



Sustainable Heating Guide

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Introduction

At My Apartments we are proud to provide some of the most sustainable and energy efficient apartments in the UK, with sustainable technologies built into the foundations of every one of our buildings.

We kindly ask our residents to please be considerate to the environment throughout their stay with us by being careful with the amount of energy they use on a daily basis. At My Apartments we accommodate over a thousand residents and, collectively, we believe we can make a lasting difference to our planet – so we would greatly appreciate your help to continue working with our planet, not against it, during your stay with us.





How to stay green during your stay

This Sustainable Heating and Energy guide will inform you about the heating systems in our buildings and give you advice on how to use them, so that you can make the most of the technologies available in your apartment. It will also that we have integrated into our buildings and outline our recommendations for remaining energy efficient during your stay with us.

When you first moved into your apartment, you will also have been given a Green Living Check-in Guide that outlined some of the key information from this guide, including the typical energy usage allowance given per resident per day (5 units). Should you have any issues during your stay, please do not hesitate to contact your Property Manager directly.

To learn more about how you can save energy and reduce your carbon footprint throughout your stay, please download our Green Tips guide [here](#).





Our sustainable heating systems

Throughout our buildings at My Apartments, we have two types of heating

- **Underfloor heating:**

Some of our apartments have underfloor heating which uses pipes under the flooring of your apartment to heat the space from underneath.

- **Digital panel heaters:**

Some of our apartments have digital electric wall panel heaters that radiate warmth throughout your apartment from their location on the walls of the space.

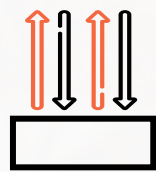
Please Note – if you are unsure which heating system your apartment uses, an easy way to tell is to look around your apartment and check to see if there are any panel heaters on your wall. If you can see them, then your apartment's heating is operated using digital panel heaters. If not, then your apartment is likely heated using underfloor heating.

There are a small number of apartments across our buildings that operate using an alternative heating method. If you feel that this is the case for your apartment and would like to know more about your technology, please contact your Property Manager to learn more about your heating system and how you can be eco-friendly during your stay

Our other technologies

As well as our energy-efficient heating systems, at My Apartments we utilise various other technologies to ensure our buildings are as energy efficient as possible.

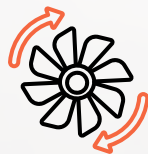
These include:



High levels of insulation, acting as a barrier to heat loss and heat gain, particularly in the roof, ceilings, walls and floors. This improves energy efficiency and keeps the building cooler in the summer and warmer in the winter.



Air source heat pumps which operate by absorbing the energy from air outside, and releasing it, as hot air, through to the building's central heating system.



Heat recovery ventilation system that works to provide fresh tempered air to the building, by reusing heat that otherwise would have been lost, and simultaneously, improving the climate control and energy efficiency of the building.



A centralised, energy-efficient water heating system providing a ready supply of environmentally friendly hot water to the entire building.

All these technologies are controlled centrally by our maintenance and energy teams, so that you do not have to worry about them.



Your energy allowance

At My Apartments we provide our residents with a typical energy allowance of 5 units per person, per day. This is a more than fair allowance for everyday energy usage within your home and takes into consideration the energy efficient technologies that have been built into your building.

If you exceed your daily energy allowance, then there may be a charge you will need to pay to cover the additional costs of your usage.

To ensure you stay within your energy allowance, you should refrain from using unnecessary third-party appliances in your apartment, such as space heaters in the winter and fans in the summer. To read more energy saving tips for your time living with us, you can download our Green Tips guide [here](#).

Underfloor heating

Some of our buildings utilise an underfloor heating system to provide heat throughout your apartment; these are typically powered by air source heat pumps located on the outside of the building. This heating system is a renewable, energy efficient technology that has been specifically designed to deliver constant, controlled heat distribution throughout your apartment and to regulate the temperature not only in your apartment, but throughout the whole building.

In addition to helping reduce the carbon footprint of the building, our underfloor heating system is also healthier for our residents as it produces less airborne dust than the amount typically associated with conventional heating.

Note – Due to the efficiency of delivering heat directly underneath your floor to your apartment, it is not necessary to have the heating system on for as long as you may be used to with central gas heating, and we encourage residents to not turn it up too high or have it on for too long to prevent exceeding your daily energy allowance and to reduce your carbon footprint throughout your stay.



