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Our Warmer Homes service: keeping your home warm and energy efficient

Our experienced Warmer Homes team visits properties, looking at ways to make them warmer. They also try to make them more energy efficient, reducing running costs and the effect on the environment.

The energy efficiency of your home relies on:

- insulation – the ability to contain heat.
- permeability – the number of gaps and holes that allow cold air in and hot air out.
- ventilation – opening windows and doors for too long will over-ventilate a property.
- heating – the hotter you keep your home, the more energy you will use, and the higher the cost.

1. What is the Warmer Homes service?

We make sure that all aspects of your home, including insulation, meet minimum standards as part of our planned improvements programme. But some properties and people might need some extra help to stay warm and be energy efficient.

Every home and household is different, so we might need to add extra loft insulation in one property, for example, while providing simple advice about ventilation in another.

2. How do you choose who gets this support?

We deliver our Warmer Homes service to those who need it most, based on all the information we hold about the homes we manage and the people who live in them.

Why not also read our 'Energy saving tips' and 'Heating your home' fact sheets for more information about staying warm and getting the most from your heating system.