



**HEALTHY
HOUSING
Service**



Healthy Housing Case Study: March 2016

Mrs J Akhtar, Sneinton

1. Boiler Health Check Service
2. Boiler Replacement Service



“Without this service I would not have a clue what to do. I am pleased with how you dealt with it...my husband is over the moon about the boiler replacement.”

Background

Mrs Akhtar lives in a 3 bed mid terrace house with her newborn baby daughter and husband. She contacted the Healthy Housing Service following her visit to Greenwood Medical Practice where she has her flu vaccination. Here she picked up the Healthy Housing Boiler Health Check leaflet as she had concerns about the age and function of her boiler. The Boiler Health Check offers a service for up to 3 gas appliances.

She called Jenalle from the Greater Nottingham Healthy Housing Service (GNHHS) who completed an assessment and determined that her boiler was G-rated, so very old, and inefficient. A technical survey was then completed by Melvin Young to confirm her eligibility to the scheme.

Mrs Akhtar was then booked to have her boiler and gas fire serviced by local heating contractor, Ashley Matthews. The assessment revealed that the boiler was leaking Carbon Monoxide, a very poisonous gas. For health and safety reasons the boiler was condemned immediately which meant no gas supply to the house.

This left Mrs Akhtar incredibly anxious, it was the middle of winter, she had a baby daughter of only 6 months and her husband has a heart condition. To help bring some heat to the household GNHHS offered the family a free loan of an oil filled radiator for as long as necessary and the contact details of the energy companies who offered the ECO Boiler Replacement Scheme.

The following quotes were sourced to replace her G-rated boiler:

- British Gas boiler replacement - £1200
- Npower - £720
- Sovereign - £800

Mrs Akhtar chose Npower as they offered the most affordable price. Mrs Akhtar praised the team “**the install team were very professional and respectful. They arrived on time and protected my furniture, possessions and floor with dust sheets. Once the boiler was installed, they showed me how to operate it and the new thermostat. The difference is amazing, the house is much warmer and I don’t have to keep the heating on for as long now or use hot water bottles!**”



The Akhtar’s new boiler, an A Rated Baxi Solo 15 HE A, is very compact - it is small enough to fit inside one of the family’s kitchen cabinets.

Money Saved:

There are several financial benefits for Mrs Akhtar. The average cost to replace a boiler is around £2,500. Through the boiler replacement scheme Mrs Akhtar saved herself £1,780 off the cost. In addition she will benefit year on year from savings of up to £260 with a new boiler meaning her payback period will be approximately 3.5 years.

Her financial savings and the reduction in her annual heating bill are a result of the improved efficiency of her boiler as well as her new heating pattern. She tends to switch the heating on for only 3 hours a day now because the house stays warmer for longer.

To achieve additional savings on her energy bills Mrs Akhtar is considering switching her energy supplier as it has been a couple of years since she looked into this. She is already benefiting financially from cavity wall insulation and 300 mm of loft insulation.

Health Benefits:

Mrs Ahktar has peace of mind knowing that her new A-rated boiler is safe. Her family are no longer exposed to carbon monoxide fumes and will not suffer from CO poisoning such as headaches, nausea and dizziness.

Carbon monoxide is a danger to everyone but certain groups are more vulnerable e.g., babies and young children, pregnant women and people with chronic heart disease. Carbon monoxide is a poisonous gas that is sometimes referred to as the “silent killer because it has no smell or taste. Breathing it in can cause illness, and it can kill. Every year in the UK, over 200 people go to hospital with suspected carbon monoxide poisoning, which leads to around 40 deaths”.