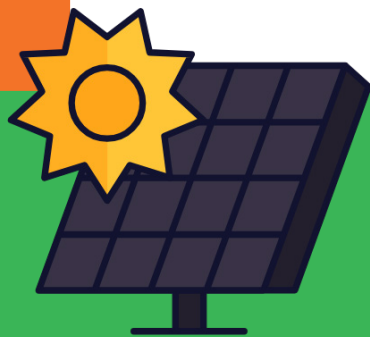


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Your guide to Solar Panels

**All you need to know about
your home's solar panels**

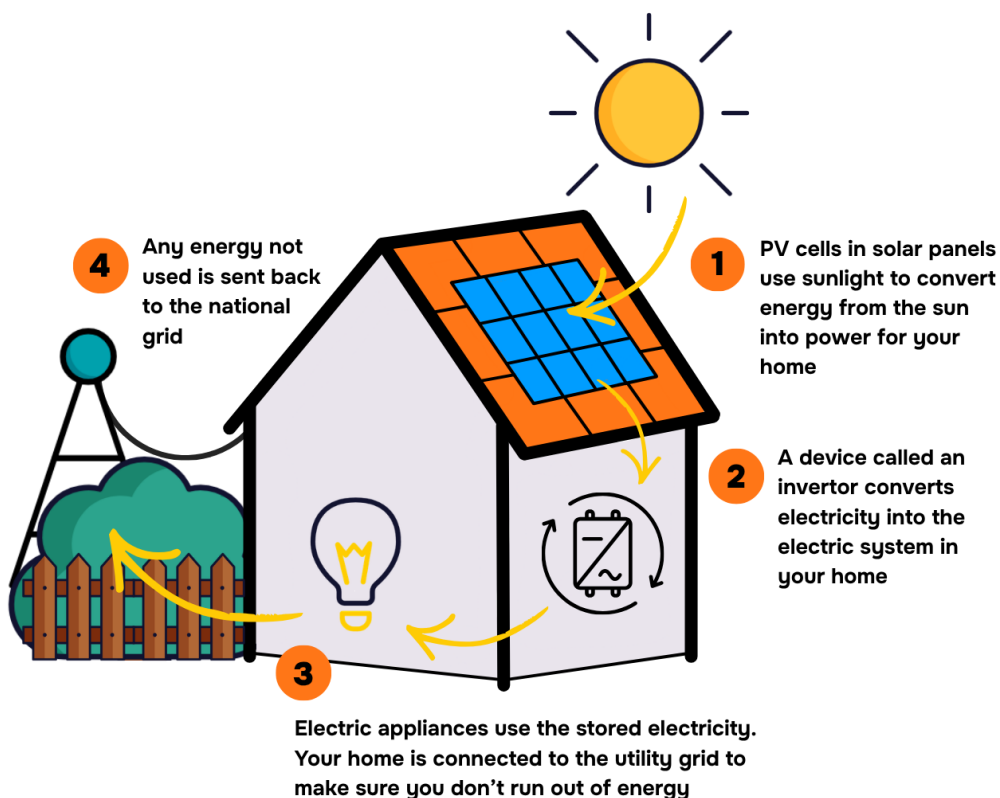
Solar photovoltaic (PV) panels have been fitted to your home to give you the opportunity to save money on your household electric bill.

At Gentoo, we invest millions of pounds a week in maintaining our customer's homes. As part of our investment programmes, we focus on ways we can improve the energy efficiency of your home. One of the ways we do this is by installing solar panels, helping you reduce your energy bills and your carbon footprint.



What is Solar PV?

Solar electricity systems capture the sun's energy using photovoltaic (PV) cells. The cells convert the sunlight into electricity, which can be used to run some household appliances or lighting. Solar panels do not need direct sunlight to work, they can still generate electricity on a cloudy day. Having solar panels on your home can bring real benefits. On average, you could save around £160* a year on your energy bills by using the electricity your panels generate



*According to the Energy Saving Trust. This can vary depending on a number of factors including the number of people living in your home, the weather, the way energy is used and the direction your home faces.

Maintaining your Solar panels

The lifespan of your solar panels is around 25 years. During this period, we will continuously monitor your system remotely to make sure it is working correctly. Should the solar system fail for any reason, we will be in touch to arrange an appointment for an electrician to visit your home. We will, from time to time, need to service and upgrade parts of your system to make sure you are maximising the benefits of the solar panels. When this happens, we will notify you of any maintenance work needed to be carried out and will provide you with plenty of notice.

As we will monitor and maintain your solar panel system as part of your tenancy agreement, you will not need to agree any maintenance contracts or fees with any other company. If you are approached by any companies offering these services, please take their details and pass them on to Gentoo.

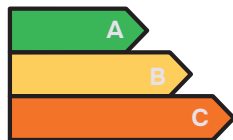




How to get the best usage from your panels

To get the best usage out of your system, there are a few things you should be aware of that could help you make the most of your solar panels and reduce household costs.

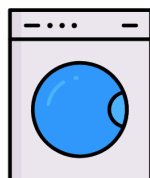
Use A+++ rated appliances. This is the highest rating for energy efficiency, meaning the appliance uses less electricity compared to other models.



If you're out during the day, try using appliances with timers. Solar panels usually make the most energy between 10am and 3pm- and even longer in spring and summer.



Try to use big appliances like the washing machine, tumble dryer, or vacuum cleaner one at a time. This helps you make the most of the electricity your solar panels produce.



Your questions, answered

How will my solar panels help the environment?

As your solar panels will be producing electricity directly from sunlight, you will use less grid electricity. Grid electricity is largely produced through the burning of fossil fuels which release carbon dioxide, contributing to global warming. The less we rely on energy produced by fossil fuels, the better for the environment.

Can I switch energy supplier if I have solar panels?

Yes, you can switch energy supplier. There is no need to tell your supplier that you have solar panels installed as we will have already notified all authorities who need to know.

Will my house be eligible for the Right to Buy or Right to Acquire scheme if my house has solar panels?

Yes, you can still apply for the Right to Buy or Right to Acquire scheme if you have solar panels. The process will be explained on application and confirmed in your offer letter.

What happens if there is a power cut?

For safety reasons, in the event of a power cut, the PV system inverter will automatically switch off. This safety feature is designed for the safety of people who may be working on the grid to resolve any problems, as they could be put at risk if electricity was being supplied to the grid during a power cut. The solar panels will automatically switch back on when safe to do so. If there are any issues, we will contact you to arrange for an electrician to visit your home.

What if I need more electricity than my solar panels generate?

Solar panels help power your home by using the electricity they make during the day, as soon as it's produced. If you need more electricity than the panels provide, your energy supplier will automatically top it up and charge you based on your usual rate. You don't need to do anything - the switch between your supplier and solar panels will happen automatically. If you do not use all the electricity generated by your solar panels, any 'extra' electricity goes back to the grid. It will not be stored for later use.

Are my solar panels protected from issues caused by birds?

All your solar panels have been installed with bird-proofing features including a mesh barrier system to block birds from nesting underneath the solar panels.



**If you have any further
questions or queries about your
solar panels, please call us on
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