



**HEALTHY  
HOUSING**  
Service



## Healthy Housing Case Study: Autumn 2017

### Mr Whyler

Priority Service Register, £400 Boiler Replacement

**“We are so much warmer and happier since having our new boiler installed. I was really pleased with the quality of service and would definitely recommend the scheme to others”**



#### Background

Mr. Whyler and his wife have lived in their cavity built property for over 25 years and have the correct amount of loft insulation. Luckily for Mr Whyler and his wife, the boiler they had installed over 20 years ago was still in working order, but because of its age, was not energy efficient. Mr. Whyler suffers from asthma and mobility problems, illnesses that can get worse when living in a cold home so it is important to make sure every measure is taken to keep their home warm.

#### NNHHS Help is at Hand

They had been speaking with the Energy Saving Trust who put them through to the Healthy Housing team to see if they were eligible for any of the schemes we offer. Mr. Whyler explained that his boiler is over 25 years old and he had never thought to replace it, although he knew that it was very old and inefficient. Mr. Whyler was thus interested in having his boiler replaced with a new, energy efficient model that would heat his home more effectively.

#### £400 Boiler Replacement Scheme

The Healthy Housing Service were able to explain the heating schemes that may be applicable over the phone to help Mr. Whyler and his wife. As part of our £400 Boiler Scrappage Scheme, Mr. Whyler was able to receive £400 towards the cost of installing a new boiler with the local contractors Matthews Plumbing and Heating. Mr. Whyler made a contribution of £1,800 towards the cost of his new boiler. The new boiler installed is an 'A' rated boiler which is the most energy efficient, so that it uses less energy to produce the right amount of heat.



## Priority Services Register

Mr. & Mrs. Whyler were also added to the Western Power Distribution's Priority Services Register as they are both over 60 years old and suffer with various health conditions. The Priority Services Register identifies the most vulnerable householders and gives them information regarding planned power cuts in the area but also information about what to do in the event of an unplanned power cut. They were also given a direct number should this happen and their electric supply will be put on as a matter of urgency.

## Health Benefits & Money Saved

The couple says it is much easier to keep their home warm since having their new boiler installed, which will have a positive impact on their health. Mr Whyler is very happy with the quality of the service he received, he thought Matthews Plumbing and Heating were very good when it came to installing the new boiler and he would have liked to buy them a drink.