

**HEALTHY
HOUSING**
Service



Case Study

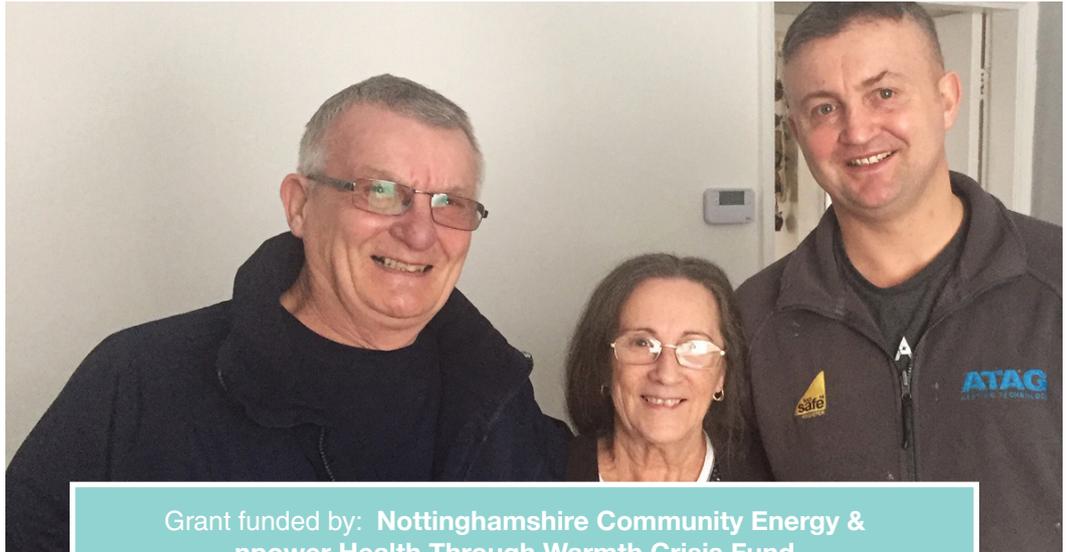
Winter 2019

New Basford, Nottingham

“ I would recommend this scheme to anyone that is in a similar situation to me. I'd have a big flag at the front of my house singing your praises if I could!
Ms Edwards ”

✓ Grant funded 'A' Rated boiler replacement

✓ Priority Service Register



Grant funded by: Nottinghamshire Community Energy & npower Health Through Warmth Crisis Fund

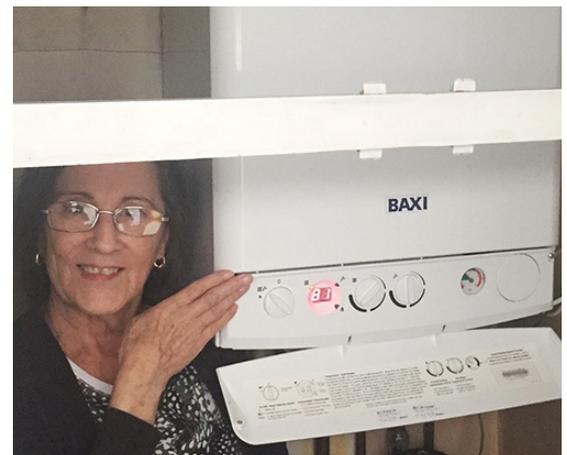
Background

Ms Jean Edwards is 72 and has lived in New Basford, Nottingham for 30 years. Towards the end of 2018 her boiler started to play up, and eventually in November it broke down completely. This left her with no hot water and no way of heating her home – this situation went on for three months, during the coldest part of the year.

Soon after the boiler broke, she sought advice from two independent plumbing engineers who confirmed that it would need replacing. Unfortunately, it was just too expensive to replace so she decided to sit it out.

Three months later Ms Edwards was in her local fruit and veg shop and happened to mention to the cashier that she was dreading going home, as it was so cold, and she had no idea who to turn to. The cashier encouraged her to call Age UK. After discussing with a friend, she made the call.

Age UK is one of Healthy Housing's longstanding referral partners and referred Mrs Edwards straight through to us.



How could the Healthy Housing Service help Ms Edwards?

1. New 'A' rated combi boiler – NEP Boiler Replacement Scheme

After completing a full assessment, we were delighted to inform Ms Edwards that because of the benefits she receives, age and health issues she would be eligible for a brand new 'A' rated combi boiler through NEP's boiler replacement scheme.

Top photo: Ms Edwards and our accredited Heating Engineers, Pete and Ashley.

From the information we had gathered on Ms Edward's situation it was clear she would not be able to afford the full cost of the boiler, so we started looking into additional funding streams for her.

Jean has struggled with her health for many years. She's had back problems for 26 years; bad arthritis and her sight is affected by cataracts in both eyes. She has also been diagnosed with six brain aneurysms, some of which have been operated on.

Luckily, we successfully secured £2,000 worth of funding to ensure the boiler install could go ahead; £1,000 came from Nottinghamshire Community Energy Fund and a further £1,000 through npower Health Through Warmth Crisis Fund.

This left Ms Edwards with a contribution of £320 to pay.

2. Western Power Distribution's Priority Service Register

Due to Ms Edward's health conditions and age, The Healthy Housing Team added her onto Western Power's Priority Service Register. Once someone is placed on the PSR they receive information in advance of any planned power cuts and also on what to do should one happen. They are also given a direct number should they need it which will result in their electricity supply being reconnected as a matter of urgency.

Having received the enquiry in February, the job was turned around quickly and completed on 1st March 2019. She had already lived so long without heating or hot water we made sure this job was pushed through.



Savings and further benefits

Although the boiler has not long been installed, Ms Edwards expressed how her quality of life had already improved.

"I have been able to have a proper shower instead of trying to wash my hair in the sink – the first shower was incredible, I stayed in for ten minutes! Warm water is something I'll never take for granted again. I also don't need to wear four layers of clothing anymore".

She added **"I am sincerely grateful for all the help and support I've received - your staff and contractors have all been brilliant. I would never have been able to afford this on my own".**

In terms of financial benefits, Ms Edwards received a grant of £2,000 towards the cost of her new boiler. It is too early for any savings to be demonstrated on her gas bill, however, typically the average household can save up to £240 off their heating bill a year when they upgrade their boiler to an 'A' rated model.

Thank you to Age UK for making the referral and thanks also to the cashier – it's amazing what can be resolved by just having a conversation.

Could you be eligible for a boiler grant?

Contact Nottinghamshire Healthy Housing Team:

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The Nottinghamshire Healthy Housing Service is funded by:

