



# Chirpy Heat Client Survey Report 2023

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# Chirpy Heat Client Survey Report 2023: feedback from the frontline

Chirpy Heat was set up because of the direct experience of the co-founders in managing heat networks: this has shaped everything we do since then. But we know that we can always learn more from our clients who are tackling heat network issues day in day out. Listening to our clients and ensuring their voice is at the heart of our decision-making. This is why we carry out our client survey and share the results.

Our annual client survey provides an opportunity to step back from the operational demands of heat network management and improvement. This report is a short summary of the survey results. It shines a light on what is of concern to the sector, ensures we are delivering for clients and helps to shape the support the sector needs in the future. With full regulation on the horizon this is more important than ever.





## OVERALL EXPERIENCE

We asked our clients to give a score out of 10 across a number of Chirpy Heat's services and our approach in general. 100% said they would recommend us to other housing providers.



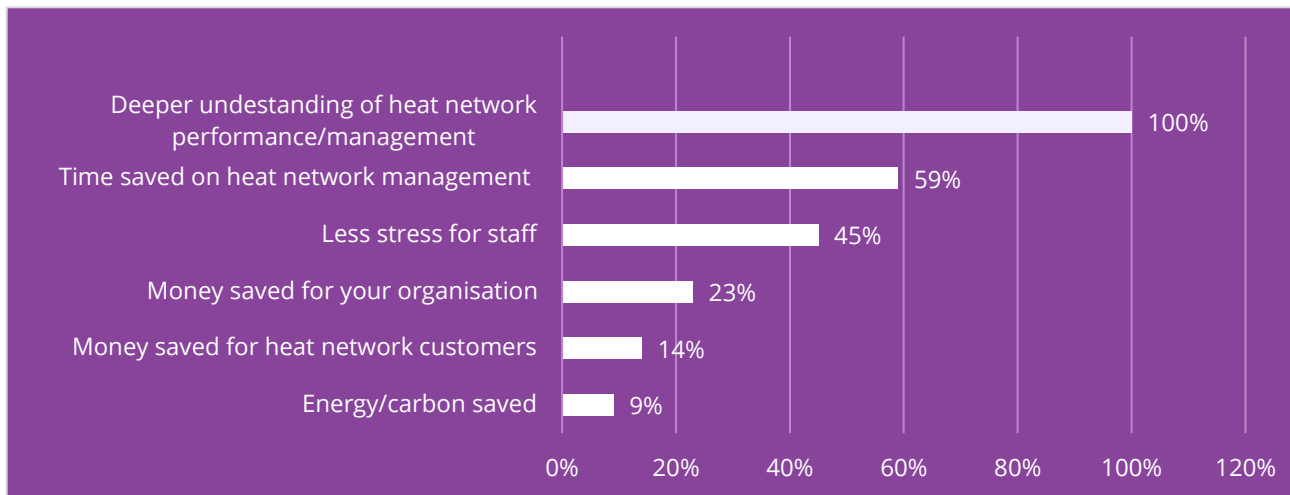
Clients commented that they value Chirpy Heat's specialist, in-depth knowledge of heat networks in the housing sector as well as our professional approach, clear advice and effective communication. It is great to get the really positive feedback and we will continue to work on improving the scores in the future.

<b>Quality of the services</b>	<b>9.59</b> Average Rating
<b>Service Delivery and Efficiency</b>	<b>9.59</b> Average Rating
<b>Quality of communications</b>	<b>9.55</b> Average Rating
<b>Value for money</b>	<b>9.05</b> Average Rating



## POSITIVE OUTCOMES

Next we asked clients if there have been specific outcomes for their organisation and heat network customers since working with Chirpy Heat.



### The main outcomes listed by clients were:

- **Gaining assurance that you are compliant with existing heat network regulations.**
- **Engaging senior leaders on heat network issues.**
- **Accessing funding to improve heat network performance.**

All three of these are critical to the development of good heat network management and working towards full compliance. Understanding your current position is always the first step and sometimes the biggest challenge is engaging with the rest of the organisation, particularly at a senior level. Without their buy-in, even the best plans struggle to be made real. We have already seen more senior teams engaging on heat networks as the message around full regulation starts to filter through.

We are also very proud of our success in accessing funding for the sector, successfully supporting 30 bids for optimisation funding and a further 2 bids capital funding in the first and second windows of the Heat Network Efficiency Scheme. With many schemes not delivering on their promise of low cost, reliable and low carbon heating, we are pushing with others in the sector for the Heat Network Efficiency Scheme funding to continue and be expanded.



## CHALLENGE AND PRIORITIES FOR THE SECTOR IN 2024

There were clear trends from clients in terms of priorities for next year.

The top three were:

- Compliance
- Improving efficiency and reducing costs
- Metering and Billing

This will not be a shock to anyone who has to deal with heat networks but that does not make the finding any less important. Again and again, housing providers name these as their biggest issues and with full regulation on the way this is starting to create hard deadlines for action.

## LISTENING AND ACTING ON YOUR FEEDBACK: OUR PLANS FOR 2024

The client survey feedback has shown us is how we can improve and develop our overall service offering.

Based on client feedback, our key initiatives to improve in 2024 are to:

- **Focus our consultancy work on regulations and compliance** to help clients understand and prepare for the significant changes require for the incoming heat network regulations in 2025.
- **Provide more regular update meetings and briefings** for clients that take out annual support plans.
- **Engage other teams across housing providers** including compliance, finance and new build.

Many thanks to all of those that took part in the survey. We are always keen to hear from anyone in the sector and the issues and challenges they are dealing with, whether they are a client or not. We have a long way to go to create simply better heat networks but working together as a sector we can get there.

[www.chirpyheat.com](http://www.chirpyheat.com)



For more information or to discuss this report and how we can support you further, please contact [info@chirpyheat.com](mailto:info@chirpyheat.com).

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