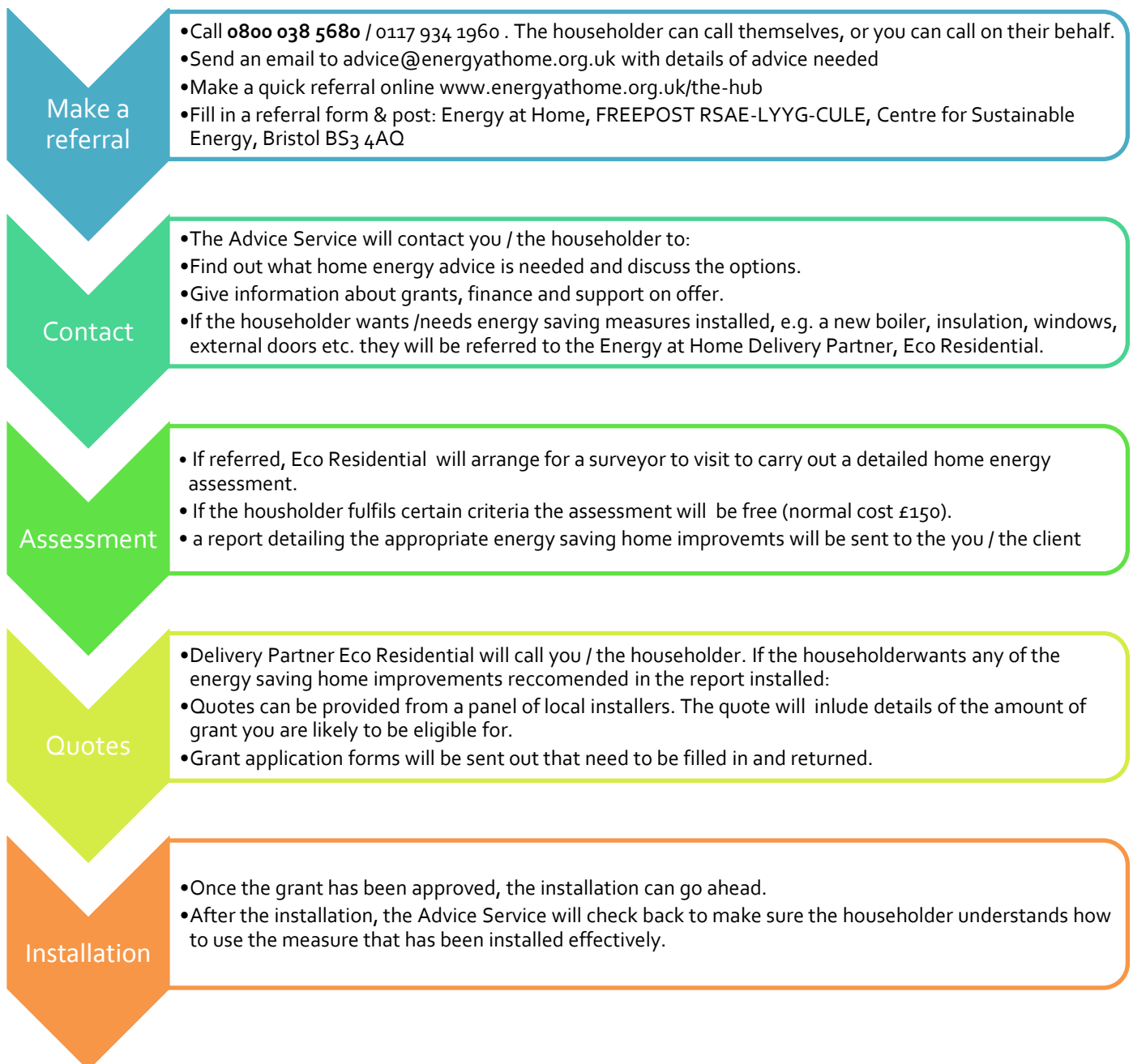




## Making a referral to the Energy at Home scheme

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:



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



## 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 CO<sup>2</sup> emissions
- I don't want to waste money
- I want improve the efficiency of my home

