

**SUSTAINABLE SUNDERLAND PROGRAMME
HOME ENERGY CHECK**



<u>Client Information</u>	Tenancy Ref (if Gentoo):
Name	
Address (inc. postcode)	
Ward	
Telephone/Mobile/Email	
Other occupants	
Number of Bedrooms	

<u>Property</u>	
Tenure	Owner out right Owner mortgage Private rent
	Gentoo Residential Care Sheltered Housing
Type	Terrace Semi detached Detached Cottage
	Flat Maisonette Tower block
Walls	Solid Cavity Insulated (Y/N/Not Known)
Windows (age)	Single glazed all Part single/double glazed All double glazed
Loft	Insulated 270mm Partial insulation None Not Known Not relevant

<u>Health</u>	
Do you find your home warm and comfortable? (Y/N)	
Does anyone in household suffer from medical conditions made worse by cold (Y/N – condition(s) and details of person(s) affected)	
Are you mobile around your home and use all the rooms? (Y/N)	
Are you on the energy supplier's Priority Services Register? (Y/N)	

<u>Utilities</u>	
<p>Who are your energy suppliers?</p> <p>How do you pay for your gas and electric (Direct Debit, Direct Debit, Standing Order, Cheque, Cash – meter token/card, Debit Card over phone, Debit Card online, Credit Card over phone, Credit Card online)</p> <p>How often do you pay for your energy (weekly, fortnightly, monthly, quarterly, annually, when can afford to, various)</p> <p>How much do you pay for your gas and electric (insert figure)</p> <p>How much gas do you use (insert kWh or £ – may need to check bills or seek consent from client to request info)</p> <p>How much electricity do you use (insert kWh or £ – may need to check bills or seek consent)</p> <p>Meter readings taken on day of visit:</p> <p>Meter numbers:</p> <p>Have you ever switched supplier (Y/N – date)</p> <p>Have you ever changed tariff (Y/N – date)</p> <p>Would you like information to compare fuel providers and tariffs to see if you could save money if you switched? (Y/N)</p> <p>Do you have internet access (Y/N)</p> <p>Do you have a bank account (Y/N)</p> <p>Do you have a water meter (Y/N)</p> <p>Are you are the Vulnerable Person’s Register (WaterSure Scheme) (Y/N)</p> <p>Have you installed any water saving devices? (Y/N) If yes, what devices?</p> <p>Have you requested a Water Savings Kit from Northumbrian Water? (Y/N If no, would you want to)</p>	<p>Gas:</p> <p>Electricity:</p> <p>Gas:</p> <p>Electricity:</p> <p>Gas:</p> <p>Electricity:</p> <p>Gas: £</p> <p>Electricity: £</p> <p>Gas:</p> <p>Electricity:</p> <p>Gas:</p> <p>Electricity:</p>

<u>Heat</u>	
<p>Do you have central heating (Y/N)</p> <p>Is heating working (Y/N)</p> <p>If No, have they contacted anybody to look at it (Y/N – is yes, when and whom) If not working – how long has it not been working (insert time period)</p> <p>If heating is working – is the house warm, do they have room thermometer (Y/N – hand out room thermometers)</p> <p>What is the room temperature</p> <p>How old is system (insert age)</p> <p>What type of system (insert type, rating if known)</p> <p>When was it last serviced (insert date)</p> <p>Do you have access to any other form of heat (gas fire, electric fire, oil based heating, electric heater(s), calor gas heater, other)</p> <p>If no – would they like portable heater and a referral for an AUKS emergency pack</p> <p>Are the following in the home: (Y/N) Radiator valves Room thermometer(s) Timers/programmers Radiator fan Radiator reflective panel Draught excluder(s) Smart meter</p> <p>Do you know how to use the above: (Y/N)</p> <p>How do you heat your water? (immersion heater, back boiler, combi). Temperature 60°C.</p> <p>Do you generally have a bath or shower?</p> <p>Do you have electric shower, power shower, or connected to boiler (Y/N)</p> <p>Is there any damp or condensation (Y/N)</p> <p>Are there any problems with draughts? (from windows, doors, walls, floors, or loft)</p>	<p>Living room:</p> <p>Bedroom:</p>

Low cost/no cost measures: (Age UK "Save energy, pay less" guide)

- **Insulation and draught proofing.** Fitting a 75mm thick, hot water cylinder jacket can be straightforward and cheap to install – less than £20 – and could save you up to £40 per year.
- **Stay warm, cut costs.** Turning your thermostat down by 1°C can save you as much as £60 per year. Living room 21°C, bedroom 18°C. Issue booklet and room thermometers.
- **Get cosy.** Wearing more jumpers, socks and slippers around the house, and putting an extra blanket on the bed rather than turning the heating up.
- **Switch it off and save.** Unplug all the appliances that you aren't using regularly - even chargers continue to use electricity when they aren't charging. Also, make sure you're not leaving appliances on standby.
- **Low energy light bulbs.** They use 80 per cent less electricity, saving you money on your energy bills. They give out the same amount of light and last around ten times longer.
- **Look for the logo.** Energy Saving-recommended logo for energy efficiency and will cost less to run.
- **Use the right ring for the right thing.** If your cooker has a small ring, use a small pan. You might only be heating up a small meal, and doing so in a big pan wastes a lot of energy.
- **Save time and stock up.** If you're going to use the oven, bake a few meals at a time to get the most out of having your oven on.
- **Let the dishwasher do the dirty work.** Avoid pre-rinsing the dishes in hot water. Save water and energy by just scraping the dishes before they go in.
- **Make things easy for your fridge and freezer.** Keeping them full means they don't have to work as hard and therefore they use less energy.
- **Shrink your bills, not your clothes.** 90% of a washing machine's energy expenditure is spent on heating the water, so if you wash your clothes at 30-40 °C you're saving significant amounts of money.
- **Hang up your laundry.** Air-dry your laundry rather than tumble drying it, particularly if there's warm or windy weather.
- **Save yourself ironing time.** Take your clothes out of the dryer before they're completely dry - they'll iron much quicker.
- **Compare gas and electricity prices** to make sure you're on the cheapest tariff for you (provide information).

Can we monitor you over 12 months?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Referrals/Sign-postings	Y/N	When and other details	
Benefits Check			
Warm Homes – ECO / Green Deal			
Fuel Debt Advice			
Energy Arranger			
Water Saving Kit			
Debt/Financial Inclusion options			
Garden Swap Scheme (owner/vol)			
Volunteering (Street Champion, Energy)			
Other Age UK service (Friendly Faces)			
Other Gentoos services			
Other (e.g. ICOS, DAWN)			

Information sharing agreement	
<p>Please note that we may need to refer you to one of the partners in the programme to give you advice or information that will help in reducing your bills. The information shared will only be used for the purposes of this programme.</p> <p>I hereby give consent that the details can be shared between all the Partners in the Sustainable Sunderland project for research, further studies and service referrals.</p> <p>As this programme is supported by the Big Lottery Fund, we are required to collect some information about you. You have the right not to answer any specific question.</p>	
Date of Birth:	
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Disabled: (If yes, please state disability)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you a carer?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Or do you need care? <input type="checkbox"/>
Sexual Orientation:	Heterosexual/Straight <input type="checkbox"/> Bisexual <input type="checkbox"/> Gay/Lesbian <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Religion: (e.g. Christianity, Hinduism, Islam, Atheism)	
Ethnic Origin: (e.g. White/British, Asian or Asian British – Bangladeshi)	

Signed: _____ Date: _____