

# Empowering a resident to receive energy efficiency upgrades

## The story

---

The resident supported is a lady of pensionable age who lives alone in a 3-bedroom semi-detached house that she owns. At the side of the house is a lean to area which extends to the neighbour's fence. Her main goal when contacting the HERO scheme was trying to get extra insulation in her home.

The property would be classed as hard-to-treat due to their solid walls. It has 100 mm of loft insulation according to the resident and the expired EPC. Other energy efficiency measures in the home include UPVC double glazing, mostly LED bulbs, boiler programmer, room thermostat, and thermostatic radiator valves. The home has a main gas central heating and two multi fuel burning stoves and has a 4-year-old condensing/combi boiler.

The resident is classed as vulnerable due to her age but not hard to reach as she has both good communication and I.T. skills.

## Opportunities

---

As the property has an expired EPC, the team arranged for an updated one to be created, which came back as 49 E.

The resident is in receipt of Pension Credit so was potentially eligible for energy efficiency measures through the ECO4 scheme. She was provided with links to participating energy suppliers to access this funding, and the team empowered her to contact them directly.



## Resident feedback

---

She is very satisfied as the service was "absolutely great!", and she is more likely to install retrofit energy efficiency measures in her home.

## Approach

---

Some of the advice the team gave during the home visit included:

- Suggesting that she unlocks the blocked air vent in her lounge.
- Checking that her carbon monoxide alarm is working.
- Highlighting some of the compromised brickwork on the outside which needed re-pointing.
- Checking that she is on the Priority Services Register.

## Outcomes

---

The resident has had a home visit from Octopus Energy and had a survey completed by them.

They pointed out to the resident that even though she has low levels of insulation in her loft at the joist area (100 mm) she does have spray foam insulation on the rafters. She reported that as there is no dampness/moisture in her roof area the surveyor advised this area should be left alone.

An interesting thing to note is that both the resident and the current/previous EPCs failed to mention the spray foam insulation.

The resident reported that EON are due to send a surveyor out to her home soon.

Some feedback from the resident post-visit include that she is very satisfied as the service was “absolutely great!”, and she is more likely to install retrofit energy efficiency measures in her home.

## Stages

---

The stages of this intervention were:

- 1) Visited the home of the resident and provided advice.
- 2) Arranged for an updated Energy Performance Certificate to be created for the property.
- 3) Provided details and links for the resident to access ECO4 funding.
- 4) Survey completed by Octopus Energy and follow up survey planned with EON.

Find out more about the Local Energy Advice Demonstrator projects in the Midlands.