How to use your underfloor heating

Residents can control the temperature of the underfloor heating in their apartment by using the touch pad panel located on the wall inside the apartment. The temperature and timers are pre-set centrally by our building heating engineers to maintain the optimum and most energy efficient setting for both the apartment and building. We have also considered the energy allowance given to residents, and these settings will help ensure you stay within your allocated energy allowance.

The default setting is set to 19 degrees Celsius inside your apartment, and if you would like to adjust the temperature, then you can do this by plus, or minus, 4 degrees – for example, down to 15 degrees Celsius or up to 23 degrees Celsius. If you do opt to adjust the temperature of your underfloor heating system, then it is set to revert back to the default setting of 19 degrees Celsius at midnight each night.

Please remember that the temperature displayed on the wall panel in your apartment is that of the current room temperature, not the temperature that you have set it to become. It will take time for the system to reach the desired temperature, so please allow for this when altering the default temperature. A flame symbol will appear on the display when the system is heating up to a new temperature.

Note – some apartments in your building may have a slightly different default temperature setting, and this is simply dependent on the location of the apartment within the building and is considered to ensure that the optimum temperature is maintained throughout the entire building at all times.

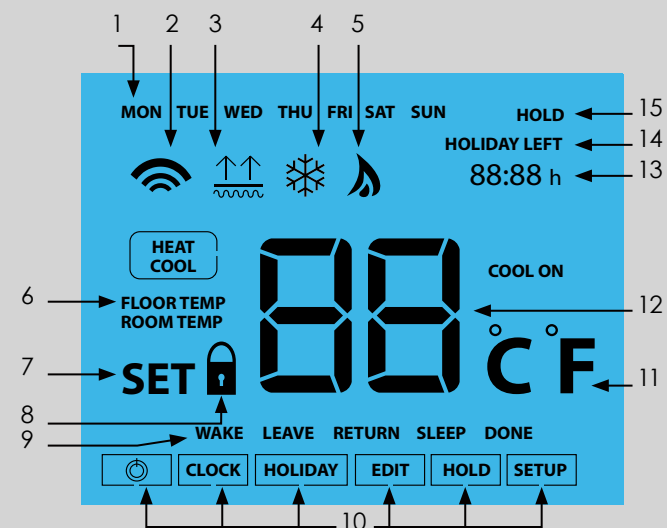
Operating instructions

For our underfloor heating systems across our buildings, we use two models for our thermostats. In order to identify which model is used in your apartment, please review the the models below.

Heatmiser Neostat Model

On the Heatmiser Neostat thermostat, you will be able to adjust the temperate of your underfloor heating system by plus, or minus, four degrees – for example, down to 15 degrees Celsius, or up to 23 degrees Celsius.

To do this, you will need to use the arrow buttons on the wall touch pad to find the desired temperature, and then press the 'tick' button to apply your change. At this point, a flame symbol will display on the interface to show that the system is now on and heating up, and the flame symbol will also disappear when the desired temperature has been reached. As the heating system warms your apartment, you will gradually see the temperature increase on the interface.



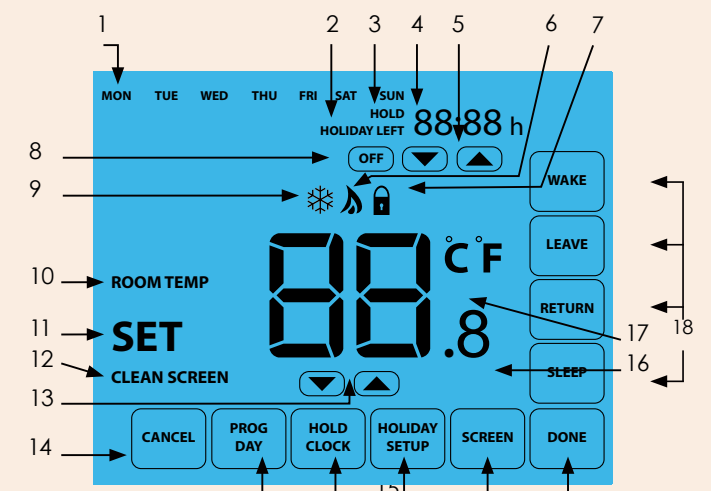
We have created a comprehensive list of each of the icons that may be present on the touch pad, so if you spot anything unusual, please contact your Property Manager.

