



**HEALTHY  
HOUSING**  
Service



# Case Study

## Autumn 2019

### Chilwell, Nottinghamshire

“Our contribution towards the boiler was very reasonable – we’ve not seen a better quote. Our house is warm and comfortable, and we haven’t experienced any issues with the heating or hot water since – just fantastic.”

Mr G



### Background

Mr and Mrs G have lived in their two-bedroom semi-detached bungalow in Chilwell for 40 years. Their old, E-rated boiler had stopped working leaving them without heating or hot water. They tried to see if a repair would bring it back to life, but unfortunately were told that the parts had become obsolete. The only way forward was to replace it with a brand-new boiler. Luckily for them, they heard an interview with Nottinghamshire Healthy Housing on BBC Radio Nottingham, Miranda was talking about grant funded boiler schemes and also energy switching. They called the team to see if they would qualify for anything.

Home Improvement Manager (Darren Barker) visited their home along with our accredited heating engineer so a quote could be provided. The total quote came to £2,650, however with the £625 grant, their contribution came down to £1,985.

### How could Nottinghamshire Healthy Housing Service (NHHS) help?

#### 1. Subsidised Replacement boiler (£625 grant):

NHHS completed a full Home Energy and Well-being Assessment over the phone with Mr G. As the couple were over 60 and had limited savings and income, they were eligible for a £625 grant towards a replacement boiler through Nottingham Energy Partnership’s own boiler scheme.



#### 2. Western Power Distribution’s Priority Service Register:

Mr and Mrs G are over 60 and Mr Gardiner suffers from heart problems so they were registered onto the Western Power Priority Services. It is a free service which means that they will be notified of any planned power cuts and looked after in the event of an unplanned power cut.

