



HEALTHY
HOUSING
Service



Healthy Housing Case Study: Autumn 2017

Mrs Langford

npower Health Through Warmth Boiler Replacement, Priority Service Register



“I did not know where to go when my heating had broke down and I was very unwell at the time. Feeling warm has made such a massive difference: it feels a lot nicer to have working heating”

Background

Mrs Langford lives in a park home in Gamston where only oil heating is available. Her home had been without heating since May 2017 and she was worried that she could not afford to get a new boiler installed and was feeling very cold. Mrs. Langford is over 60, asthmatic, suffers with respiratory illnesses and has mobility problems.

NNHHS Help is at Hand

Mrs. Langford decided that she was unable to stay without heating any longer so decided to visit Rushcliffe Borough Council to see if she could receive any help. It was suggested that she contacted the Healthy Housing Service as it was likely that she would be eligible for one of the boiler schemes we offer.

The Healthy Housing Service established that Mrs. Langford had numerous long term health conditions that are made worse by living in a cold home. It was found that she qualified for npower Health Through Warmth scheme, a free established scheme for those in greatest need. The Healthy Housing has a quick, streamlined referral process with npower which meant that we could submit an application on Mrs. Langford's behalf the same day.

npower Health Through Warmth Boiler Replacement Scheme

npower contacted Mrs. Langford to schedule a Technical Survey. At the time of the survey they were able to confirm Mrs. Langford's eligibility, then on the 20th September a brand new oil central heating system was fitted which included a radiator for her living room.



Another advantage with the new system installed was that Mrs. Langford no longer had to go outside to control it where she is now able to do this from the comfort of her home. Her new boiler rating has an energy efficiency of 90% and it only took a day to install: the contractors started at 9am and finished at 5pm. The two contractors were very friendly and worked really hard to try and get it all done for Mrs. Langford and she was kept well informed throughout the process.

Priority Services Register

The Healthy Housing Service also signed up Mrs. Langford to the Western Power Priority Service Register. This means that should an unplanned power cut occur, she will be given priority help so her supply is put on as a matter of urgency, and she will also be given an emergency number to call should she need it. In the event of a planned power cut, she will also be notified within a certain period that this will occur.

Health Benefits

Having the new oil powered central heating system installed has improved her health and wellbeing and her quality of life. Being warm is vital for Mrs. Langford as she suffers from illnesses that can be made worse by living in a cold home.

Financial Benefits

The boiler and radiator were installed free of charge, where this would have usually cost Mrs. Langford **£4,972.22**. As her new boiler is A rated and thus much more efficient, she will also be spending much less on keeping her home warm long-term. The npower Health Through Warmth Crisis Fund was able to fully fund this because of her circumstances. Mrs. Langford was very grateful for the service and appreciated Rushcliffe Borough Council and the Healthy Housing Service team working together to get her issues resolved.

Mrs. Langford mentioned “I waited so long to get help, the service was very helpful and straight forward, nothing complicated about it in the end. Now that I feel warm in my home I can say I feel a lot happier since this has been installed. The contractors were 2 guys and they were excellent I made them cups of coffee and they were here first thing from 9am and finished at 5pm. I think services like this needs to be well advertised because it’s such a good thing for people like myself who are not sure where to go for things like this”.