- | | |
|---|---|
| 1. Day Indicator: Displays the day of the week | 9. Not in use |
| 2. Mesh Symbol: Displayed when connected to the system | 10. Main Menu: Programmer settings only |
| 3. Not in use | 11. Temperature Format: Degrees Celsius or Fahrenheit |
| 4. Frost Symbol: Displayed when frost protection mode is active – if the heating drops below 16 degrees | 12. Temperature: Displays the current sensor temperature, the temperature of the room |
| 5. Flame Symbol: Displayed when the thermostat is calling for heat, heating is ON | 13. Clock: Time displayed in 24-hour format |
| 6. Not in use | 14. Not in use |
| 7. Not in use | 15. Not in use |
| 8. Key Lock Indicator: Displayed when the system's controls are managed centrally for the building | |

Heatmiser Touch Model

On the Heatmiser Touch thermostat, you will be able to adjust the temperate of your underfloor heating system by plus, or minus, four degrees – for example, down to 15 degrees Celsius, or up to 23 degrees Celsius.

To do this, you will need to use the arrow buttons on the wall touch pad to find the desired temperature, and then press 'done' to apply your change. At this point, a flame symbol will display on the interface to show that the system is now on and heating up, and the flame symbol will also disappear when the desired temperature has been reached. As the heating system warms your apartment, you will gradually see the temperature increase on the interface.



We have created a comprehensive list of each of the icons that may be present on the touch pad, so if you spot anything unusual, please contact your Property Manager.

- | | |
|--|---|
| 1. Day indicator: Displays the day of the week | 9. Frost icon: Displayed when the thermostat is in frost protection mode |
| 2. Not in use | 10. Room Temp: Indicates current temperature sensor mode |
| 3. Not in use | 11. Not in use |
| 4. Clock: Displays time in normal operation, time left in holiday mode | 12. Not in use |
| 5. Up/Down Keys: Increase or decrease values shown on top digit group | 13. Up/Down keys: Increase or decrease values shown on the bottom digit group |
| 6. Flame icon: Displayed when the thermostat is calling for heat, the flame icon will flash when optimum start function is being set | 14. Not in use |
| 7. Keypad lock icon: Displayed when the keypad is locked | 15. Not in use |
| 8. Not in use | 16. Current Temp: Indicates the current sensor temperature |
| | 17. Units of temperature: Degrees Celsius or Fahrenheit |
| | 18. Not in use |

Flame and Snowflake icons

If the flame symbol is displayed, then the heating is currently on and is heating up your apartment. If there is no flame symbol displayed, then the heating system is not currently on as the temperature in your apartment is at the optimum temperature to keep you comfortable and maintain energy efficiency throughout the building.

The snowflake icon on the panel does not indicate air conditioning.

