



**HEALTHY
HOUSING
Service**



Case Study

Summer 2019

Aspley, Nottingham

“ We didn't think we would be able to get anything for free, especially loft insulation – we've seen how much it is in Wickes. I couldn't ask for a better team – the guys that installed it and Healthy Housing for arranging everything. ”

- ✓ **FREE Loft Insulation**
- ✓ **Priority Service Register**
- ✓ **Referred through Notts Fire & Rescue Team**



Background

Ken K & Ken S have called Aspley home for over 8 years where they rent a property from their landlord, Mr. C. In recent years the upkeep of the house has taken a back seat for the landlord. The boiler is an old and inefficient 'G' rated back boiler – unfortunately, as it is still working, the landlord is reluctant to replace it. Ken and Ken have always felt quite cold in winter, so decided to have a look in the loft – they discovered there was very little loft insulation up there.

Both tenants are over 60. They received a visit from Nottinghamshire Fire and Rescue Service to check that their fire alarms were working and that they were in the right places. At the visit, they asked if they could help with the loft insulation. The officer referred them through to the Healthy Housing Service. Healthy Housing quickly established that they should be eligible for free loft insulation as they are in receipt of a means tested benefit as their existing loft depth was very low.

How could the Healthy Housing Service help?

1. FREE Loft insulation:

As standard, Healthy Housing organised for their Technical Surveyor, Melvin Young to visit the property and measure the loft insulation depth. The couple only had 50 mm up there, so were well under the 100 mm maximum to get free loft insulation. Healthy Housing's insulation contractor was out installing the extra layer of warmth the following week taking the insulation depth up to 280 mm.

2. Western Power Distribution's Priority Services Register:

As they are over 60 and they suffer from a few health issues, Healthy Housing thought it'd be beneficial for them to be added to Western Power's Priority Services Register. It's a free service and means they will be prioritised in the event of an unplanned power cut, and also notified of any planned cuts. They were happy to be added and welcome any free support.



Health and Financial Benefits:

The couple have a health issues and are on a low income. Health issues include asthma, heart problems, diabetes, dementia and mobility problems. By improving the insulation of a property, a house becomes more comfortable and in turn the energy bills go down. A fully insulated loft (loft depth of 280mm) can save a household up to £160 off a yearly heating bill. A warmer home means a more comfortable environment f to live which can only impact positively to daily life.

What Ken K, Ken S and the landlord Mr C think of the Healthy Housing Service:

They said: **“The contractor did a marvellous job, we didn’t think we would be able to get anything for free, especially loft insulation – we’ve seen how much it is in Wickes. I couldn’t ask for a better team – the guys that installed it and Healthy Housing for arranging everything.**

Michael C, the landlord added **“I was unaware of the Healthy Housing Service, I’m delighted that my tenants are warmer and I only needed to spend £25 for the technical survey. It’s such a bargain. A big thank you to Healthy Housing and the Fire & Rescue team for helping us out”.**



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Could you be eligible for a home insulation or boiler grant?

Contact Nottinghamshire Healthy Housing Team:

-  **0115 985 3009**
-  **healthy-housing@nottenergy.com**
-  **www.healthy-housing-service.com**

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