



Service of Solar PV

Aaron Services Ltd
Unit 1 Aaron Business Centre
Bittern Way
Riverside Industrial Estate
Boston
PE21 7NX

Dear ,

Important
The service of your Solar PV system is now due.

Aaron Services and Orwell Housing are proud to be working together to offer you your FREE annual service and safety check. As your housing provider, Orwell Housing is required to service your home every year.

A regular Solar PV service and safety check is vitally important for keeping you, your home and the people you share it with safe. As you are aware we visited your property and left a card requesting your reply as you were not home. The service has been re-scheduled for:

Should you fail to keep the above appointment or fail to advise a valid reason why access cannot be gained; the matter will be referred back to your Landlord and you will be in breach of your tenancy.

If you'd like to change this appointment or ask for a more specific time slot, please call us as soon as possible.

Please take the following steps in preparation for your service:

- If your appointment is not convenient, phone on **01205 591961** (8.00am to 8.00pm Monday to Friday) or e-mail us at: **Renewables.servicing@aaronservices.co.uk** as soon as you can to rearrange it
- Make sure a responsible adult is at home for the whole service.
- Please ensure that you have credit on your electric meter. We need this to carry out your service.
- Ensure that the area around the heating appliance is clear and fully accessible.

Please help us to reduce the high cost of wasted visits by making every effort to ensure you are available at the arranged appointment and not continually rebooking your service.

Energy Efficiency - Advice and Guidance

We are acutely aware of the effects of fuel poverty within our local communities. The cumulative impact of rising energy prices, the ongoing pandemic and cuts to Universal Credit will make this a particularly difficult period for many.

Aaron Services are proud supporters of The Sureserve Foundation. A charity whose purpose is to create warmer communities by helping to alleviate fuel poverty, promoting fuel efficiency and in turn, lessening the financial burden of high energy bills.

Thanks to their close relationship with the industry leading energy efficiency organisation National Energy Action, the Foundation are able to offer advice and guidance to help individuals tackle the challenges of energy efficiency and fuel poverty, including:

- Energy Supply – switching energy and gas supplier
- Changing my energy usage habits
- Making my home more energy efficient
- Advice relating to fuel debt
- Water Saving tips

Please follow the link to access their advice and guidance:

<https://www.thesureservefoundation.org/advice-and-guidance>

Satisfaction and Feedback - Tell us how we did

We're constantly looking to replicate our successes and/or improve the ways that we work.

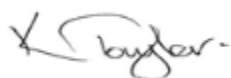
Your opinion matters to us and helps to shape our service.

Please follow the link to access our satisfaction and feedback form:

<https://www.sureservegroup.co.uk/aaron-services/residents/satisfaction-survey/>

Thank you for your co-operation. We look forward to seeing you soon.

Yours faithfully,



Keith Taylor ~ Operations Director ~ Aaron Services Ltd

Job Ref :