



**HEALTHY
HOUSING**
Service



Healthy Housing Case Study: Winter 2017

Mrs Sattar

npower Eco fully funded Boiler Replacement



“Now we have the new boiler me and my family feel very warm in our home and I do not have to worry about the house being cold anymore. Not only that, I am delighted that I no longer have to think about paying out £600 a quarter for my energy bills.”

Background

Mrs. Sattar has lived in her semi detached solid brick property with her family for 5 years. Mrs. Sattar had noticed that the house was very cold in the hallway, living room and the children's bedroom. The family had a very old 'E' rated boiler which was costing them nearly £600 per quarter to run in order to keep the home warm.

NNHHS Help is at Hand

Mrs. Sattar initially contacted the Energy Saving Trust to see if any help was available to replace old inefficient boilers as she was worried about another cold winter and expensive bills. She was then referred to the Healthy Housing Service so we could identify any issues with the boiler and to see if there were any other ways we could help. Once Jenalle from the Healthy Housing took all Mrs. Sattar's details it found she was eligible for the npower Eco boiler replacement scheme. Healthy Housing Service's Jenalle made the application online where npower then contacted Mrs Sattar to arrange a time to carry out a technical survey. She thought that was great, as she did not have to phone lots of different people in order for the job to move forward.

npower Health Through Warmth Scheme

After the technical survey was carried out by npower, it was confirmed that Mrs Sattar was eligible for a fully funded boiler replacement. Therefore, a brand new 'A' rated boiler would be installed. Mrs. Sattar thought that this was fantastic news and was not expecting it at all. When the contractors came round to install the new boiler Mrs. Sattar explained how helpful the team was.



Money Saved

Because the new boiler is A rated, the highest level of efficiency, Mrs Sattar and her family will be spending less on heating their home in the long term so can look forward to reduced bills and a warm, cosy home. The total cost of the new boiler was around £2400 where the npower Eco boiler scheme was able to contribute the full amount due to the age of the boiler and her circumstances in terms of income.

Mrs. Sattar mentioned:

“The contractors just got on with things and were very tidy along the way. Having the new boiler installed will make a huge difference. I look forward to receiving cheaper bills in the New Year now that this has been installed.

It just started with a few enquiries about how I can get my boiler insured just in case it broke down: I did not think the end result would be a fully funded brand new boiler replacement. Thanks to Jenalle who I spoke to from the Healthy Housing Team who made this possible”