Welcome to the Green Homes Network

Thank you for your interest in joining the [Green Homes Network](https://energysavingtrust.org.uk/tool/green-homes-network/).

You will soon be part of an inspiring network of like-minded people all across Scotland, ready to share knowledge and experiences. This free, Scottish Government funded network connects homeowners and landlords, extending from the Highlands and Islands to the Scottish Borders.

Since it was set up in August 2011, the network has grown to encompass a wide range of properties and tenure types including new, sustainable eco-builds, traditional construction and listed buildings. It also covers a variety of renewable systems and energy efficiency improvements, from high tech to low cost – everything from heat pumps to wind turbines or energy storage, from LED light bulbs to loft insulation.

Becoming part of the Green Homes Network is a fantastic opportunity to share your energy efficiency and/or renewables journey as a landlord, inspiring and helping other landlords to adopt similar measures across their own portfolio.

What happens next?

To help us write your case study, please complete the enclosed questionnaire, including your contact details and preferred level of involvement, and return to your Home Energy Scotland advisor or email it to [greenhomes@est.org.uk](mailto:greenhomes@est.org.uk). We would really value some photographs of the property and/or installed improvements to bring the case study to life.

The information you provide will form the basis of your case study. We will write a draft for you to review and approve. Once we have agreed on the content, we will upload your case study to the online tool for others to read and we will send you a link to your case study.

Please see the FAQs at the end of this document for more information. If you have any other questions, please contact your advisor at Home Energy Scotland or email [greenhomes@est.org.uk](mailto:greenhomes@est.org.uk)

With thanks and best wishes,

The Green Homes Network Team

Green Homes Network – case study questionnaire

Member information

Energy Saving Trust will only use your personal information to get in touch with you with regards to the Green Homes Network and to organise contact between you and customers (via a visit, phone call or email). Your information will not be visible on Energy Saving Trust’s website. We may also contact you in the future to update your case study.

For more information about our privacy policy, please visit <https://energysavingtrust.org.uk/privacy-policy/>

(\* = required answer)

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| --- | --- |
| **\***Full name (incl. title): |  |
| **\***Address of rental property (incl. postcode): |  |
| **\***Landlord phone number: |  |
| **\***Landlord email: |  |
| **\***What's your preferred method of contact? | Phone  Email |
| **\***Are you a registered private sector landlord? | Yes  No |
| **\***If not, why are you exempt? |  |
| How would you like to be referred to in the case study? Eg Mrs Smith, Joanne Smith, Joanne, Jo etc |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **YES** | **NO** | |
| **\***Are you happy to speak with other landlords/homeowners by email? |  |  | |
| **\***Are you happy to speak with other landlords/homeowners by phone? |  |  | |
| **\***Are you happy to offer the opportunity for other landlords/homeowners to visit the rental property? |  |  | |
| **\***Are you happy to deliver a presentation about your experience/journey during a webinar or workshop? |  |  | |
| **\***Are there any restrictions on when you are available for potential visitors/phone calls? |  |  | |
| Did you use the [Renewables Installer Finder](https://rif.est.org.uk/) to research/find your installer? |  |  | |
| \*Who was your chosen installer for each measure? |  | | |
| **\*** Do you or anyone in your household work for a company involved in the sector of the system/s that you are willing to showcase? If your answer is yes, please provide more details about who you work for and any other details which could affect your impartiality.  *We ask this question as we do not recruit householders to the Green Homes Network where their business interests are related to the technology they wish to showcase through the network. This is because we want to ensure that the network provides unbiased information to interested householders about energy improvements and that no conflict of interest exists in the information provided to them from Green Homes Network members.* |  | |  |

**About the rental property**

|  |  |
| --- | --- |
| \*Property type (detached, terraced, bungalow, tenement flat, 4-in-a-block, etc) |  |
| \*Property age |  |
| \*Property construction (cavity wall, solid stone, brick walls, timber frame, poured concrete, etc) |  |
| Is the property a listed building or in a conservation area? |  |

**What types of renewable technology have you installed (listed alphabetically)?** Please select all that apply, simply click within a box to add an “x”

Air source heat pump - via radiators/underfloor heating

Air source heat pump - hybrid system

Air source heat pump - via indoor air vents

Biomass log boiler

Biomass wood-chip boiler

Biomass wood-pellet boiler

Biomass stove

Electricity storage/battery

Electric vehicle

Electric vehicle charge point

Ground source heat pump

Ground source heat pump – hybrid system

Heat battery

Hybrid solar PV – thermal

Hydroelectricity

Micro CHP

Solar diverter

Solar PV (solar panels)

Solar water heating

Water source heat pump

Wind turbine

**Other** – please specify:

**Have you installed any of these energy efficiency improvements?** Please select all that apply.

Very energy efficient property (EPC band A-rated, Passivhaus or other)

A-rated appliances

Cavity wall insulation

District heating

Double glazing

Draught proofing

External wall insulation

Floor insulation

Heating upgrade (non-renewables) e.g. new condensing boiler

Hot water cylinder and/or piping insulation

Loft insulation

Low energy lighting systems

Mechanical heat recovery ventilation

Secondary glazing

Smart meter

Solid wall insulation - external

Solid wall insulation – internal

Solid wall insulation – mix of internal and external

Triple glazing

Underfloor heating

Water flow restrictors (showers and taps)

Zonal heating controls

**Other** – please specify:

About you and what motivated you to make changes

We would like to understand what factors motivated you to take action and make improvements to your rental property, please select all that apply.

