



**HEALTHY
HOUSING**
Service



Healthy Housing Case Study: Summer 2016

Angela, Beechdale

1. FREE 'A' Rated Replacement Boiler (British Gas Scheme)



“I would not have been able to afford a new boiler, and I wouldn't have even known about it if I hadn't picked up the leaflet at my surgery! I have peace of mind and it is one less thing to worry about.”

Background

Angela lives in a semi detached house with her daughter in Beechdale, Nottingham. She has already taken steps to improve the thermal efficiency of her home by organising for her loft to be insulated with 280 mm of insulation a couple of years ago (the recommended depth), however her walls are solid brick. These type of walls can be insulated, but it is a very expensive home improvement (up to £8,000 without a grant) and she is not in a position to pay even a proportion of the cost.

Her boiler has been a worry for some time. It is unreliable and over 15 years old. Although she knew she needed a new one, she has not been able to find one to suit her budget.

Boiler Help is at Hand

One Saturday Angela visited the Mary Potter Health Centre in Hyson Green, and whilst waiting for her appointment one of our 'Free Boiler' leaflets caught her eye. Angela was sceptical of the offer and thought that even if it was real, she probably would not qualify.

Once home, Angela called The Healthy Housing Service to find out more. Jenalle, our Project Administrator asked two things, the make and model of her existing boiler and which benefits she received. To be eligible for a free boiler her existing boiler must be of an energy rating of C to G – Angela's boiler was 'D' rated. Angela also said that she received Child Tax Credit and her annual household income is less than £16,010. Jenalle confirmed that she would be eligible for the scheme and she would be required to provide her documents to the British Gas Technical Surveyor. All that was left was for Jenalle to refer Angela over to British Gas.

Home Energy Improvement Measure

1. British Gas Boiler Replacement:

British Gas contacted Angela within the week to schedule a technical survey of her existing boiler and take pictures of her benefits paperwork. On 12th May 2016 the install took place in just one morning. She was now the happy owner of an 'A' Rated Vaillant boiler that is over 90% energy efficient – an improvement on her previous one, which was 'D' Rated and only 78% efficient.



Nottingham
City Council



Health Benefits:

Angela and her daughter are generally quite healthy, but like everyone they do feel the cold in winter. Hopefully the new boiler will mean they are more likely to have the heating on for longer as it costs less to run, providing them with a more comfortable and positive place to live.

Money Saved:

By taking advantage of this British Gas scheme, Angela has not had to part with £2,000 for a new boiler herself, the new boiler should also save them up to £100 a year as it is more efficient.

Angela was grateful for the service; Jenalle at the Healthy Housing Service received an email from her expressing her gratitude:

“Thank you so much for your continued support in this matter and keeping me informed throughout. It’s good that schemes like this exist, I would not have been able to afford this and I wouldn’t have even known about it if I hadn’t picked up the leaflet at my surgery! I am very grateful, I have peace of mind and it is one less thing to worry about.”