

# Warmer homes

How South Seeds' energy officer delivers for the community

Energy action plans



Lower energy bills



Free energy audits

# No draughts = warm home

## Patricia Holmes

Patricia got in touch with South Seeds after hearing from her neighbour about our free home energy audit service. She lives in a privately rented, draughty tenement flat with single-glazed windows.

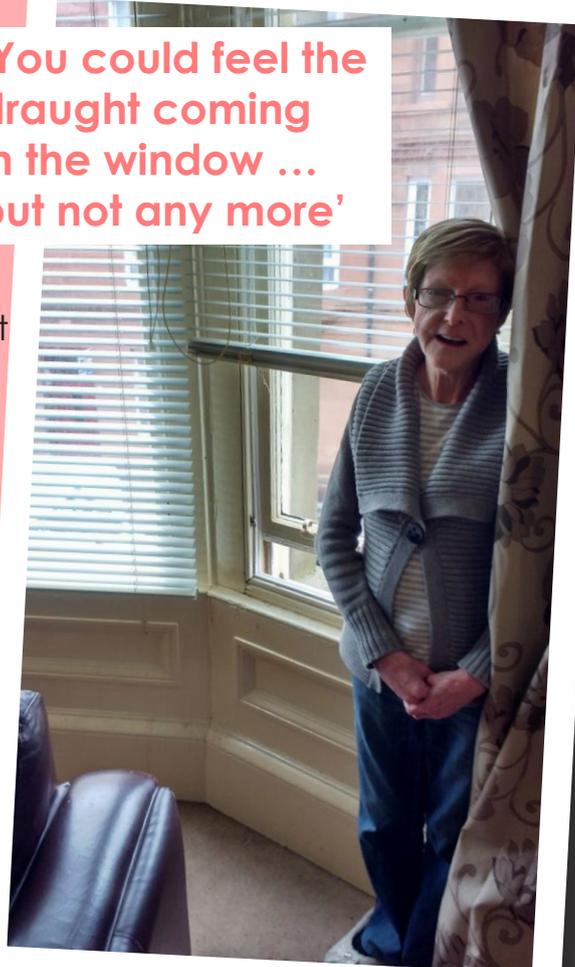
Due to ill health, Patricia is unable to work and so she spends quite a lot of time in her flat. This means she is acutely aware of the draughts that come in around her windows and front door. When South Seeds' energy officer, Casey Dickson, visited her home, she highlighted these as particular issues with her property.

Once Patricia had her energy audit and received her report, our operations officer Lisa Peebles followed up with her to see if she would like support with any of the actions listed.

Patricia indicated that she would like to have South Seeds' handyman install draughtproofing around her windows and door.

Since the draughtproofing was installed, Patricia has noticed her flat feels a lot better "... you could feel the draught coming in through a split in the wood [of a window], but you can't feel it now," she said, adding that the draughts around her front door have also been sorted. Her friends and family are now saying they would like to have draughtproofing installed too.

'You could feel the draught coming in the window ... but not any more'



### Patricia benefited from

- A free home energy audit
- A report and solutions checklist
- Support to assess improvements
- Draughtproofing installed by the South Seeds handyman

Energy-saving case study

South Seeds

514 Victoria Road, Glasgow G42 8BG

Telephone 0141 636 3959 [www.southseeds.org](http://www.southseeds.org) @SouthSeeds

Charity number SCO42244

# Cosy from the floor up

## Energy-saving case study



**'Underfloor insulation was among a range of recommendations'**

## Kate McKean

Kate contacted South Seeds for a home energy audit after hearing of our energy-efficiency handyman service.

She lives in a ground-floor tenement flat with original wood flooring and a large void underneath.

During the winter months, Kate often felt a draught from between the floorboards and knew that this would be a major source of heat loss in her home.

Through the home energy audit, South Seeds energy officer

Casey Dickson established that there was good

access to the basement and plenty of room to work, meaning our handyman could carry out the installation.

In addition to underfloor insulation, the audit identified several energy-efficiency improvements that could be made, including fitting a chimney balloon, and installing LED lights and secondary glazing.

Since having the insulation installed Kate says her home is far less draughty and is much better at retaining heat.

She now feels warmer and more comfortable in her home.

