



nottingham  
energy  
partnership

# Case Study

Summer 2018

Beeston Rylands, Nottinghamshire

'A' Rated combi boiler

6 replacement radiators



Mrs Horton

## Background

Mrs Horton is 90 years old and lives in a semi detached house in Beeston Rylands, Nottinghamshire. Having lived on her own for 23 years it is very much down to her to sort out any concerns with the house, with a little help from her son-in-law. She has been heating her home with a back boiler for over 30 years.

## What made you get in touch with NEP?

"Last autumn my kitchen radiator started leaking, so I called Homeserve, my boiler insurance company - I've had this insurance for years and pay £60 a month. To my surprise they told me that my policy did not cover this sort of repair. Not knowing who else to go to, I agreed for them to replace the radiator and reluctantly handed over £180. I made the decision to stop the direct debit as I felt I'd been treated unfairly and taken for a ride. What's the point of paying for insurance when you can't use it?"



I've told so many people about NEP, I feel so lucky, I can't tell you how delighted I am – I've been thoroughly looked after.

"I soon became nervous. What if my boiler broke down in winter? I wouldn't know who to go to and I'd be freezing. Then I saw an article in Broxtowe Borough Council's community news, 'Beeston Updated' – it was about heating help through NEP's Healthy Housing Service. I called but unfortunately I did not qualify"

*To qualify you have to be in receipt of a qualifying benefit, have a serious health issue and have less than £9,000 (single person) in the bank.*

"They did however give me Darren Barker's number (Darren heads up NEP's Home Improvement Team), he popped round with heating engineer, Ashley Matthews to complete a no obligation quote for a new boiler and 6 replacement radiators.

I did get two more quotes as I thought it's best to have a comparison."

**“NEP’s quote was £1,500 cheaper, I couldn’t believe the difference between them. I was more than happy to go with Darren - NEP has been going for 20 years so they must be doing something right!”**

### How did you find the install process?

“A lot of work was involved, Ashley and Pete were here for 5 days, and Darren was over a couple of times to check things were going to plan. It was such a hot week, but they did it and were good company. I’m glad it’s all done.



### Savings Achieved

Mrs Horton has gone from having a 'G' rated back boiler and very old radiators to an 'A' rated, Baxi combi boiler and 6 new radiators. The new heating system will heat her house much more effectively, using much less energy and comes with a two-year guarantee. She can also look forward to savings up to £260 off her yearly heating bill.



**“What I do now is put the money I used to spend on boiler insurance in the bank so after my guarantee ends, if something goes wrong I have the money waiting so NEP can sort the problem out”.**

Mrs Horton’s back boiler lived behind the gas fire in the lounge. Without the boiler the gas fire no longer functioned so was removed. In it’s place is a brand new electric fire which was fitted the same week as the boiler and radiators.

## Interested in a quote or need general boiler advice?

Contact Darren Barker, NEP’s Home Improvement Manager

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