

## Case Study

### Westward Housing

#### A Tenant's Tale

### Ground source heat pumps

Last year we were asked to attend a roadshow with regard to having underground heat pumps fitted to our bungalow. Once accepted the work started in February 2014.

A drilling machine was brought into our back garden and by the end of the day they had finished a hole some 300ft down. The plumbing team arrived two weeks later and the two lads we had worked hard and quickly and by the Friday all was done and we started to receive hot water and heating.

Up until this heating was put in we had the old economy 7 night storage heaters, which weren't very reliable. It is now great to be able to flick a switch and within 30 minutes to have as much heat as we want. We have also noticed a dramatic drop in our electric usage. This time last year we had to put between £50 and £60 a fortnight on our meter and it is now between

£20 and £30 a fortnight. We are eager to see what this winter will be like for electric usage.

The garden is back to how it was apart from a black box right in the corner. Where possible the radiators have been positioned in the same place as the night storage heaters to minimise redecoration.

All in all, apart from the noise and dust, the whole job was done with the minimum of disruption and the pipes have been run where they cause least disruption as possible.

I would highly recommend it, as we only needed to be at home for one week as the rest of the work was done outside.

*Mike and Di Smith*



**moor to sea 21**

Extract from 'Moor to Sea', published by Westward Housing 2014

**Find out more about this case study at:**

[www.kensaheatpumps.com/case-study/RHPP](http://www.kensaheatpumps.com/case-study/RHPP)

**Video case  
study  
available:**

[www.kensaheatpumps.com/video/RHPP](http://www.kensaheatpumps.com/video/RHPP)