



Aiming to deliver great homes and great services

Coastline Housing Ltd is an independent, not-for-profit housing association owning and managing over 4,000 homes across Cornwall.

The company, which sees its purpose as building great homes and offering great services provided by a team of great people, is actively pursuing funding programmes to help its residents combat fuel poverty.

Coastline has recently installed 25 Ecodan air source heat pumps, as part of an energy saving programme for homes in the south and west of Camborne.



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Heating

Case Study

Coastline Housing, Cornwall

Making a
World of
Difference



Coastline is eager to use renewable technologies to keep tenants warm and reduce fuel poverty.

Ecodan ticks all the right boxes in terms of performance, efficiency, ease of installation and operation.



The pioneering, £3 million, energy saving scheme was funded by EDF Energy working in partnership with Coastline and principal contractor Mark Group Ltd – who are an Accredited Ecodan Installer (AEI).

Over 400 homes across the area are now benefiting from one of the largest implementations of the Government's Community Energy Saving Programme (CESP).

Coastline has an active programme of securing funding wherever possible to bring the benefits of low carbon, renewable technology to its tenants.

CESP Project Manager at Coastline Housing Ralph Retallack said: "We have made best use of the CESP funding which was made available through Government legislation."

The work carried out directly addresses fuel poverty amongst tenants and helps them combat rising fuel prices by developing a whole house approach.

New external wall insulation, loft insulation and other energy saving measures such as renewable heat pump technology and draught proofing are set to cut home fuel bills by as much as £300 or more each year.

Ecodan air source heat pumps have been installed in homes that did not have a mains gas supply and replace inefficient and outdated electric night storage heating.

The company is a real advocate of air source heat pumps and has already installed over 150 systems in off-gas properties across its network.



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Certificate Number: MCS HP0002
Product Reference: PLHZ-W50VA-A-(BS),
PLHZ-W50VA2-(BS), PLHZ-HW140VA2-PA2-(BS),
PLHZ-SW120VA, PLHZ-SW120VA, PLHZ-SW120VA,
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Ecodan's intuitive controls help tenants control their heating, all year round.

Residents have benefitted from more consistent heat and lower fuel bills.



In addition to helping tenants deal with rising fuel bills, the technology also helps to overcome damp and condensation problems which are often symptoms of under-heating the home.

"We are looking forward to our tenants having more controllable heating whilst seeing their energy bills come down," added Retallack.

"Tenants have immediately noticed the difference in terms of both warmth and controllability."

"The successful completion of this CESP project has tackled fuel poverty in the community whilst at the same time bringing a 'feel good factor' to everyone involved."

The social housing provider looks after a diverse mixture of properties across the county from terraced and semi-detached homes to bungalows and flats.

Many of Coastline's tenants are relatively low income pensioners or families and fuel poverty is an issue that not only affects residents but can also impact on Coastline's operations because fuel poverty can lead to rent arrears.

When undertaking major works such as these refurbishments, Coastline always involves the communities concerned, realising that unless tenants buy into what Coastline and its partners are trying to do, the housing association will not get the success expected.

"In this case, the installers and Mitsubishi Electric were instrumental in completing a majority of the works during the severe wet weather of 2012, but ahead of a very cold and wet winter," explained Retallack.



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Certificate Number: MCS HP0002
Product Reference: PUHZ-W82VHA-BS,
PUHZ-W82VHA2-BS, PUHZ-HW140VHA2/YHA2-BS,
PUHZ-SW40VHA, PUHZ-SW75VHA, PUHZ-SW120VHA
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Heating

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Measures such as new external wall insulation, loft insulation, Ecodan heat pumps and draught proofing are set to cut home fuel bills by as much as £300 or more each year.



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Leading contractors, the Mark Group worked closely with a local Cornish AEI, Blue Flame Ltd installing the Ecodan systems to the extremely tough timescales that had to be met.

Blue Flame is a local heating company that has been appointed as main heating contractor to Coastline. All engineers in the company's renewable technologies team are registered for the Microgeneration Certification Scheme (MCS), which helps ensure all installations are completed to the highest industry standards.

Coastline Housing was formed in 1998 and looks for off-gas heating solutions that are efficient and cost-effective to run, with flexible installation for retrofit situations and competitive costs.

In line with this, Retallack and his team have used the CESP model because it takes a 'whole house' approach to energy saving, ensuring the walls and lofts of a property are sufficiently insulated before upgrading heating systems.

External wall and loft insulation, upgrade of heating systems and draught proofing, will see fuel bills driven down with this approach.

On-going monitoring and comparisons are also being conducted to assess the financial benefit to occupiers which is expected to be significant.

"We are now seeing our tenants having more controllable heating whilst watching their energy bills come down," said Retallack.

"Not only is this an effective way of combating rising fuel prices which benefit our tenants, it also provides more security for Coastline and helps maintain our housing stock."



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