

Case studies

Ten ran the Green Homes Concierge Service (GHCS), from December 2007 to March 2010.

Case Study – Ludden Family

Miranda and Patrick Ludden turned to Green Homes Concierge Service to help them save energy and money. GHCS gave their home an energy assessment and identified exactly how they could reduce their heat loss through insulating the roof and sealing draughts in the understairs cupboard and cracks in the floorboards. They were also shown where else they could make changes in order of priority, such as upgrading their combi-boiler to a more energy-efficient one. The work was carried out in a day using child-friendly and environmentally-friendly products and techniques, and was entirely arranged by Green Homes Concierge Service to minimise hassle and disruption for the family.

"Thanks to this service, we've now done almost all we can to improve our house's efficiency with really very little effort," said Miranda. "We're saving energy, and more importantly, saving on our bills - but the most important thing is that the house feels warmer. It's gone from a very draughty old house to feeling virtually like a new build. "

Case Study – Matthew Lodge

When Matthew Lodge, a civil servant, moved into his Victorian mid-terraced house last year, he set about improving it and reducing his carbon footprint, with the help of Green Homes Concierge Service.

Matthew was encouraged not to rip everything out and start again with greener products, since scrapping working products simply causes problems elsewhere along the CO₂ chain. It also costs more. Instead, he was advised to replace things only when they needed to be renewed. "So I only insulated the roof because I needed to put in a new one anyway," he explained, "and replaced the boiler with a combi-boiler as the one in the house was old. Now I'm slowly swapping all my light bulbs as they go. All these changes really helped make the house warmer and reduced my bills, and the advice they've given me on how to make more minor improvements as I do the house up over the next few years will come in incredibly useful."

Case Study – Bernard Burns

The leader of the Harrow Friends of the Earth group, Bernard Burns has lived in a 1930's semi detached house in Harrow for the last 11 years. When a Home Energy Advisor from Green Homes Concierge visited Bernard's home to undertake a full energy assessment the typical CO₂ emissions for his house were estimated at 4.37 tonnes of CO₂.

In order to cut these annual emissions and make savings on his energy bills, Green Homes Concierge suggested eleven improvements that would help to make his home more energy efficient. These included installing double glazing, upgrading the heating controls, using remote controlled radiator valves to allow different timings for bedroom and living room, and closing open chimneys. If Bernard were to make all

these changes to his house he could save over 3 tonnes of CO₂ per year and nearly £450 on his energy bills.

Case Study – Michael and Maxine Yuill

When Michael and Maxine Yuill moved into their cold three-bed 1930s semi-detached in Carshalton eight months ago, they realised a lot of work needed doing. Maxine contacted Green Homes Concierge Service after seeing a local TV news item. “What really appealed to us was that not only are we getting independent advice that will help us make our home more efficient, but we’re also getting reliable people to carry out the work. Without them, how else would we have decided who to carry out the work? We’d have had to rely on word or mouth or the Yellow Pages. This way, we’ve got peace of mind.”