

Home Energy Service

Case Study



Name: Joyce
House Type: 1850s Stone End Terrace Cottage, Owner Occupied
Location: Rural Village, Lancaster
HES Survey: July 2011
Main Issues: Inefficient Boiler, Draughts



Home Energy Survey Findings

Joyce had an inefficient and unreliable boiler and her 1850s cottage was proving difficult to heat. A volunteer surveyor from LESS visited her and talked through several options and carried out a full Home Energy Survey. The LESS Energy Officer carried out a search on the SEDBUK database and found that her boiler was only 70% efficient.

Energy Saving Recommendations

Joyce tried to get a new boiler via Warm Front but was unsuccessful, but has since installed a new condensing boiler that has an efficiency rating close to 90%. This should create considerable savings in energy bills. Joyce has also been directed to Lancaster City Council's Handyperson scheme for items such as draught proofing.

Feedback

Joyce said of her experience with the Home Energy Service:

It was interesting and informative; the volunteer surveyor had good knowledge of the issues which concerned me.

*I haven't carried out the draught proofing yet, the front door has distorted a bit and is letting cold air in. I will now contact the Handyperson Scheme to get this and other small jobs done. **I would certainly recommend the LESS Home Energy Service to anyone!***

Joyce, Feb 2012