

Changing your house to be warmer and better for the planet. How it works.



Energy and our houses



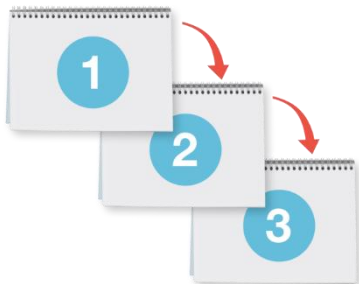
We need to change our houses so they are better at using energy.



Energy is things like electricity and gas that light our homes or keep them warm.



This saves us money.



This booklet tells you about what happens at each part of this work.

Getting money for the work



Sometimes the government gives people money to get changes to their houses.



This money is given to people who meet their rules. For example they might need the person be a certain age or have a certain type of house.



Ask someone to help you fill in the forms to get the money.



Sometimes someone will need to come to your house to see if it meets the rules to get the money.

Finding someone to do the work



The next part of the work is finding builders to do the work. If you were given money by the Government they will find builders for you.



You will need to tell the builders what you need for the work to meet your needs. For example if you need Easy Read booklets then tell them this.



We have an Easy Read booklet called 'Customer Needs'. These are the questions they should ask you. Make sure they go through it with you.



Someone will need to come into your house to check it again. They will be thinking about how to make the changes to your house.



When the work is being done

The next part of the work is when builders come into your house to make the changes.



The next pages tell you about some of the changes that can be made.



They tell you what will happen when the building work happens for each type of change.

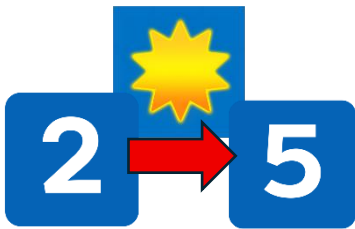


You only need to read the pages about the changes you want to get.

Heat pump



A heat pump is a technology that takes heat from outside the house and uses it to warm the inside of the house.



The building work will take from 1 to 5 days.



A few builders will need to come into your house to do the work.



They will turn off your hot water for a few days.

Heat pump 2

(A heat pump is a technology that takes heat from outside the house and uses it to warm the inside of the house.)



Power might need to be turned off for a bit.



There will be loud drilling.



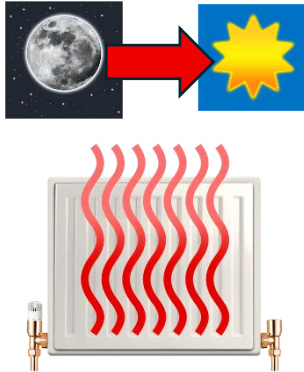
Scaffolding might be needed.

(Scaffolding is when poles are put up outside the house. They let builders do work on the house that is high up.)

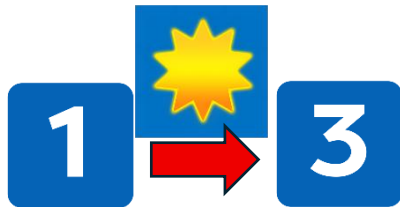


They might need to lift up your carpet and floorboards to do work underneath.

Heat Storage Radiators



A heat storage radiator is a type of radiator that stores heat at night. It then uses this heat to warm the home in the day.



It will take 1 - 3 days.



2 or 3 people will have to come into your home.



Power might be turned off for a bit.

Solar panels



Solar panels use light from the sun to make electricity.



Putting them on your roof will take 2 days.



2 or 3 people will have to come into your home. But they will mostly be outside your house.



Power might be turned off for a bit.

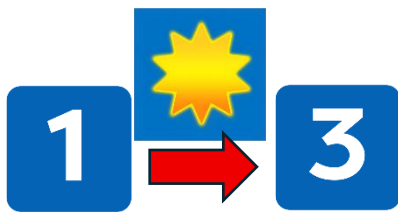


Scaffolding will be put up outside your house. (Scaffolding is when poles are put up outside the house. They let builders do work on the house that is high up.)

