



nottingham
energy
partnership

Case Study

Summer 2018

Bilborough, Nottingham

Solid wall insulation

Energy Switching



“ I suffer with so many illnesses, all of which are helped by some degree if the house is warm. I’m always in and just want to feel right in my own home.
Mr Vernon ”

Did you know anything about solid wall insulation before you had the work done?

“We saw the council houses having it done, so we knew it went on in layers and that it’s meant to make a home warmer”.

What made you sign up with NEP?

“Over a few weeks we received three letters from different companies offering the insulation. One was based in Manchester which we weren’t keen on, and the other didn’t pick up so we decided to see what NEP had to offer.



Once we got chatting to Darren he explained that we’d get some money towards the work and he also talked about NEP’s experience with this sort of insulation so we decided to book a technical survey and see how much it would cost”.

Grant funding: **£1,600** (Government Eco £1,100 & Nottinghamshire Community Energy Solar Farm £500)
Client contribution: **£6,300**

What made you decide that solid wall insulation would be right for you?

(Mr Vernon) “Two reasons. The first is so I can be comfortable, the warmer I am the better. I suffer with so many illnesses, all of which are helped by some degree if the house is warm. I’m always in and just want to feel right in my own home.

Most of the time I’m breathless and have no energy and I have issues with my kidneys which means I have to have dialysis.

The second reason is that the render on the front of the house cracks. We've lived here for 24 years and had it filled and painted 5 times; at £600 a time it's not cheap - we're hoping the insulation will sort this out for good."

How has the house been during the winter months?

(Mrs Vernon) "In winter we have all the internal doors shut to keep the heat in the lounge as he's always in there up against the radiator. I'm often sat here sweating! We hope the insulation makes a difference, it'll give him much more freedom and he's also spent a lot of money to have this done".

What difference has the insulation made to your home?

"It is such a hot day today, but already we have noticed a different feel in the house. We will know for sure when it cools down".

How have you found the install process?

"There are still a few things left to finish off but Darren (NEP) is around shortly to make a list to pass on to the contractor. The contractors are nice lads and work hard, but they just need to improve a little on their time keeping. The finish is very good".



The Vernon's also benefitted from NEP's Nottinghamshire Healthy Housing Service

The Vernon's expressed an interest in saving money on their energy bills but weren't confident in doing so as they have never switched before. We arranged for Melvin, our home visiting officer to see if he could find them a cheaper deal using their annual energy data and an impartial online tool.



**HEALTHY
HOUSING
Service**

Melvin found a deal that was £144 cheaper than their current deal so they decided to switch! Healthy Housing also added he couple on to Western Distribution's Priority Service Register and supplied them with a free water saving kit.

www.healthy-housing-service.com

Interested in solid wall insulation and the grants available?

Contact Darren Barker, NEP's Home Improvement Manager

 **0300 688 77 66**

 **darren.barker@nottenergy.com**

