



**HEALTHY
HOUSING**
Service



Healthy Housing Case Study: Winter 2017

Mrs Mayfield

Home Visit: npower Health Through Warmth Scheme, Priority Service Register

“I am warm now and I no longer have to worry about being cold in my home. Thanks to Rushcliffe Borough Council, The Healthy Housing Service and npower for coming together and making my life better”



Background

Mrs Mayfield and her daughter have lived in their 2 bedroom solid wall property in Nottinghamshire for over 25 years. The property has the adequate amount of loft insulation as it was recently topped up to 300mm. However the property did not have a gas connection and Mrs Mayfield was using inefficient, expensive electric storage heaters and a coal fired back boiler for her heating. Their old back boiler had stopped working: luckily when the weather was still mild. However, they needed to get a new heating system as both Mrs Mayfield and her daughter suffer from illnesses that can be worsened by living in a cold home.

NNHHS Help is at Hand

Mrs Mayfield and her daughter visited Rushcliffe Borough Council to see if they could get any assistance with their heating as they didn't know what to do and were worried about another cold winter. Rushcliffe then made a referral the Healthy Housing Service in order for us to identify their issues and see how we could help. It was decided that, as the Healthy Housing Service were able to assist in a number of ways, a free home visit was the best course of action. A date and time was agreed with Melvin, our home visit advisor, to go out to the property and to carry out a full home energy assessment.

npower Health Through Warmth Scheme

As a result of the home visit a referral for Mrs Mayfield and her daughter was made to the npower Health Through Warmth scheme, who confirmed they qualified for help because they have long term illnesses, own their home and could not afford to replace their broken heating system. The Healthy Housing Service first organised for Mrs Mayfield to have a free gas connection from National Grid. npower's Health Through Warmth team were able to arrange for a brand new A-rated gas combi boiler and 6 radiators to be installed. She was over the moon with the amount of help she had received from all the partners involved.



Priority Services Register

Mrs Mayfield was also added to the Western Power Distribution's Priority Service Register as both are over 60 years old and suffer with various health conditions. The Priority Service 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 a 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

Mrs Mayfield and her daughter both suffer with a number of medical conditions which are made worse by living in a cold home, so they have both really benefitted from having a brand new working central heating system. They are now finding their home a lot warmer and have not needed to use any inefficient portable electric heaters which will reduce their energy bills in the long term.

The total cost of the new central heating system was £4,236. The npower Health Through Warmth Crisis Fund contributed £1,059 toward the cost and Mrs Mayfield was able to pay the remaining balance of £3,177. Mrs Mayfield also saved on having a free gas connection installed which typically costs £600. Mrs Mayfield said: "I was very happy with the contractors, they just got on with the job, didn't even stop to have a drink and were very tidy in carrying out the work which took a day and a half to complete".