

Resident Handover Pack

At TF Energy, we want every resident to feel confident and supported once upgrade works are complete. This pack explains what has been delivered, how to use and look after your new systems, and the support available to you going forward.

Welcome Pack

Overview of delivered upgrades and contact info.

Safety Checks

Advice on safe operation and routine checks.

Feedback

How to report issues or share your experience.

System Guide

How to use and maintain your new systems.

Warranty & Support

Support options and warranty details going forward.

TF Energy

Your Complete Support Package

Completed Works Summary

- A clear overview of the improvements carried out in your home.
- Confirmation that works meet **PAS 2030/2035 compliance** and quality standards.
- A resident sign-off confirming you are happy with the installation.

Warranties and Certification

- All new systems and products come with manufacturer warranties.
- TF Energy provides installation guarantees for workmanship.
- Certificates (e.g. **MCS for renewables, FENSA for windows, IAA for insulation**) are supplied where applicable.
- TrustMark compliance documents are included for government-funded works.

User Guides and Instructions

- Easy-to-follow guides for operating your new systems (heating, ventilation, controls, or renewable technology).
- Instructions for adjusting settings to keep your home energy efficient.
- Contact details for technical support if you need further help.

Maintenance Tips

- Simple steps to keep your systems running efficiently.
- Guidance on servicing requirements (e.g. annual boiler or heat pump checks).
- Advice on spotting early signs of issues and how to report them.
- Information on safe use of ventilation and climate control systems.

Ongoing Support

- A dedicated TF Energy resident support helpline for aftercare.
- Clear process for reporting faults, warranty claims, or concerns.
- Opportunities to provide feedback on your experience.
- Advice on further energy efficiency upgrades if desired.

Our Commitment

Your comfort and safety do not end when the installation is finished. With warranties, clear instructions, and responsive aftercare, TF Energy ensures you are supported for the long term.