



# Cold to Cosy Homes

## Questions and answers

### **Who are CAfS and what is the expertise of the visitors? Do they have DBS checks?**

CAfS are a sustainability charity, driven by the urgent need to tackle climate change. We work throughout Cumbria to support people and organisations to live and work more sustainably and to reduce their carbon footprint and environmental impact. This includes our winter warmth work, of which Cold to Cosy Homes is a part. The advisors are all qualified to City and Guilds Level 3 in providing home energy advice and have DBS checks.

### **How will people benefit?**

The scheme is to offer people energy savings that can keep their homes warmer or reduce their energy bills or both. By doing this we're also looking to reduce their carbon footprint and improve sustainability.

Much depends on each case, the current fuel tariff and if the householder makes the suggested changes, such as how they use their heating and switching tariff.

They could have easy energy saving items fitted at the visit. They may also be referred onto having draught proofing professionally installed. They could also be referred to have larger energy saving improvements to their home. These are national schemes referred to as ECO3 and LA Flex. These can include a range of improvements. Examples are loft insulation, boiler replacements and wall insulation.

### **Can we refer people who don't live in South Lakes, Eden or Carlisle areas? What about elsewhere?**

Initially our main focus is on South Lakes, Eden and Carlisle. We are not yet fully operational in the west of Cumbria, but you can still refer directly to CAfS as we are able to provide a more limited number of visits there. CAfS does not operate the service outside Cumbria, though LEAP is operational in many counties of England and Wales.

### **Should I refer to CAfS or directly to LEAP?**

You can refer to CAfS directly or to LEAP. We recommend you contact CAfS directly, so we can offer more information to referrers and clients about future home energy events and services. It can also allow us to better manage our resources, saving on costs and travel.

### **How soon will my client get a visit?**

We'll process referrals and arrange visits directly, or with our partner LEAP as soon as possible. A visit will normally be offered within 3 weeks of the referral. Though this might be longer over holidays and at very busy times.

**Is there any cost to the client?**

The service is free to eligible clients. This includes the visit, the professional installer and all the materials provided.

**What things can be fitted in the advice visit?**

The advisor can fit a range of things if agreed to the client. These include:

- LED Light bulbs
- Draught proofing doors
- Chimney draught proofing
- Hot water tank jackets
- Radiator reflectors
- TV Standby plugs
- Shower water saving devices
- Smoke alarm batteries

**What things can be fitted by the follow up Cold to Cosy Homes' professional installer?**

The advisor will recommend the energy saving improvements and those the client agrees to will be fitted by a professional installer. These include:

- Full door seal draught proofing
- Improve door closure mechanism
- Loft hatch draught proofing
- Sealing small gaps and cracks
- Carbon monoxide alarm
- Dampness/humidity meter

**I want to provide energy advice myself. Do you provide training?**

We provide Energy Champion training. If you are interested contact CAFS.

**What if someone I know has already had some help with this but I think they need more?**

You can refer a client anytime for help and advice. We'll look and check if they are eligible for a visit and for any referrals for other help.

**Are there any age criteria for this support?**

Anyone over 18 who meets the qualification criteria.

**What are the forms like that need to be filled in and will the homeowner or tenant have to do a lot of paperwork?**

There's no form filling involved for Cold to Cosy Homes or LEAP. We'll need a signature or two from the householder during the visit to provide their permission for onwards referrals. We may follow up with a phone call to see how it's gone. If we refer on for other help, then each organisation may have paperwork of their own.

**Some of these schemes don't cover boiler replacements and radiator thermostats – does Cold to Cosy Homes?**

If a boiler is faulty we may be able to refer on for help to replace it.

**Can LEAP or Cold to Cosy Homes cover the installation of double glazing or secondary glazing?**

Cold to Cosy Homes or LEAP can't help with the installation of double glazing and it is not currently one of the measures that we can refer onwards for free help.

**How long is the scheme running? What if demand locally exceeds the 1000 people before the end of the funding period?**

Cold to Cosy homes is available until 31 Jan 2021. As there is a limit to the number of people that it can help, we advise you complete any referrals as soon as possible.

**A client can't recall if they have had a visit or referral, or another agency may have completed one. What should I do?**

You can make a referral in this case and if the client is not eligible for another visit we'll let them know.

**Can landlords or housing associations insist on a visit to a tenant's home?**

A landlord or housing association can recommend a Cold to Cosy Homes visit and could arrange it. But it is entirely the resident's choice if they want to proceed with a Cold to Cosy Homes visit. Note that landlords and housing associations still are required to do annual safety checks (eg gas safety), which is entirely a separate visit.

**To find out more about any aspect of Cold to Cosy Homes, please contact the CAfS office on 01768 210276 (Monday to Friday) or email [office@cafes.org.uk](mailto:office@cafes.org.uk)**

