

## Phone call script during installation

Hello Mr/Mrs **[tenant name]**, my name is **[your name]**.

I'm calling on behalf of **[housing provider name]**.

I work for an energy efficiency charity called **[organisation name]** and **[your housing provider name]** has asked us to make contact with you when the work is finished to make sure you are happy, and to offer further advice and support on things like energy bills and switching energy providers. We have a website with lots of information on it, or we can send you information leaflets by post if you prefer.

This is a courtesy call to make sure you are happy with the improvement work that is going on at your property. Just to confirm, the planned work is: **[list energy efficiency measures]**.

We sent you an information pack that has a list of FAQs as well as a timeline of the process from start to finish. Have you had a chance to read through that yet? Do you have any further questions that weren't covered in the pack?

Do you have any specific accessibility issues/requirements? To confirm, you will not have to move out, but there will be times that we need to gain access to the property and there may be some disruption while the work is being done. For example, if one of your measures is loft insulation, then the loft will have to be fully cleared.

Your resident liaison officer is **[enter name]** and she/he will be in contact with you, if she/he hasn't already, to keep you informed about when the works are taking place.