### **Kate benefited from**

- **A free home energy audit**
- **A report and solutions checklist**
- **Support to assess improvements**
- **Underfloor insulation installed by the South Seeds handyman**

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# Relieved to be debt free

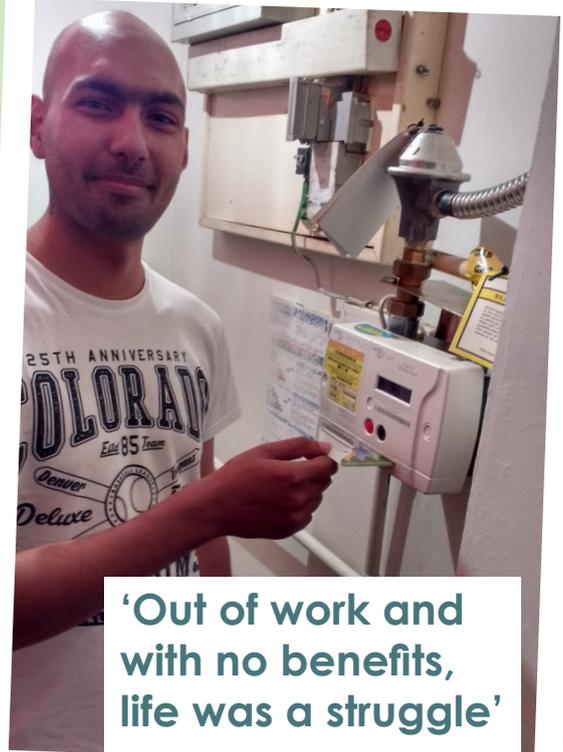
## Marek Surmaj

Marek was referred to South Seeds by a local housing association. On his first visit to Marek's home, South Seeds energy officer, Casey Dickson, audited his flat and provided some LED bulbs. He also called his energy supplier to register him and arrange for the installation of a prepayment meter.

Due to errors on the supplier side however, the meter installation was delayed. Marek then received a very high bill for the few months he had been using a regular gas meter. At this time, Marek was out of work with no benefits and was trying to provide for his seven-year-old daughter as a lone parent.

This meant he had very little money to pay off his debt. Casey suggested an application to the ScottishPower Hardship fund. Within three weeks of the application his debt was cleared and it was agreed that a prepayment meter would be installed so Marek could budget for his ongoing usage.

Digging into the debt's cause, Casey found this was due to how Marek had been using his heating. Casey stressed the importance of using heating as shown during the energy audit and gave him a refresher lesson. Marek said that before he engaged with South Seeds he worried about being able to afford his gas and electricity, but with the debt cleared and his new understanding of using his gas central heating he has more money to spend on things for his daughter. He was also pleased to inform Casey that he had recently found work.



**'Out of work and with no benefits, life was a struggle'**

**Marek benefited from**

- A free home energy audit
- Help to register for a prepayment meter
- Ongoing support
- Debt cancellation
- A refresher course in using energy efficiently
- Much lower bills

**Energy-saving case study**

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# Secondary glazing pays off

## Christine Morrison

Christine lives in a large, draughty flat in East Pollokshields that is situated in a conservation area. She contacted South Seeds as she had heard of our free home energy audit service and was keen to know what she could do to make her home more energy efficient.

Living in a conservation area means that Christine can't change the external aesthetics of her property. This can be prohibitive when it comes to installing energy-efficiency measures, such as double glazing. Christine would have had to buy expensive slimline double glazing approved by the local authority for conservation areas. Fortunately, South Seeds energy officer Casey Dickson was able to offer an alternative solution.

One of the recommendations in Christine's energy action plan, which she received after her home energy audit, was polycarbonate secondary glazing. Secondary glazing is much cheaper than slimline double glazing, but it insulates windows to a similar, or in some cases, better standard. With the information in her energy action plan, Christine was able to measure up and order the materials for her secondary glazing. Once received, she contacted South Seeds' handyman to fit it for her, and is delighted with the results.



**A thermal image of a secondary glazed window, right, and its colder, single-glazed neighbour**

**Christine benefited from**

- A free home energy audit
- A solutions action plan
- Help to navigate planning laws
- Polycarbonate secondary glazing installed by the South Seeds handyman

**Energy-saving case study**

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# Hardship fund success

## Energy case study

### Katerina Krištofík

Katerina's most recent engagement with South Seeds was through a referral from the Slovakian community worker at the local housing association.

Unable to work but having had her benefits withdrawn, Katerina was in a very poor financial situation. At this time she also received her quarterly bill covering the coldest winter period.

Due to Katerina's straitened circumstances, she was unable to afford to pay her bill. She came to South Seeds concerned about what might happen and wanting to arrange some way of paying for the energy she'd used. Katerina was in such bad financial shape, however, that she was unable to afford even the lowest repayment plan that ScottishPower could offer.

Considering this, energy officer Casey Dickson suggested that they make an application to the ScottishPower Hardship Fund to have Katerina's debt cleared. With the help of the local Slovakian community worker, Casey was able to get all the necessary information submitted to the hardship fund. Three weeks later, Katerina was awarded £269.64 credit on her energy account which cleared her debt, allowing her to use what little money she had for food and other necessities.



**'Unable to work, Katerina had also had her benefits withdrawn'**

**Katerina benefited from**

- Extensive support and advice
- Help to apply for hardship funding
- Having debt cleared through an emergency funding award
- Being able to buy food and other essentials

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