



Bath & North East Somerset Council

Making a referral to the Energy at Home scheme

The Energy at Home scheme aims to help residents make their homes warmer, healthier and cheaper to run by providing free, expert energy advice, access to grants and finance, and help to make energy saving home improvements.

In your line of work you may come across people who could benefit from some energy advice and you can easily refer them to the Energy at Home Advice Service:

Make a referral

- •Call **o8oo o38 568o** / 0117 934 196o . The householder can call themselves, or you can call on their behalf.
- •Send an email to advice@energyathome.org.uk with details of advice needed
- •Make a quick referral online www.energyathome.org.uk/the-hub
- •Fill in a referral form & post: Energy at Home, FREEPOST RSAE-LYYG-CULE, Centre for Sustainable Energy, Bristol BS₃ 4AQ

Contact

- •The Advice Service will contact you / the householder to:
- •Find out what home energy advice is needed and discuss the options.
- Give information about grants, finance and support on offer.
- •If the householder wants /needs energy saving measures installed, e.g. a new boiler, insulation, windows, external doors etc. they will be referred to the Energy at Home Delivery Partner, Eco Residential.

Assessment

- If referred, Eco Residential will arrange for a surveyor to visit to carry out a detailed home energy assessment.
- If the housholder fulfils certain criteria the assessment will be free (normal cost £150).

Assessment

• a report detailing the appropriate energy saving home improvemts will be sent to the you / the client

Quotes

- •Delivery Partner Eco Residential will call you / the householder. If the householderwants any of the energy saving home improvements reccomended in the report installed:
- Quotes can be provided from a panel of local installers. The quote will inlude details of the amount of grant you are likely to be eligible for.
- •Grant application forms will be sent out that need to be filled in and returned.

Installation

- •Once the grant has been approved, the installation can go ahead.
- •After the installation, the Advice Service will check back to make sure the householder understands how to use the measure that has been installed effectively.

The Energy at Home Advice Service is brought to you by Bath & North East Somerset Council in association with the Centre for Sustainable Energy, Eco-Residential and Agility Eco













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Look for the Signs

When talking to your client or visiting them in their home, you may spot signs that they are living in an inefficient or cold home, and may benefit from a referral to the Energy at Home Advice Service:

What you might hear

- •I'm cold and feel the draughts
- •I'm struggling to pay my bills
- •I stay in bed to keep warm
- •I can't afford to put the heating on
- •I want to stay in hospital because it's warmer here

What you might notice when you visit

- •Home feels cold or draughty
- •Smells of damp and/or has signs of mould or condensation
- •The only heating is electric fires, fan heaters oil-filled radiators
- •Client wears lots of clothes indoors
- •Curtains closed during the day
- •Signs that the client only lives in one room

What you might hear

- •My home needs modernising
- •I want to install a new kitchen or bathroom
- •I want to improve the value of my property
- •I want to upgrade my boiler
- •I want to make my home warmer
- •I would like to generate my own energy

What they might tell you about themselves

- •I want to help the environment
- •I want to lower my energy bills
- •I want to reduce my CO² emissions
- •I don't want to waste money
- •I want improve the efficiency of my home

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