



**HEALTHY  
HOUSING**  
Service



## Healthy Housing Case Study: Autumn 2016

### Mr Tatersall, Basford

#### 1. £400 Subsidised Boiler Replacement



“The new boiler heats my home so much better and I am not worried about it breaking down anymore. The cost was also excellent... I would definitely recommend this service...”

#### Background

Mr Tatersall lives in Basford in a three bedroom property. In the last couple of years, he has arranged for his cavity walls to be insulated and the insulation in his loft to be topped up to 270 mm, the recommended industry depth. Together, these energy saving improvements will save Mr Tatersall up to £300 a year on his heating bill.

His boiler, however, has been a constant worry. It is a back boiler, over 30 years old and has a tendency to break down. Mr Tatersall has known that he needed to replace it but was worried about the cost.

Luckily for Mr Tatersall, Debbie Watson, his nurse, visited his property to complete one of her regular home visits. Debbie was fresh from Healthy Housing's 'Improving Health Through Warmer Homes' training and was confident making a referral to the Healthy Housing team expressing her concern over Mr Tatersall's boiler.

#### Home Energy Improvement

##### £400 Subsidised Boiler Replacement Service

Debbie called the Healthy Housing team to make a referral to. Jenalle, who is the Energy Efficiency Administrator, organised for Ashley Matthews, Healthy Housing's approved Heating Engineer to visit Mr Tatersall's house and carry out a full technical survey on the boiler. The survey confirmed that he would qualify for £400 towards the cost of a new 'A' rated Baxi boiler as his existing boiler was 'G' rated (to qualify the boiler must be 'E' 'F' or 'G' rated) and Mr Tatersall is over the age of 60.

The survey also revealed a much more sinister problem; it was leaking carbon monoxide, a potentially fatal poisonous gas. Ashley condemned the boiler, which stopped Mr Tatersall's exposure to the gas, but it also



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meant that he no longer had any heating or hot water.

Due to the urgent nature, Ashley Matthew's scheduled the install as quickly as possible.

**Ashley returned to the property just 10 days after receiving the referral to install an 'A' rated boiler,** he also moved the location of the boiler from the kitchen to the bathroom, which is a much more convenient location for Mr Tatersall.

### Health Benefits:

Mr Tatersall suffers with heart disease and has a pace maker which restricts his mobility. As his mobility is affected by his health, it is even more important that his home is a warm and healthy place to live. Having an efficient boiler will help with this, his home will heat up more effectively keeping him warm even if he is static for some time.

### Money Saved:

His new 'A' rated Baxi boiler would have cost him £2,200 before the £400 subsidy from the Healthy Housing Service. This left him with a contribution of £1,800 to pay.

Moving from a 'G' rated boiler to an 'A' rated boiler also means savings to his heating bill. More efficient boilers require less energy to run, so Mr Tatersall can now look forward to savings of up to £230 off his heating bill purely because his new boiler is more energy efficient.

Mr Tatersall told us **"Ashley Matthews did a fantastic job. The new boiler heats my home so much better and I am not worried about it breaking down anymore. The cost was also excellent, taking into account that they moved the position of the boiler and laid new pipe work. I would definitely recommend this service to friends and family and also Debbie Watson, my nurse for making the referral originally"**.

Debbie was able to signpost Mr Taterstall quickly and effectively as result of the training she received from the Healthy Housing Service. Thank you Debbie for acting so promptly.



Mr Tatersall's new 'A' rated boiler, now located in his bathroom.



Freed up kitchen cupboard space.



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