Diagram

Description automatically generated



**Solar Made Easy**

Property owner questionnaire

**Instructions**

Please complete this form electronically and return it by email to [**solar@cafs.org.uk**](mailto:solar@cafs.org.uk).

The more information you provide, the more accurate the initial quote will be.

But don’t worry if you don’t know all the answers – just enter “don’t know.” The installers can collect more detail from you at the next stage if they need it.

If you have any queries, or need support, please email [solar@cafs.org.uk](mailto:solar@cafs.org.uk) or phone 01768 210276.

**Useful information**

For more information about solar PV installations, please read our [Solar PV FAQs](https://cafs.org.uk/solar-pv-faqs/).

We have created solar PV maps of lots of places in Cumbria, which estimate the amount of electricity that could potentially be generated from solar PV on individual roofs. Visit our [Solar Made Easy webpage](https://cafs.org.uk/solar-made-easy/) to see if your town or village is mapped and check out your roof.

**What happens next?**

We will pass your completed questionnaires onto two installers, and they will contact you directly, either with an initial quote or to arrange a site visit. This may take several weeks, depending on how busy they are. We will keep track and update you on progress.

The installers will share your quotes with us to help with our monitoring. It also allows us to track average costs and provide up-to-date typical cost information to new householders.

We will also periodically contact you to see how you are getting on (e.g. if you have placed an order) and will seek your feedback.

**Data Protection**

Your data will be used in line with GDPR data protection requirements by CAfS and the solar PV installers for your community for the purposes of the Solar Made Easy project and will not be made available to any other body for any purpose.

Your personal data will be kept until the completion of the project. Please see our [Privacy Policy](https://cafs.org.uk/about-cafs/cafs-privacy-policy) for further details.

Please contact us should you wish to see your data or withdraw consent to hold data at any time by contacting this email: [**solar@cafs.org.uk**](mailto:solar@cafs.org.uk).

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| **Question** | **Your answer**  *Where suggested answers have been given in* *[ ] please delete or amend as appropriate.* |
| 1. Name |  |
| 1. How did you hear about Solar Made Easy? Enter all that apply. | [ Word of mouth / CAfS newsletter or social media / Attended a Solar Made Easy event / Saw a leaflet or poster / Read a newspaper article / can’t remember / Other ] |
| 1. Address |  |
| 1. Email |  |
| 1. Phone |  |
| 1. Are you applying for solar for your home, a holiday let, on behalf of a community venue or your business premise? Enter all that apply. | [Own home / holiday let / community venue / business premises ] |
| 1. Are you interested in having panels installed on your roof or on the ground? Enter all that apply.   *If you want ground mounted panels, please proceed to question 14.* | [Roof / Ground / not sure] |
| 1. Would you prefer panels that sit on top of your roof covering (on-roof), or panels that replace your slates or tiles (in-roof)? | [On-roof / In-roof / Don’t know] |
| 1. Do you have any rooflights, dormers, chimney stacks or any other obstructions on the part of your roof where you would like the solar panels? Please describe. |  |
| 1. How old is your roof and what condition (good / reasonable / poor) is it in? |  |
| 1. What is your roof covering (e.g. slate, tiles)? |  |
| 1. Do you have spray foam insulation on the underside of your roof? (This can make installation difficult) | [Yes / No / Don’t know] |
| 1. Access for installation:  * How many storeys is your property? * Are there any obvious challenges to putting up scaffolding around your property, such as obstructions at ground floor level? If so, please describe. |  |
| 1. What is your annual electricity consumption in kWh? You can find this on your electricity bills. |  |
| 1. Please provide your MPAN number. This is your electricity meter number. It’s sometimes called a Supply Number. You can find it on your electricity bill and is the 13-digit number on the bottom of the grid of numbers which usually starts with the letter S. | [insert number / Don’t know] |
| 1. Do you have a smart meter and is it operational? |  |
| 1. If your property is your business premises, do you have a single phase or three phase supply? | [Single phase / 3 phase / Don’t know] |
| 1. Would you like your quote to include electrical battery storage? | [Yes / No / Don’t know – would like advice on this] |
| 1. Are there any related technologies that you would like to find out about or to be included in the quote? For example, electric vehicle charge points or technology that can divert excess electricity to your hot water tank? | [Yes – describe / No / Don’t know – would like advice on this] |
| **Images of your roof / land**  *If you need help with this, please email* [*solar@cafs.org.uk*](mailto:solar@cafs.org.uk) *or phone 01768 210276. If you* *can’t provide the images, just return your questionnaire without them.* | |
| 1. Please provide a photo(s) of your roof taken from the ground, (or the ground area, if you want ground-mounted panels). This helps the installers to understand any access issues. | |
| 1. Please provide a screen shot from Google or Bing Maps, showing a satellite image of your roof and land. Please zoom in so that it is obvious which property is yours.   *To take a screen shot on a computer, press the ‘alt’ button plus ‘prt sc’ button (or ‘fn’ button plus ‘alt’ plus ‘prt sc,’ depending on your keyboard). You can then paste that into a word document by using control (‘ctrl’) plus ‘v.’* | |
| **Confirmation** | |
| 1. Please confirm that you understand the following:  * You are under no obligation to place an order with any of the solar PV installers introduced to you as part of this project. * If you choose to place an order, you are doing so at your own risk and are responsible for all associated costs. * CAfS is providing an introductory service only and make no guarantees regarding the quality of service or the timescales within which the solar PV system will be delivered. | |
| [please enter your name here to confirm] | |