

Appendix A: Case Studies of Residents supported under Warmer Homes

Fred

Following a free home energy advice visit through LEAP, Fred applied to the Warmer Homes Programme to see if he was eligible for further fully funded measures. Fred was eligible due to his pensioner status and the EPC rating of the property, which was an E, and so his application for an air source heat pump was accepted.

On his heat pump, Fred said:

"Since having a heat pump installed, my energy bills have gone down by 50% and the EPC rating of my home has gone from an E to a C. One of the things I found incredible about air source heat pumps is that for each unit of electricity you use, you get three units of heat in return. This has seen my energy consumption plummet.

'The application was quick and easy. It took the installers just four days to install the air source heat pump and they were incredibly professional. To anyone who's thinking about getting an air source heat pump, it's green, it's good for the environment, it saves you money, the noise is not an issue and it's easy to use"



Mr and Mrs E

Mr and Mrs E applied for external wall insulation through the Warmer Homes Programme. After finding out they were eligible, Platinum Park Home Services, fitted 60mm of insulation onto the property.

On their installation, Mr and Mrs E said:

"From the minute we first contacted the office and all the way through, the process ran very smoothly and we were surprised to have no disruptions by the work at all, we just carried on as normal.... Since having the External Wall Insulation completed, we have felt such a huge difference in the warmth within our home."

Since having the measure installed, it's estimated that Mr and Mrs E will save 450kg of carbon emissions and £146 per year on energy bills.



Miss H

Miss H lives with her daughter and little dog Olly in a 2 bed semi-detached house. Her home used to always be cold with the only form of heating being an old electric storage heater.

After speaking with one of the Warmer Homes supply chain partners Aura Gas, Miss H realised that she was eligible for a fully funded air source heat pump due to the

EPC rating of her property and income levels.

Miss H quickly completed the application form and not long after received her brand new air source heat pump.

Miss H said:

“It is honestly a dream come true. Before I heard of the programme all I had was old electric heaters. The house was always freezing. We had a running joke in my family that if you’re ever hot come to my house to cool down. I had to put blankets over the bedroom windows to try and stay warm at night and I had to turn on the hot water well in advance of having a shower or doing the washing up – even then it wasn’t even hot.

“Having our new air source heat pump has made the world of difference to our lives. Our installer Greg from Aura Gas was so professional and tidy. We barely noticed that he was there, and he was so polite. He installed the air source heat pump in just four days! The heat pump is so easy to use. We barely notice when it’s on and have had no complaints about noise from the neighbours. It has helped to reduce our energy bills and has also added value to our home. I’d definitely recommend applying to the programme if you meet the eligibility criteria.”



Carole

Carole applied for a free solar PV system through the Warmer Homes Programme. She was eligible due her income and the EPC rating of her property, which was very low at an E. Carole had an 8 panel system installed on her roof entirely for free. Since the installation, her home now has an EPC rating of C, meaning she'll be able to expect much lower energy bills.

On the scheme, Carole said:

"It was so easy to get the solar panels fitted, it only took a few hours. There was an issue where it tripped out and we couldn't get them to work again, but someone came out to inspect them pretty quickly and showed me what to look out for if it happened again".

"It has definitely been worth while having and they really do make a difference. I'm really pleased that I had it done."

"I'm surprised not more people in my road have done it. I've had people approach me asking how much it cost, you need to look this up and do it!"

