



**HEALTHY
HOUSING**
Service



Healthy Housing Case Study: Autumn 2017

Mrs Spurr

npower Health Through Warmth Boiler Replacement

“Now me and my daughter feel warm I can honestly say that I feel better within myself and my daughters mood has improved. I am very pleased and happy with the service received”



Background

Mrs. Spurr lives with her daughter in a solid brick semi detached property. Mrs. Spurr only had been living in her property for 3 years so was unsure how old the boiler was but it had become intermittent and eventually stopped working. Because Mrs. Spurr's daughter is very young and suffers from health conditions that can be worse from living in a cold home, it was vital to make sure every measure is taken to keep their home warm.

NNHHS Help is at Hand

Mrs. Spurr decided to call the Energy Saving Trust to see if she could get some help replacing the boiler. The Energy Saving Trust referred her to the Healthy Housing Service to see if she would be eligible for any of our boiler schemes. She spoke to a member of the Healthy Housing Team where they took all of Mrs. Spurr's details to try and determine the best possible route of funding.

npower Health Through Warmth Boiler Replacement Scheme

npower contacted Mrs. Spurr within a week of the referral to schedule in a Technical Survey to fully assess the broken boiler and to make sure that she was eligible for the scheme. At the time of the survey they were able to confirm that the boiler was broken and that Mrs. Spurr was able to receive a fully funded boiler replacement. On the 29th September the npower Health Through Warmth team installed a brand new 'A' rated gas boiler, which has a 90% energy efficiency rating.



Health & Financial Benefits

Mrs. Spurr lives with her young daughter who has mobility issues and other conditions that are made worse by living in a cold home. Staying warm is very important to avoid her health issues getting worse. Having the new central heating system has improved both of their lives and as their new boiler is very efficient, it will save them money on their bills in the long term.

Money Saved

The total cost of the boiler replacement cost **£2,300**. The npower Health Through Warmth Crisis Fund was able to contribute the full amount meaning that Mrs Spurr did not have to pay anything. Compared to their original boiler, she will be spending less money to heat their home as this new system is 20% more energy efficient. Mrs Spurr is very grateful for the service and is very appreciative for the Energy Saving Trust and the Healthy Housing Service for all coming together to help her and her daughter.

Mrs. Spurr also told us...

“The whole process was very straight forward from the time I called the Healthy Housing Service. My house was cold and I didn’t know where I could get help at the time, everyone seemed really helpful even down to the contractors”