

ASHP Client Enquiry Form



Before you begin please consider the following:

- As a very rough estimate you should expect to spend around **£7-10,000** on an air source heat pump and it is likely to be more than this for larger properties. This cost would be refined in any quotation we provide for you.
- This includes the cost of the ASHP itself and a new ASHP compatible hot water cylinder but **not** new radiators which you are likely to need to ensure sufficient warmth within each room. ASHPs generally work at a lower temperature than gas or oil heating and are ideally suited to underfloor heating.
- Your home will need to be well insulated. A heat pump works best when it is on for a longer period as it takes time to get up to temperature. It may take longer to heat up your home than a traditional boiler.
- The ASHP must be sited where it is not visible from the main road. Depending upon the size of your property you may need more than one heat pump. The first usually can be installed under permitted development, the second may require planning permission.
- Our clients are generally within Kent, Sussex and Surrey and within a one hour drive of Tunbridge Wells in Kent.
- We are receiving a high number of enquiries at present due to the Green Homes Grant so it may be some time before we come back to you.

Please complete as much of the following information as possible.

| | |
|---|------------------|
| Date of Enquiry | |
| Customer Name: | |
| Customer Address: | |
| Installation Address (if different from above): | |
| Customer Home Telephone: | Customer Mobile: |
| Customer Email: | |
| Requirements: e.g. would like to fit an air source heat pump, want to claim Green Homes Grant or RHI. | |

Property Details

| | | | | |
|---|--|--|--|--|
| Is the property | <input type="checkbox"/> Detached | <input type="checkbox"/> Semi Detached | <input type="checkbox"/> Mid Terrace | <input type="checkbox"/> Flat |
| Are the windows | <input type="checkbox"/> Double glazed wood or plastic | <input type="checkbox"/> Single glazed wood or plastic | <input type="checkbox"/> Double glazed metal frame | <input type="checkbox"/> Single glazed metal |
| Wall Construction | <input type="checkbox"/> Solid stone or brick | <input type="checkbox"/> Unfilled cavity | <input type="checkbox"/> Insulated cavity | <input type="checkbox"/> Timber frame |
| Is there outside space for an ASHP? It cannot be placed where it is visible from the main road or against a bedroom wall due to vibration. If the site is a distance from the house a heat main will be required and this will incur additional costs. It can be placed on a flat roof or balcony provided it is not visible. | | | | |

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|---|--|
| Is the property occupied or undergoing renovation? | |
| How many storeys? | |
| How many bedrooms? | |
| Do you have an existing hot water cylinder? Or space to add one for an ASHP? (A new ASHP compatible cylinder will need to be installed) | |

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| What is existing heating – gas/oil etc | |
| Will the existing boiler be kept for back up use? | |
| Do you have radiators or underfloor heating? | |
| Is the property listed? | |
| Do you have an EPC (Energy Performance Certificate) If so, please send a copy with this form. Download it from here: https://www.epcregister.com/reportSearchAddressByPostcode.html | |
| Do you have any plans of the property? Preferably at a scale of 1:50. If so, please include them with this form | |
| Do you have solar thermal or solar electricity panels? | |

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| Are you interested in: 1) Green Homes Grant 2) Domestic Renewable Heat Incentive | |
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Any other information you would like to share about the property or your requirements

Once you have provided this information we will be able to let you know the next steps which may be a site visit or phone consultation.

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If you have any questions about this form please either call or email using the details below.