

The opening line is usually “My name is [enter name], calling on behalf of [enter housing provider], with regard to the energy efficiency measures that are planned for your house.”

It is important to get the name of the housing association into the opening line to avoid suspicions of a sales call.

Mention this is a follow-up call to the letter that was sent a while ago outlining the proposed measures, to see if you received the letter and have any questions or concerns. Also mention the purpose of the measures are to 1: make the house warmer and cheaper to run, and 2: reduce carbon emissions; and how this will be achieved (i.e. by insulation and a new heating system such as air source heat pump). You may or may not have specific information about the property and plans may change in the future, so don't be too specific, although other measures (i.e. new doors & windows or an improved ventilation system) are also important when improving insulation and airtightness.

Regarding timescales, inform the resident the next step will be the installation of a digital thermostat that works in exactly the same way any present one does, but will collect temperature and humidity information before and after the work, to ensure the measures are doing their job properly. Also mention that works will take place later this year as contractors are currently being selected and the duration of works, including any scaffolding.

It is important to inform the residents whether they will need to move out or not and to ask about any specific accessibility issues/requirements.

Inform the resident: where their belongings will be stored (i.e., loft or lean-to shed), who will assist them in removing them, provide alternative storage space and discourage returning the belongings to the loft space due to potential danger and compromising the insulation. At this point any anecdotal information the resident shares about present problems (i.e., condensation, mould, draughts etc.) is very useful.

Moving on to the work completion stage, mention the pattern of energy use is likely to change for the better and as a result, the resident may need to change their tariff or supplier, which independent energy advice charities (CJSs) can help with when the time comes. It is useful here to find out roughly how much the residents spend per month on energy and who their energy supplier is, as comparison of before-and-after energy spend is useful for gauging the success of the project.

Finally, it is important to log the details of the call on a spreadsheet shared across the team indicating the specific resident's level of enthusiasm or antipathy toward the project.