



WARM HOMES
HEALTHY FUTURES



Cadent
Your Gas Network

Northern Gas Networks

SGN
Your gas, our network.

WALES & WEST
VALURES

Gas Appliance Servicing

Thank you for making a referral into National Energy Action's Warm Homes, Healthy Futures service.

You are making a referral for **Gas Appliance Servicing**.

This document provides you with some information and guidance when referring a client or patient into the service. It provides you with information about how to make the referral, what the person you are referring can expect, and what topics and issues they might be helped with.

If you need further support or information, please contact Danielle Butler, Project Development Manager, at danielle.butler@nea.org.uk.

What is the Warm Homes, Healthy Futures programme?

Fuel poverty is hurting millions of people across the UK. Made worse by the cost-of-living and energy crises, people are finding themselves locked in difficult decisions around budgeting for essentials like energy and food.

This is resulting in people underheating their homes in colder periods, going without essentials, and mounting household and energy debt. All of which has serious but avoidable impacts on physical and mental health.

The Warm Homes, Healthy Futures programme is being delivered in your area to support people who are living with a health condition or disability that is made worse by living in a cold, damp, or poor quality home. It connects health sector partners and other trusted services in local communities to energy advice and support that is delivered 'on prescription' by completing this referral form.

The service can support people with:

- Energy advice and support with issues around affordability, access, billing, and more.
- Simple tips on how to make a home more energy efficient and warmer.
- Benefit checks, income maximisation, and debt support.
- Information on, and support signing up to, the Priority Services Register.
- Energy efficiency advice and information and support on accessing grants and schemes.
- Access to crisis support, such as fuel vouchers and winter warmth packs.
- Signposting and information on repair and replacement schemes for heating systems (e.g. boilers) and appliances.
- Servicing of boilers, heating systems and appliances.



Resources

National Energy Action have been supporting people living in fuel poverty for more than 40 years. As well as referring into this service, you can also access a wealth of resources on our website at www.nea.org.uk including:

- Access to webinars
- Articles
- Guidance
- Home Energy Checklist
- How-to leaflets
- Damp and condensation advice

Making a referral

Gas appliance servicing - managing expectations

Once we receive the referral, we will pass the client's details to our contractor who will contact the client to arrange a suitable date for the gas appliance service to go ahead. A Gas Safe Registered engineer will attend on the agreed date and will service the appliance(s).

If it is safe to do so, the engineer will leave a record of the service with the householder. However, if the engineer is unable to restore the appliance(s) to safe use, they will refer the householder back to National Energy Action who will direct the client to an appropriate source of funding for the repair or replacement of their appliance(s). Whilst National Energy Action does not have direct control over the response times of various funding programmes, everything possible will be done to find a rapid solution for clients. It is likely that clients will need to provide evidence of eligibility for external funding sources. This may include evidence of receipt of benefits, health conditions or household income.

All clients receiving a gas appliance service will be offered a carbon monoxide monitor.

Once you have made the referral, our contractors will get in touch by telephone as soon as possible. We will try to contact the person three times by telephone and email, and will send an SMS text message after each attempt to contact. We will then send a letter if we have not been able to reach them to check if they still would like support.

Providing additional supporting information

The online referral form has an open-text box so you can provide additional detail that might be relevant to the referral. For example, you might want to let us know if your client has specific communication needs or if there are any details of the property or appliance which would be helpful for the attending engineer.

Please feel free to add any information about the client with their permission that you think will be useful for the engineer.

Telephone referrals

If you can't complete the online referral form or would prefer to make the referral by telephone, you can call us on **0808 164 0107**.

We cannot accept referrals by telephone from the client/patient directly, so please do not share this number. Only referral partners can make a referral using this telephone number.



National Energy Action is an independent charity, Registration No. 290511.