

# CAUSES OF FUEL POVERTY

- ▶ Low income
- ▶ **Poor insulation standards**
- ▶ Inefficient or expensive heating system
- ▶ **Increase in energy prices**



*Resulting in homes that are cold,  
damp and unhealthy*



HEALTHY  
HOUSING  
Service



# OUR SERVICE

**FREE Insulation;** For those on means tested benefits

- ▶ Cavity Wall Insulation
- ▶ Loft Insulation - if existing insulation is below 100mm
- ▶ £25 for technical survey

## **Boiler replacement and repair service**

For the over 60s, or a family with a under 16

- ▶ Subsidy towards new A rated boiler (up to the value of £1500)
- ▶ 50% of the cost towards repairs (up to the value of £400)

## **FREE and subsidised Boiler Health Check (Service)**

- ▶ Over 60's and on means tested benefits

## **Nottinghamshire Warm Homes on Prescription**

- ▶ If income is below 16k and have specific health problems



HEALTHY  
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# OUR SERVICE

## Individual grant application

If the client is not eligible for funding, we will search for individual grants and apply



## Dedicated phone line

Impartial energy advice:  
Energy switching  
Priority Service Register  
Warm Homes Discount



## Food bank referral agency

From your referral, we can provide foodbank vouchers



## Home Improvement agency

Provide quotes, project management and the install of energy efficiency measures and general home improvements for all. Our trading arm NEPes, help improve the energy efficiency of commercial buildings and schools, they also provide home improvements and upgrades to the 'able to pay' domestic market. Any profit NEPes make is invested back into the charity to help fund its fuel poverty projects.



# Mrs Ashley – Aged 65

CASE  
STUDY

- ▶ Referred by: **Medical centre staff**
- ▶ Health Issues: **Asthma, diabetes, mobility problems and heart disease**

## Outcome

- ▶ **FREE boiler health check**
- ▶ **FREE Boiler and radiators through Nottinghamshire Warm Homes on Prescription**
- ▶ **Priority Service Register**

Yearly Savings

**£260**



HEALTHY  
HOUSING  
Service



# Ms M – Aged 65

## CASE STUDY

- ▶ Referred by: **Connect Team at Age UK**
- ▶ Health Issues: **Asthma, diabetes, mobility problems and heart disease**

## Outcome

- ▶ **FREE home visit**
- ▶ Funded boiler replacement by writing an individual grant application for £1947 to civil servant fund and the £1200 through Npower crisis fund
- ▶ **Priority Service Register**

Yearly Savings

**£260**



HEALTHY  
HOUSING  
Service

# HOW TO REFER A CLIENT



HEALTHY  
HOUSING  
Service



**HEALTHY  
HOUSING**  
Service



## HOW TO REFER A CLIENT

If you can, please complete our quick and easy online form:

 [www.healthy-housing-service.com](http://www.healthy-housing-service.com)

Alternatively, call or email us:

 **0115 985 3009**

 [healthy-housing@nottenergy.com](mailto:healthy-housing@nottenergy.com)

We hope to hear from you soon

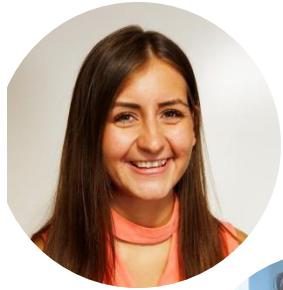
# HOW TO MAKE A REFERRAL

1. Choose your preferred way of making a referral  
(website, email or phone)
2. Provide us with the following information:
  - a. *Your Details*
  - b. *Client's Details*
  - c. *Reason for Referral (e.g. house is cold, client struggling with energy bills, problems with damp, energy advice required)*
3. We will contact the customer to see how we might be able to help.
4. We report outcomes and case studies to staff making referrals.





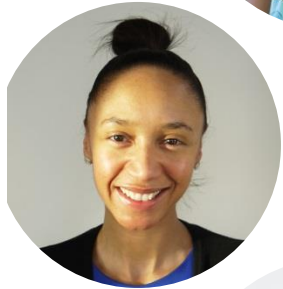
# OUR TEAM



**Ellie-Rebecca Richardson**  
Community Engagement Officer



**Miranda Cumberbatch**  
Affordable Warmth Programme Manager



**Jenalle Anderson**  
Project Support and Administration Officer



**Melvin Young**  
Home Visiting Officer

**THANK YOU**  
for listening