
- Bathroom and kitchen extractor fans



## Why has Raven carried out this work?

As your landlord we are committed to investing in your home. As well as making sure it is well maintained and suitable for you today, we want to make sure your home is fit for the future. The work we are doing in your home will make it warmer, quieter and cheaper for you to run.

## What happens next?

Our teams of experts will carry on working in your home until all of this work is complete. You will then be given more detailed information. We'll explain more about the technology, and show you how you can best use it to meet your individual needs.

## Additional advice and support

If you have any questions about the work being carried out, the team at AD Construction are here to help you. You can contact them by phone, call **07483 956188**, or pop into their site office, 81 Colesmead Road, and speak to them in person.

## Using the solar panel App

If your solar panels have already been installed in your home, you will have already been given access to an App to help you use these. We know it can take time, and a few practice runs, to remember how to use a new system, so if you have any questions about this, please contact Nicola on **07483956188**, your Customer Support Manager, and she'll be able to help with this.

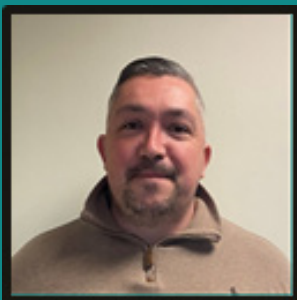
## Visit our training hub

We've created a training hub at 81 Colesmead Road. Here our team can show you how the new energy-saving features in your home work. We can help you learn more about your new solar panels and battery storage system, as well as how your new modern ventilation, double glazed windows and wall insulation can help to make your home warmer and save you money.

We've enclosed a Question & Answer sheet, with more information about the training hub. If you'd like to arrange a visit please contact **anthony.day@ravenht.org.uk**

*We're really pleased that the work on your home is nearly complete. And we hope you will soon be enjoying living in a warmer, quieter and more economical home.*

*If you have any questions please contact 07483 956 188 or visit the site office at 81 Colesmead Road, Redhill RH1 2EG*



**Marc Lawson**

Site Foreman



**Nicola Castleton**

Customer Support  
Manager

