

Dear Resident's **NAME**

St Albans City & District Council – Energy Efficiency Improvements as part of the Social Housing Decarbonisation Fund

St Albans City & District Council have been successful in bidding for funding from the Social Housing Decarbonisation Fund, a Government grant scheme. The grant is for councils and social housing providers to carry out works to improve the energy-efficiency of homes, reduce draught and cold, and lower carbon emissions.

Your property has been identified as potentially meeting the criteria to be eligible for the installation of state of the art improvements that will reduce emissions and make your home warmer and more comfortable to live in.

This letter is to inform you about a programme of surveys to properties to determine if they are suitable for energy-efficiency works. The surveys will not be intrusive and should last approximately 2 to 3 hours.

St Albans City & District Council have entered a partnership with CCS to survey and carry out energy-efficiency improvements over the next year to homes across the Borough.

CCS will contact you to arrange a date and time to survey your home.

The survey will involve a home consultation and overall review of your home's current energy-efficiency rating and overall performance. You will be informed of the appointment by letter at least 10 days before CCS visits you. During the consultation, our surveyor will explain the process of home energy-efficiency works and answer any concerns you have. They will also:

- Understand your needs, identifying any risks, vulnerabilities, or health concerns
- Set up joint visits where required with St Albans City & District Council and/or relevant support agencies.

The survey will allow SADC and CCS to identify measures that will reduce Carbon Emissions in your property and make your property more efficient overall.

These measures may include:

- Heating replacement/ and upgrades
- Highest standards of insulation to all homes
- Installation of renewable energy systems such as Solar Panels.
- All lighting to be replaced with LED
- Ventilation upgrades to improve air quality



You do not have to pay for any of these works or surveys. Improvements to your property are being fully funded by SADC and funding from the Social Housing Decarbonisation Fund.

If your property meets the required criteria following a survey, we will contact you to advise you about the works identified from the survey and to answer any questions you may have. We will then work with you to agree how and when these works to your home will begin.

Before, during, and after any works to your property you will be given full instructions on how to use any new equipment installed in your property. The costs and efficiency of the measures installed will be monitored regularly and any amendments will be carried out to ensure the new measures are working as efficiently as possible.

The surveyor will follow strict COVID-19 safety rules. All operatives will wear the appropriate Personal Protective Equipment while in your home and maintain a safe social distance from tenants and visitors to the block. Before work starts on your home, we will ask if you are isolating or on the Government list of vulnerable people. If you are, we will only carry out a survey once a full consultation and risk assessment has been completed with you.

Please do not hesitate to contact us if you have any questions on the information contained in this letter. I thank you in advance for your cooperation in this exciting initiative.

Should you wish to verify CCS with SADC or discuss this work with the council directly please contact:

Simon Smith
Asset Manager
Tel: 01727 814695

CCS Retrofit Team

Telephone Number: 01264 336670 (8AM to 8PM Monday to Friday and 8AM to 2PM Saturdays)

Privacy Notice for Social Housing Decarbonisation Fund (SHDF) Project

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services. The notice complies with Articles 13 and 14 of the UK General Data Protection Regulations (“UK GDPR”).

What information do we collect about you?

The information that the Council will collect varies depending on how you use the Council’s Services. We are using the information provided in this case for the Social Housing Decarbonisation Fund (SHDF) Project which is funded by the Secretary of State and operated by the Department for Business Energy and Industrial Strategy (BEIS). We carry out this work under ‘public task’ (Art. 6(1)(e) of UK General Data Protection Regulation. This means we collect your personal information from you so that we can carry out an activity that is connected with our statutory functions. In this case we are collecting personal information so that we can delivery, administer and evaluate the Scheme. The Scheme is a government funded scheme aiming to reduce the numbers in fuel poverty by improving the energy efficiency rating of social homes below EPC Band C and reducing energy bills. The funding is provided to the Council who will engage with residents and installers to deliver the installation of various measures.

The data we collect from our residents includes your name, address, email address and telephone number (if you choose to provide these). The data we collect from installers working with us on the project includes name, contact details, and details relating to your accreditation and delivery of installation. Only some of this information will be personal data.

If you’re providing us with special category personal information (such as details about your health, or ethnicity) we will be processing this under Art. 9(2) UK GDPR.

How will we use the information about you and where we will store it?

We use the information to process your application for installation of carbon neutral energy efficiency measures, or work with us to deliver the installation. We may share the information with other departments at the Council to enable us to deal with your application. We will only share the information to enable us to deal with this matter.

We may use information we already hold about you to enable us to deliver the Scheme. We will share the information with BEIS for the purposes of the Scheme. BEIS will conduct evaluation of the Scheme which may include contacting you to take part in further research. If that research involves the collection of further personal data you can choose whether or not to take part. BEIS will store the data they hold on their IT infrastructure sharing it with the icloud or other services for storage purposes. These include Amazon Web Services and Microsoft.

We will not share the personal information we hold with any external organisations except for partner organisations. By partner organisations we mean installers or BEIS where sharing your data is necessary to deal with the matter. A list of installers will be available on our website and you will be informed of the installer who will carry out your installation. We may be required to share your personal information

with the Police, Internal Audit or similar agency, or another Council for the purposes of preventing and detecting fraud.

We will ensure that all personal information is kept securely.

We will not process data outside the UK. To the extent that any data is held in an icloud or otherwise outside the UK, it will be held in the European Economic Area (EEA). Relevant protections will be in place, either an adequacy decision or relevant binding corporate rules to ensure that data is handled in line with UK GDPR. BEIS will store data on their IT infrastructure, and will be shared with their data processors Microsoft and Amazon Web Services, your data may be transferred and stored securely outside the EEA. Where that is the case it will be subject to equivalent legal protection through the use of Model Contract Clauses.

How long will we keep this information?

We will destroy this personal information in accordance with our Disposal Schedules. We consider what the legislation states and what is good practice to determine how long we need to keep your information. This means we will securely destroy the information once we no longer need it. We will destroy the data 12 months after the completion of the Project.

Your personal data will be stored securely by BEIS for a maximum period of 25 years following the close of the Scheme. BEIS may choose to store anonymised data beyond this period.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@stalbans.gov.uk and ask for a subject access request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. If you consider we are using your personal information incorrectly, you can object. We will consider your request and respond within one month. Please contact GDPR@stalbans.gov.uk.

You can find out more about your [rights on our website](#).

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit [our website](#).

Changes to our Data Protection Policy

We have a Data Protection Policy in place and this can be found [here](#).

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the UK General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing GDPR@stalbans.gov.uk or calling 01727 819209 for our Complaints/FOI Team. The BEIS also has a Data Protection Officer and they can be contacted by emailing dataprotection@beis.gov.uk

How to contact us and BEIS

Please contact us if you have any questions about our Data Protection Policy, or concerns about how we handle your information: by emailing foi@stalbans.gov.uk or write to us at: FOI Team, St Albans City & District Council, St Peter's Street, St Albans, AL1 3JE.

You can contact the BEIS Data Protection Officer at:
BEIS Data Protection Officer
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET
Email: dataprotection@beis.gov.uk

Complaints

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/> or by emailing icocasework@ico.org.uk or calling their helpline on 0303 123 1113.

UK GDPR Privacy Notice – Social Housing Decarbonisation Fund (SHDF) Feb 2022