

Case Study: Cross Keys Homes & Healthy Homes



Healthy Homes

Fuel bills rising? Boiler on the blink? The independent charity Peterborough Environment City Trust (PECT) is here to help with its new Healthy Homes project, which aims to assist residents in Peterborough and Fenland to enjoy affordable warmth.

This community-based project, funded by the British Gas Energy Trust, aims to help local residents save money and improve the energy efficiency of their homes, whilst also lowering the carbon footprint of local communities and conserving limited natural resources.

“Through a free home visit, I can advise residents on energy tariffs, the national Warm Home Discount, available grant funding and positive behaviour that saves hundreds of pounds annually,” explains Project Officer Sam Bosson. “In addition to this, everyone will receive a free home energy pack, and even home improvements for residents who meet the criteria.”

This service is available to residents throughout Peterborough and Fenland, whether or not you own your own home.

Working with Cross Keys Homes

In order to identify households in need of support with their energy bills, PECT has worked with local housing association Cross Keys Homes (CKH). This has included mailing out project information to all tenants in Peterborough and Fenland, direct referrals for tenants who would particularly benefit from the scheme, and PECT staff attending CKH events such as work clubs to speak about the Healthy Homes project.

As a housing association, CKH takes responsibility for maintaining properties on behalf of tenants, for example ensuring that homes have adequate levels of insulation. The housing association has also installed solar panels on over 5,000 homes to provide free electricity to residents.

While this basic level of support is in place for all tenants, the Healthy Homes project has been able to provide additional help to ensure that CKH tenants can manage their energy bills effectively. Healthy Homes can help residents with tariff comparisons for gas and electricity bills, check eligibility for the Warm Home Discount, provide fuel debt relief and give behaviour change tips to reduce gas and electricity costs. According to Cross Keys Homes, “We enjoy working in partnership with PECT and are delighted with the results and positive impact the one to one advice has had on our customers. We are happy to refer to PECT as we are confident that Sam’s free, impartial and comprehensive advice really does make a difference and can lead to substantial savings. There are many positives as a result of this engagement.”



The results



Through the Healthy Homes project, PECT has worked with almost 100 CKH tenants so far. Some of the successes have included:

- 59 new referrals for the £140 Warm Home Discount. Read more about the Warm Home Discount on PECT's blog: www.pect.org.uk/blog/public-communities/135-warm-home-discount-marketing-key-for-fuel-poor-households

- Free energy packs for all households, including information about cutting bills as well as gadgets such as low energy bulbs.
- Individual reviews of energy service provider resulting in annual savings of more than £250 for 20% of households visited.
- CKH tenant Assato Tavares received support included a tariff comparison leading to a £269 annual saving; a referral for the £140 Warm Home Discount; and behaviour change tips such as turning the thermostat down by 1°, turning off appliances and reducing tumble drier use, saving £175 per year. In total, these changes will save the Tavares family £584 p.a.
- Another CKH tenant, Miss Smith of Dogsthorpe said, "I knew my gas and electricity were getting in a muddle and I was paying too much. With help from Healthy Homes, I switched tariff and saving £155 p.a., as well as being able to claim back more than £800 in credit from my previous supplier!"

For more information

For more information about the Healthy Homes project, call Sam Bosson on 01733 866440, email sam.bosson@pect.org.uk or visit the website at www.pect.org.uk/healthyhomes

For more information about Cross Keys Homes, visit their website www.crosskeyshomes.org.uk