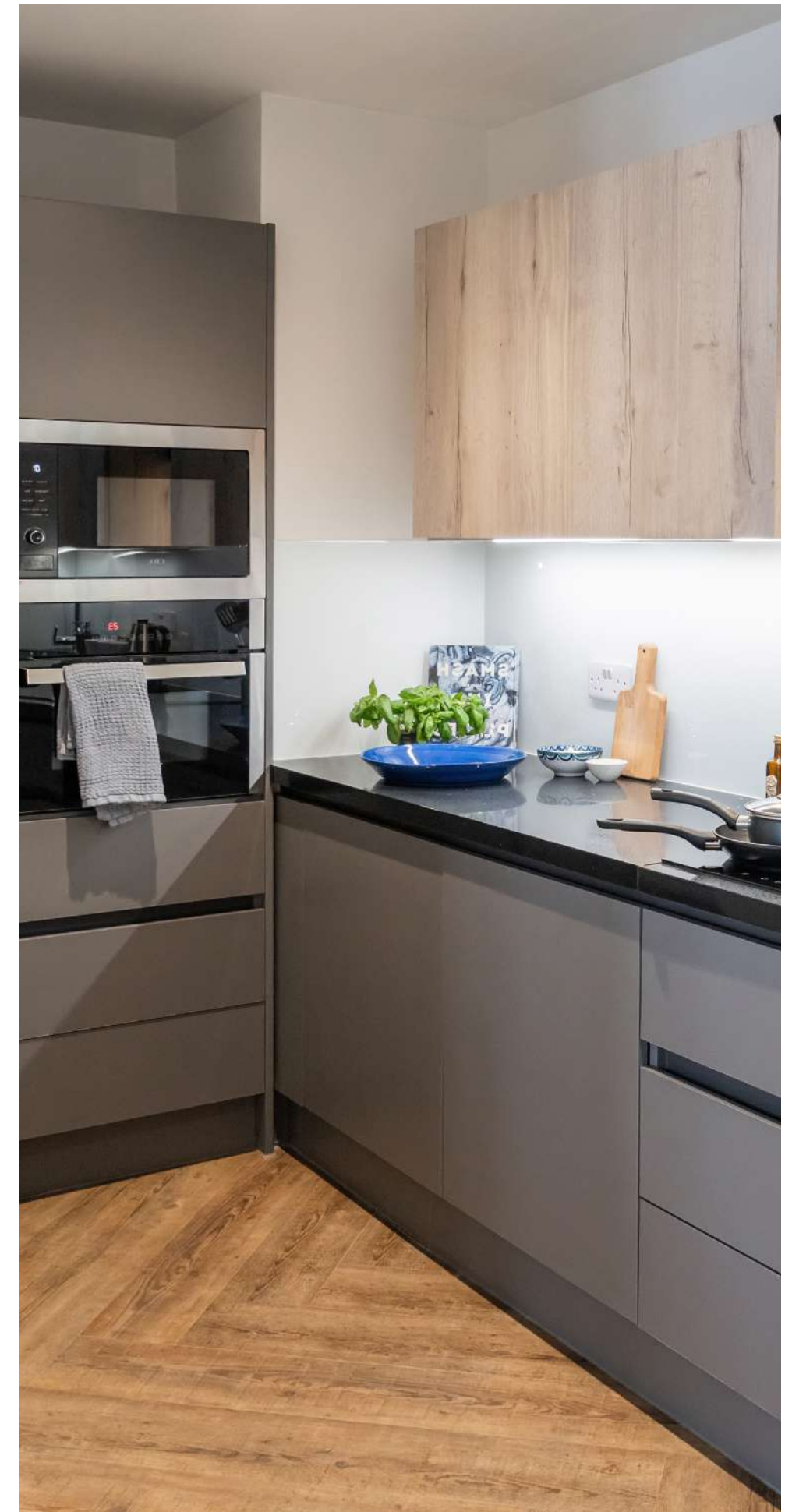
Engineer settings

To ensure that our buildings maintain their optimum temperature and remain as energy efficient as possible, each building's heating engineer has input a set of default temperature settings into the heating system to ensure that each apartment and the building itself is heated appropriately all-year-round.

We kindly ask our residents to never attempt to tamper with the engineer's central settings in the control panel, as this can unbalance the heating not only in your apartment, but across the entire building, and reduce the energy efficient of the building as a whole. This may result in additional energy usage being incurred both within your apartment and for your neighbouring apartments, as the system will attempt to compensate for the imbalance caused by the deviation from the optimal settings.

If we find that any of the default settings have been changed in your control panel, then you will incur a charge to rectify the adjusted settings, and there may be a penalty charge for exceeding your energy allowance. This will also be regarded as a breach of tenancy.

Note – our heating engineers will set the underfloor heating system in your building into 'summer mode' during the warmer months, which means that the heating will only come on if the temperature drops below 12 degrees.



Digital panel heaters

Some of our buildings utilise a digital electric panel heater heating system to provide heat throughout your apartment. This heating system is an energy efficient technology that has been specifically designed to heat your apartment using as little electricity as possible and to regulate the delivery of heat to the building.

Note – Due to the energy efficiency of our digital panel heaters, this system is able to warm your apartment thoroughly and very quickly, therefore, it is not necessary to have your digital panel heater on for as long as you may be used to with central gas heating. We encourage our residents to not turn it up too high or have it on for too long to prevent exceeding your daily energy allowance and to reduce your carbon footprint throughout your stay.

