



Healthy Housing Hub Customer Story

Harold is a 77 year old man who is reasonably healthy and wants to stay living in his own home. Harold contacted us as he was finding things difficult at home, especially staying warm during cold winter days.

"I was finding it hard to pay my gas and electric bills so decided to start using my wood burning fire in the lounge to keep warm, unfortunately this meant I had to chop lots of wood to burn.

I told my carer, Sandra, I was finding it harder and harder to chop up the wood I needed and she said that the Healthy Housing Hub might be able to help.

Sandra put in a referral for me".

One of our Project Officers visited Harold to see if we could help. Whilst there, the officer found the chimney flue to be blocked and the open fire unguarded, and also found the gas cooker was in a poor state of repair and that Harold was lighting the hob and the oven using a match.

Without the help of the Healthy Housing Hub, it's very likely that Harold could soon have:

- developed a cold-related health problem
- injured himself whilst chopping wood for his fire
- suffered fire damage from his open fire in the lounge.

Any of these could have resulted in serious injury or even death as well as considerable cost to care, health and emergency services. We worked with Harold to reduce or remove these risks by:

- lining the open fire flue and installing a gas fire
- obtaining a Community Care Grant to contribute to the cost of a new cooker
- establishing a best value energy tariff to reduce his bills
- making a referral to Derby Advice to ensure his benefits income was maximised.

"I'm really glad the Health Housing Team were able to help me, my self-confidence has had a real boost and I'm still living independently in my own home, exactly where I want to be".