Loft Insulation



Loft insulation is when a warm fluff material is put into the gap between the loft and house. (A loft is sometimes called an attic. It is under roof of the house.) This helps keep the house warm.



The work will take 1 to 3 days.

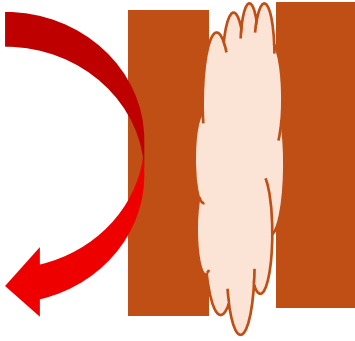


There will be 1 to 3 builders in your house.

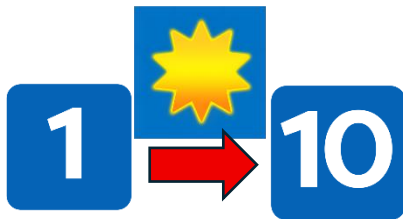


Someone will need to empty the attic ready for the work. They will need to put things back after the building work is finished.

Wall insulation



Wall insulation is making your walls thicker or filling in the gaps inside them. This means less heat is lost through the walls.



The work will take 1 to 10 days. It takes 10 days if they are making your walls thicker. It is quicker if they are filling in the gaps in your walls.



There will be 1 to 4 builders in your house.



You might need scaffolding outside your house. (Scaffolding is when poles are put up outside the house. They let builders do work on the house that is high up.)



Wall insulation 2

You might not be able to use some rooms in your house while the work is being done.



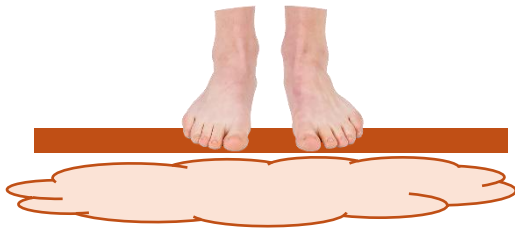
It might be noisy and dusty.



Sometimes walls will need to be painted after the building work is finished.

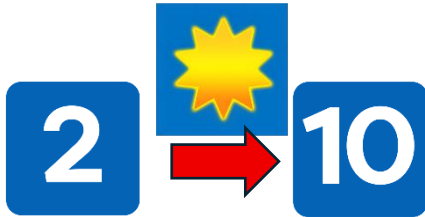


The builders might need to go into your garden.



Under floor insulation

Under floor insulation is when a warm, fluffy material is put under the floor. This keeps your house warmer.



The work will take 2 to 10 days.



There will be 1 to 4 builders in your house.



The room will need to be emptied and you won't be able to use it while the work is done.



The builders will need to lift up the floorboards. They will put them back after.

Changing windows



Getting new windows can help keep your house warm.



It will take half a day for each window you are having put in.



There will be 2 to 4 people in your house.



You won't be able to use the room where the work is happening.



It will be noisy and dusty.

After the work



After the work the builders should give you Easy Read booklets about the work they have done.



They should make sure you understand how to use any new technology they put in.



It can be helpful for you to have a carer there for this conversation.



Ask questions to make sure they have done everything you need to use the new technology. For example, you might need to ask them to setup the app that is used to control the technology. (An app lets you control the technology using your phone.)



After the work 2

Someone might come to your home after the changes have been met to check they were done in the right way.



If the changes were made in summer then a builder might visit in the winter. They will want to check the heating technology is working now you are using it.



If you have had solar panels put in you might get paid money for the electricity they make.



Ask the builders what you need to do to get this money.



About this booklet

This booklet was made by the charity Centre for Sustainable Energy.



This charity tries to make changes to energy. It tries to make the work good for everyone. (Energy is things like electricity and gas that light our homes or keep them warm.)



The work is part of project called the Community Climate action project.



You can talk to us by emailing info@cse.org.uk