Dylan Thomas

From: natasha@carbonzerorenewables.co.uk
Sent: 17 June 2025 14:11
To: Dylan Thomas
Subject: Re: Solar Service Update

Hi Dylan,

Thank you for your email.

Please find below a breakdown of the costs for the proposed bird proofing works:

📦 **Supply of 23m bird proofing materials:** £124.60 + VAT
👷 **Labour (2 operatives for 1 day):** £500.00 + VAT
🪜 **Scaffolding access and edge protection:** £747.50 + VAT

💰 **Total (excluding VAT):** £1,372.10
💷 **Total (including VAT):** £1,646.52

Please note that the scaffolding cost is based on a fixed rate with our regular contractor. You are, of course, welcome to explore alternative options if you wish to source a more cost-effective solution.

If you'd like to proceed, just let me know and we'll be happy to get everything scheduled.

Kind regards,

Best Regards,
Natasha Hughes
Technical Coordinator & After Sales

Tel: 01492499005
Mobile: 07501784253

From: Dylan Thomas
Sent: 16 June 2025 1:12 PM
To: 'natasha@carbonzerorenewables.co.uk'
Subject: FW: Solar Service Update

Good afternoon Natasha
Looking at the panels they seem to be relatively clean, however I had noticed that we do appear to have a few resident pigeons.
Please therefore can you kindly provide a quote to an you kindly provide to:-

- **Bird Proofing Option:** If you'd like to address the nesting issue, we recommend installing bird proofing. This will require scaffold access. If you proceed with this, we can both install the proofing and clean the panels during the same visit.

I look forward to your contact with he requested quote.
Kind Regards

Dylan Thomas
Town Clerk & Finance Officer
Towyn & Kinmel Bay Town Council
Community Resource Centre, The Square, Off Foryd Road,
Kinmel Bay, Conwy, LL18 5BB
Telephone 01745 355899
Mobile 07922 424401
e-mail: clerk@towynkinmelbay-tc.gov.uk
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From: Diane Donaghy
Sent: 12 June 2025 09:00
To: Dylan Thomas
Subject: FW: Solar Service Update
Kind regards
Diane Donaghy
Assistant
Towyn & Kinmel Bay Town Council,
Community Resource Centre
The Square
Off Foryd Road
Kinmel Bay
Conwy
LL18 5BB
Tel: 01745 355899

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From: Natasha Hughes <natasha@carbonzerorenewables.co.uk>
Sent: 11 June 2025 15:40
To: Diane Donaghy <assistant@towynkinmelbay-tc.gov.uk>
Subject: Solar Service Update
Hiya Dylan,

I hope you're doing well!
We attended your property this morning to carry out your solar service. While we successfully completed the electrical servicing—your certificate will be sent through shortly—we did run into some challenges while cleaning the panels.
We use a 40ft pole system, which is typically sufficient for thorough cleaning. However, we noticed a significant buildup of bird droppings caused by birds nesting under the panels. This buildup made it difficult to clean the panels effectively without applying additional pressure, which we avoid to protect the integrity of the system.
Although the panels are noticeably cleaner than before, they're still not up to the standard we aim for.
Our recommendations moving forward:

- **Bird Proofing Option:** If you'd like to address the nesting issue, we recommend installing bird proofing. This will require scaffold access. If you proceed with this, we can both install the proofing and clean the panels during the same visit.
- **Cherry Picker Option:** Alternatively, if you can arrange for a cherry picker on-site, we're happy to return and complete a more thorough clean at no additional charge.

Please note: If a cherry picker is the preferred method for future services, we can incorporate this into your ongoing service plan. However, additional charges would apply to cover access equipment.
Let us know how you'd like to proceed—we're here to help and want to ensure your system performs at its best.
Looking forward to hearing from you!

Should there be anything further I can do to assist, please do not hesitate to let me know.
Kind Regards,
Natasha Hughes
Technical Co-Ordinator
Office: 01492 499005
Mobile: 07598318183

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