



Colesmead training hub: FAQs

1. Why is Raven carrying out this work on our homes?

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 is designed to make it warmer, quieter and cheaper for you to run.

2. What is the purpose of the new training hub?

We want to help make sure you get maximum benefit from your new technology. If you visit us at 81 Colesmead our team can show you how the new energy-saving features in your home work.

3. Where is the training hub located?

The training hub is at 81 Colesmead Road, in Redhill.

4. What are the opening hours of the training hub?

The hub's opening hours are typically 10am-2pm with separate appointment possible upon request.

5. Is there any cost associated with visiting the training hub?

No, it's free for all Raven customers.

6. What can I see and learn about at the training hub?

You can learn about your solar panels and battery storage, and find out more about how to use them to save money on your electricity bills. You can also learn more about the improved ventilation in your home, as well as low-energy lighting and double glazed windows. These new improvements will help keep your home warmer and quieter, while helping to prevent damp and mould occurring.



7. How do these new technologies help reduce utility bills?

They allow your home to use less energy, which lowers your heating and electricity bills.

8. How do these upgrades help the environment?

The biggest source of greenhouse gases in your home are from the production of the electricity and/or gas you may need. By reducing your energy needs with our works, it will directly reduce the carbon emissions.

9. Will someone explain how the technologies work?

Yes, our staff will show you how everything works and answer your questions.

10. How can visiting the training hub help me?

You'll learn how to use the new features to save on utility bills and make your home warmer and quieter, as well as cheaper to run.

11. Who can visit the training hub?

All Raven customers can visit, especially those getting home upgrades.

12. Can I bring my family and friends?

Yes, but please let us know how many people are coming so we can plan your visit.

13. Do I need to make an appointment to visit the hub?

Yes, you need an appointment to ensure you get a full tour and explanation.

14. How long does a visit to the training hub take?

A visit usually lasts about an hour.

15. How can I provide feedback after my visit to the training hub?

You can tell the staff during your visit or email us at anthony.day@ravenht.org.uk
