

Appendix A: Case Studies of Residents supported under Warmer Homes

Resident of Henderson Park

The resident is an elderly gentleman who lives in a park home at Henderson Park. He applied to the scheme after receiving a letter from Switched On Portsmouth, which invited eligible residents to apply.

His home was in poor condition, but remedial works were able to be funded through the scheme in order to facilitate the installation of the insulation. His home is an aluminium caravan with ply extensions that had rotted through - all rotten ply was cut out, windows were removed and new window and wall framework was installed. An eaves tray was installed under the bottom row of roof tiles to prevent rot happening again. Insulation was then fitted to the home after all rotten ply had been removed and replaced.

The insulation will save the resident hundreds of pounds on his heating bills, and will ensure he can stay warm and well in his home.

The resident also accessed other services available through Switched On Portsmouth, and received a fully funded gas central heating system alongside new LEDs and energy saving advice.

Quotes from other residents who have received a measure under Warmer Homes:

1) "When I turn the heating on it gets warmer sooner and stays warmer for longer. The installation was quick and clean. From start to finish the scheme is mind-blowing. I would recommend it to anyone absolutely without question" - **Anonymous, Henderson Park who received Solid Wall Insulation.**

2) Applied to the scheme as interested in saving money on fuel bills and looking to improve the look of their home. Noticed a difference to the temperature of the home as soon as the measure was installed – "A good deal warmer, and cooler on warmer days" Found the application process "very easy, professional and smooth" and the installers "very good, friendly, hardworking and professional" "Really glad we've had it done, it's a really good scheme and will save us money and the environment" - **Anonymous, Henderson Park, Solid Wall Insulation**

3) Applied the scheme online after seeing a Facebook post promoting the scheme. Wanted to save money and the environment. "I was worried about the installation being disruptive, but the installers were so quick and helpful. The install only took a few hours and they even put mesh around the panels to make sure birds didn't find a good nesting spot. I've not had the system long but I've already noticed savings on my energy bills as my smart meter device shows that I'm using less energy from the grid in the daytime. I'd tell anyone who's thinking of applying to do so with no hesitation. Get it done!" **Anonymous, Southsea, Solar PV**

4) "I got a letter in the post from the council about the scheme and applied straight away, even though I thought it must be too good to be true. I heard back quickly from

the installers who carried out the work super quickly, with minimal mess. They were so accommodating of my request to not disturb my recently redecorated rooms and found alternative places to bring the electrical cables in the house. I'd tell anyone thinking of applying to definitely do it, 100%! You can't lose, the panels look great on the roof, and you'll be helping to increase the amount of green energy in the country"

Hayley, Southsea, Solar PV