How to use your digital panel heater

Residents can control the temperature of their digital panel heaters by using the touch pad panel located on the front face of the digital panel heater in their apartment. The temperature and timers are pre-set centrally by our building heating engineers to maintain the optimum and most energy efficient setting for both the apartment and building. We have also considered the energy allowance given to residents, and these settings will help ensure you stay within your allocated energy allowance.

The default setting is set to 18 degrees Celsius inside your apartment, and if you would like to adjust the temperature, then you can do this by

using the control panel on the front of your digital panel heater. If your apartment gets warm in the summer months and you choose to not have the heating on, then please turn the heater off using the 'off' button on the control panel on the front of the heater.

Note – some apartments in your building may have a slightly different default temperature setting, and this is simply dependent on the location of the apartment within the building and is considered to ensure that the optimum and temperature is maintained throughout the entire building at all times.

Changing the temperature on your heater

If you wish to change the temperature on your panel heater, then you will need to press the 'on' button on the panel if it is not on already and press the 'mode' button. Following this, you will see the numbers '01' flash on your control panel, which indicate that the heater has entered 'comfort mode' and will be in that state for 1 hour. In 'comfort mode' you are able to change the temperature of your panel heater. If you press the 'mode' button again, you will see the numbers '02' flash on your control panel, which indicate that the heater will

be in the 'comfort mode' setting for 2 hours, and again, you are able to alter the temperature of your heater whilst in this mode. If you press the 'mode' button again, your panel heater will enter 'eco mode' which means that you will not be able to alter the temperature of your heater, as this is set to 18 degrees to maintain the optimum temperature for your apartment and the wider building.

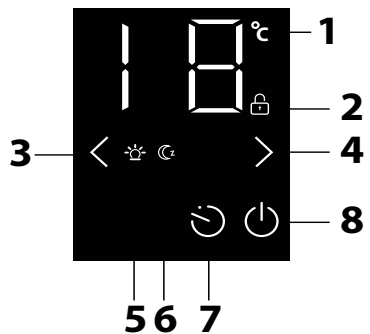
Operating instructions

For our digital panel heaters across our buildings, you will be able to adjust the temperature of your panel heater. To do this, you will need to use the arrow buttons on the control to find the desired temperature, and the system will then warm up or cool down to reflect your change. Our panel heaters are set to 18 degrees by default to maintain the optimum temperature for your apartment and the wider building, but if you wish to change the temperature on your panel heater, then you can do so by following the instructions below.

We have created a list to label what each option on your control panel interface means and what it does. If you have any problems, please contact your Property Manager.

If you find that your control panel model does not match the diagram example, please reach out to your Property Manager for information on how to operate your control panel.

1. Temperature Display: Shows what temperature your apartment is currently at
2. Child Lock: Use this button to turn on prevent children from pressing buttons on your panel heater
3. Down Arrow: Use this to turn the heat of your panel heater down
4. Up Arrow: Use this to turn the heat of your panel heater up
5. Comfort Mode Symbol: This shows that your panel heater is in comfort mode
6. Eco Mode Symbol: This shows that your panel heater is in eco mode
7. Mode Button: Use this button to change the mode of your panel heater
8. On / Off Button: Use this to turn your panel heater on or off



Note: Only some models have a child lock mode on their panel heater, so if you cannot see the child lock button on your model, that is normal. To enter child lock mode, all you have to do is press and hold the 'child lock' button and it will lock the control panel, not allowing anyone to use the interface.

Engineer settings

To ensure that our buildings maintain their optimum temperature and remain as energy efficient as possible, each building's heating engineer has input a set of default temperature settings into your digital panel heater to ensure that each apartment and the building itself is heated appropriately all-year-round.

If you do opt to adjust the temperature of your digital panel heater, then we kindly ask our residents to only operate the panel heater using its control panel and to not interfere with any other sockets, as this can unbalance the heating not only

in your apartment, but across the building as a whole, and reduces the energy efficiency of the building. This may also result in additional energy usage being incurred in your apartment which can cause you to exceed your daily energy allowance, resulting in additional charges.

If you have chosen to tamper with your digital panel heater to alter its output, then our maintenance team will require an on-site visit to restore the heater to the appropriate settings, and a penalty will be charged.

