

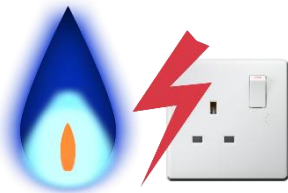
# Questions to ask when your home is being changed to make it warmer and better for the planet



## 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.



Changing how our house uses energy saves us money.



It is also good for the planet.



This booklet lets you know what questions to ask when you are thinking about making these changes. Or when you are making these changes.



There are four steps to getting the work done. We have given you questions to ask for each step.

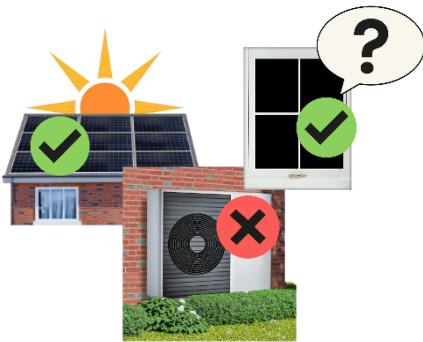


You don't have to read the whole booklet. You can just read each step as you get to it.

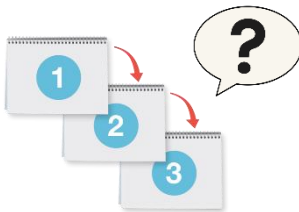
## Step 1



Step 1 is when you are deciding whether to change how your house uses energy.



Ask: What changes can I have made?



Ask: What are the steps to make the change?



Ask: Who will need to come inside my home?  
And why?



Ask: Will I need a smart meter? (A smart meter is a machine that tells you how much electricity you are using.)



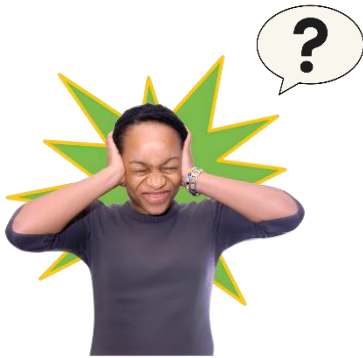
Ask: Who will I be able to ask questions I have?



Ask: Can you help with moving things to get rooms ready?



Ask: Will I need to do any painting or repairs after the work has been done?



Ask: What difficulties to my everyday life will the work make? For example will it be noisy?



Ask: How long will the work take?



Ask: Will I be able to stay in my home while the work is done?



Tell them: What you need to talk to them. For example if you need Easy Read. Or for them to talk slowly.



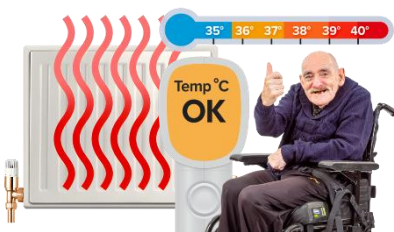
Tell them: What your needs are because of your disability. For example if you are blind and need your guide dog in the room.



Tell them: If you need electricity or water for your health. For example, if you have an electric wheelchair or fridge for medicines.



Tell them: How much energy you use in a year. You can find this on an energy bill. Ask a carer for help if you don't know how to find this.



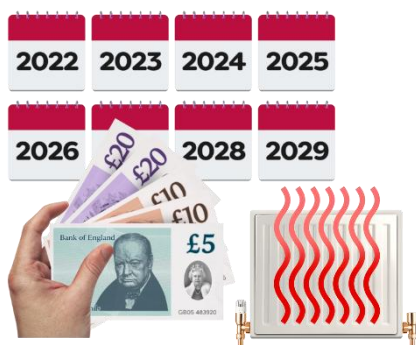
Tell them: How you heat your home. For example, what temperature do you need to be comfortable? Do you heat all your rooms?



Tell them: If you pay for energy before you use it. Or if you pay for energy after you use it.



Tell them: If there are times you go to the doctors and won't be in.



Tell them: To work out how much it would cost you to heat your home if the changes were made. Ask them to work this out for a year.



Make sure they work this out using details about you and your home.

## Step 2

Step 2 is when you see if you can get money to make the changes.



Step 2 is also when you see if you have the right type of house to get the change you want. For example, you need to own your roof to get solar panels. (Solar panels use sunlight to make electricity.)



Ask: Can I get money to pay for the change?



Ask: Can you help me with filling in the forms?





Ask: How long will it take until I hear if I got the money?



Ask: Will the money pay for everything that is needed?



Ask: What will happen in the survey? (A survey is when someone comes to your home to see if your home is right for getting the changes you want.)



Ask: For them to give you a letter or email to show you meet the rules to get the money.

### Step 3



Step 3 is when you decide what builders to use to do the work.



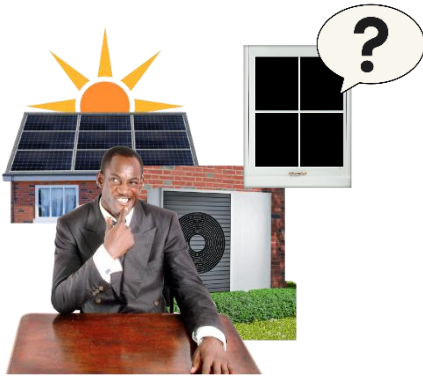
If you have been given money to do the work then you will be given a builder to do the work.



You might start asking builders how much it will cost.



Ask: What will happen in the survey? (A survey is when someone comes to your house to think about how to make the changes.)



Ask: Can I choose what machine is put in?



Ask: How will I use the machine? I need something that is easy for me to use and meets my needs.



Ask: Will the water or electricity need to be turned off?



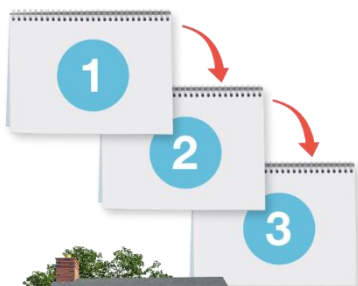
Ask: Is the builder doing the work TrustMark certified? (TrustMark certified means that the builder is safe, good and someone you can trust.)



Tell them: Where you need the machine put in to meet you needs. For example, you will need the buttons somewhere you can reach.



Tell them: If there are things you need for your safety. For example, covering wires to stop you tripping.



Tell them: You need a written plan of the changes to your home and timeline.

## Step 4



Step 4 is when the changes to your house are being planned and start happening.



Ask: What identification will the workers have? (Identification is a card or piece of paper someone carries with them to show that they are who they say they are.)



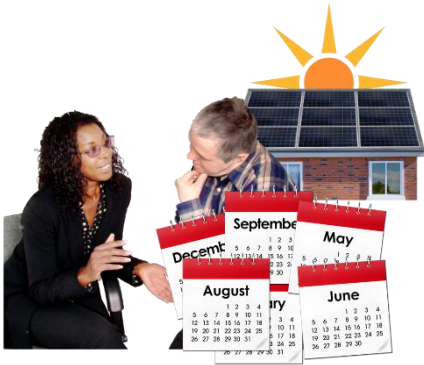
Ask: How they will check the work has been done well?



Ask: Who can I talk to if I need to complain?



Ask: Who will tell me how to use the new machine?



Ask: Who can help me with using the new machine if I have questions later on?



Tell them: You need an Easy Read booklet on how to use the machine.



Tell them: To give you a written letter that says the work has been done.



## 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](mailto:info@cse.org.uk)