

Appendix 1

Proposed service standard for communally heated homes August 2024.

As part of the review of the hours of operation of heating for communally heated homes, the council is proposing to amend the current arrangement for the heating periods and times that heating is delivered to improve the thermal comfort for residents, reduce the strain placed on large communal heating systems caused by heating and cooling during the day and reduce carbon emissions. Under the revised service standard, residents will benefit from increased heating hours.

Residents on standard heating systems will receive:

- 13 Hours of heat per day during the 30-week heating season, where systems allow
- During the middle of the day, the flow temperature of the heating will be reduced to provide background heating only
- 18 hours of hot water per day

Residents on two pipe systems (where it is not possible to deliver hot water without heating) will receive:

- 18 hours of heating per day, where systems allow
- During the middle of the day, the flow temperature of the heating will be reduced to provide background heating only
- 18 hours of hot water per day
- During the middle of the day the temperature of the hot water will be reduced as a result of the reduction in the flow temperature of the heating