Heat recovery ventilation

Some buildings also have a heat recovery system. These are renewable ventilation systems that work to provide fresh tempered air to the building, by reusing heat that otherwise would have been lost, and simultaneously, improving the climate control and energy efficiency of the building.

Some of our apartments utilise a heat recovery ventilation system to retain heat and remove the stale air without using underfloor heating to heat your apartment. You will be able to tell if your apartment uses a heat recovery ventilation system by studying your ceiling and locating the round white vents that are sunk into the ceiling. If you are unsure whether your apartment utilises a heat recovery ventilation system, then please feel free to reach out to your Property Manager for confirmation. This system is controlled centrally by our maintenance and energy team so that you do not have to worry about it.

As our buildings are designed to have high levels of insulation to improve their energy efficiency, our buildings are consequently also made more air-tight, meaning they become less well-ventilated. To combat this, the heat recovery ventilation system provides additional ventilation to the building without the loss of heat or humidity.

This system is designed to keep the heat out of your apartment in the summer and keep the heat in your apartment in the winter, so it is vital to try and keep your windows closed, even in the summer, to allow the system to work properly. Opening your windows in the summer will make your apartment warmer, as the system will become unbalanced and not maintain its optimum temperature for the entire building. Our heat recovery ventilation systems are also beneficial to residents as they remove stale air from your apartment and recirculate fresh air back in.

It is important to note that the heat recovery ventilation system does not work as an air conditioning system, and that in the summer, the heat recovery system will pull in the cooler air from outside and circulate this around your apartment. This eco-friendly system is therefore much more efficient than opening your window in the summer, as our integrated system will mechanically push the cool air around your apartment whilst maintaining an optimal temperature throughout the whole building.

This system is controlled centrally by our maintenance and energy team so that you do not have to worry about it.





Water heating

Either air source heat pumps or energy efficient boilers provide hot water to the building through a centralised water heating system, working to automatically provide hot water to your apartment.

Each apartment's water usage is monitored so please take care to ensure you monitor your water usage as you may be charged for exceeding your limit. To help save on your water usage, we recommend following the water saving tips listed in our Green Tips Guide, available to download [here](#).

How to stay green in the summer

As our apartments have high levels of insulation, they retain their heat very well, especially during summer months when it's warm outside. Our heating engineers put the heating systems in our buildings into 'summer mode' during the warmer months, so if your apartment gets hot, there are two options.

- ♦ If you live in an apartment that has underfloor heating, then we advise our residents to not open their windows, as the heat recovery ventilation system works to pull in the cooler air from outside and mechanically distribute this around your apartment. If you choose to open your window, this can unbalance the system, and cause your apartment to get warmer and the building to not maintain its optimum temperature.

Please note that our heat recovery ventilation system that cycles the cooler air around your apartment is not an air conditioning system.

- ♦ If you live in an apartment that has digital panel heaters, then we advise our residents to ensure that your panel heater is turned off on the control panel display and to open your windows to let the cooler air inside.



How to stay green in the winter

During the colder months, our apartments continue to retain heat very well due to their high levels of insulation, therefore, you should not need to have your heating system on for very long or very often.

If you do choose to use your heating system, then we kindly ask our residents to not turn it up too high or have it on for too long, as this can not only cause your apartment to overheat, but also cause you to exceed your daily energy allowance.

We do not recommend using a portable heater in your apartment as this appliance can use a lot of electricity and may cause you to exceed your energy allowance. These appliances are also not energy efficient and negatively impact your carbon footprint when our energy efficient heating systems are more than capable of heating your apartment.

Note – If a portable heater is found in your apartment without express permission, then the heater will be removed, and a penalty may be charged.

Some useful things to note

- ◆ The location of your apartment within the building affects the room temperature. For example, corner plots are cooler, and those near to boiler rooms are warmer.
- ◆ Cooking, taking a shower, and using electronic devices all affect the temperature in your apartment. Our apartments are very well insulated, so even the smallest amount of heat emitted from other sources makes a difference.
- ◆ We do not have air conditioning systems in our apartments.
- ◆ We do not recommend getting a fan or portable heater as these appliances can use a lot of electricity and may cause you to exceed your energy allowance.





Thank you for renting with My Apartments

If our comprehensive Sustainable Heating Guide hasn't answered all your questions, please give us a call, message us on WhatsApp, or drop us an email and we would be happy to help.

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