

Phone call script identifying household questionnaire

Hi Mr/Miss **[contact's name]** my name is **[your name]** and I'm calling from **[organisation name]** on behalf of **[organisation running retrofit]** about the **[name of funding scheme]** scheme.

We sent you a letter recently about this government funded scheme that helps improve the energy efficiency and comfort of homes.

Some of the carbon benefits are:

[List carbon benefit 1]

[List carbon benefit 2]

[List carbon benefit 3]

Thank you for registering your interest in the scheme, so that your home is considered as one of the homes that could be selected for improvements as part of this scheme.

The next step is to complete a questionnaire with you over the phone, this will help us determine if your home is suitable for the scheme - it will only take **[x]** minutes' then... we'll move onto the next steps of the process.

Are you happy with everything I've said so far?

Are you ready to answer the first question?

Carry on and complete the 'Identifying Household Questionnaire'

Questionnaire troubleshooting:

- Questions regarding the questionnaire?
- Application?
- Scheme?