Property being refurbished

Request came from the tenant e.g. to address an issue like draughts, high energy bills

Improvement suggested by letting agent/property manager

Make property more comfortable/attractive for current/prospective tenants

Environmental motivations e.g. reducing carbon emissions

Aiming to meet minimum energy efficiency standards

**Other** – please specify:

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| --- |
| **Did you have previous experience with the measures, perhaps on another rental property? Were you aware of any funding that made the project more attractive?** |
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About the installation

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| **Did you do any research before you began the project?** For example online research, contacting an expert or an advice service, speaking to installers, attending an event, etc. |
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| **How did you find your installer(s)?** Did you receive a recommendation? Did you get multiple quotes? |
|  |
| **How long did the project/installation take and did you encounter any challenges?** |
|  |
| **Please provide specific details about the technology or measures you have installed.** For example, when were they installed, how many, make/model/capacity of technology, types of materials used, etc. |
|  |
| **Did you receive any financial assistance from the Scottish Government?** For example, did you apply for a loan? If so, how easy did you find the process? |
|  |

The benefits

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| **Do you think your investment has been worthwhile? What’s next?** |
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| **Do you have any words of wisdom or tips for others?** We would love to include a quote from you in the case study. |
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**Case study use**

I agree that the Energy Saving Trust can publish my case study in formats including, but not limited to, on websites, advertising, film, social media, broadcast media, for teaching or research purposes worldwide in perpetuity and without expectation of payment or other reward, now or in the future.

I give the Energy Saving Trust:

(a) Permission to interview, film, photograph, tape, or otherwise develop a case study for publication

(b) Permission to use my name, if necessary; and

(c) Permission to use excerpts from the case study, in part or in whole, in its publications, on television, radio and digital media, online, on social media and/or in media created for education or advertising.

**Photographs**

Including a few photos of your rental property and any installed measures really helps to bring your case study to life. So, if you can, please attach some photographs when you return this form.

***I confirm all persons appearing in the enclosed photo(s) have consented to their image(s) being used by Energy Saving Trust’s marketing department in activity to promote the case study.***

**Thank you!**

When complete please return to your Home Energy Scotland advisor,  
 or email it to [greenhomes@est.org.uk](mailto:greenhomes@est.org.uk)

Green Homes Network FAQs

**Q. What does being a member of the Green Homes Network involve?**

A. Sharing your own experience of installing renewable technology/energy storage or energy efficiency improvements to inspire others. You don’t have to be an expert, you just need to be willing to share your own knowledge and advice where you can.

If you choose for your case study to appear on the Green Homes Network website, you can also choose to do any of the following:

* speak with other householders to share your experience by email
* speak with other householders to share your experience by phone
* offer the opportunity for other householders to visit you in your home
* Deliver a presentation on your project during Home Energy Scotland/Energy Saving Trust webinars or events

It’s entirely up to you.

**Q. What do I get out of it?**

A. We like to think that the greatest benefit will come from the experience of sharing your enthusiasm and knowledge with others. You may also meet some like-minded people and give them the reassurance or encouragement they may be looking for before they decide whether to make improvements or not.

**Q. Can I opt-out of being part of the network?**

A. You can contact us anytime and we will remove you from the network and delete your details from our databases. You can also change your preferences on your level of involvement. For example, you may prefer not to offer visits to your home but may still be happy to speak with people on the phone, via email, or appear solely as a case study on our website.

For further information about how we use your data please see Energy Saving Trust’s privacy policy available at [www.energysavingtrust.org.uk/privacy](http://www.energysavingtrust.org.uk/privacy) or contact our Data Protection Officer by writing to Energy Saving Trust, Ocean Point 1, 94 Ocean Drive, Edinburgh, EH6 6JH or emailing [DataProtectionOfficer@est.org.uk](mailto:DataProtectionOfficer@est.org.uk).

**Q. What does a visit involve?**

A. Visitors are likely to be interested in how much your improvements/installation costs, the installation process, how much it saves you on energy bills, returns on investment and who you used and why. They may also like to see the system in operation or in-situ to find out how it works, what it looks like (if you can see it) and sounds like (if you can hear it), and the benefits/challenges it has brought you so far.

**Q. How long does a visit last?**

A. All visits will be at your discretion, and so this will be down to your judgement. Around half an hour to 45 minutes may be a reasonable minimum time for someone to see what you have done and ask questions. We will set the visitor’s expectations to this effect. We’ll also make visitors aware that you’re volunteering your time, and to be mindful of that when visiting.

**Q. Do I have to deal directly with the person visiting?**

A. Home Energy Scotland will arrange a suitable date and time between you and the visitor. Details will then be confirmed with you both. After that it would be useful if your contact details could be provided within the confirmation email/letter to the visitor (and vice versa) in case one of you has to change plans at the last minute, however, this is completely voluntary.

**Q. What if the visitor doesn’t show up?**

A. This is unlikely. However, if it does happen, please try to get in touch with them if you have their details, then let your contact at Home Energy Scotland know. You’re under no obligation to rearrange or to wait in.

**Q. What if something unexpected happens during the visit?**

A. Although we will arrange the appointment for you, Energy Saving Trust and the Home Energy Scotland advice centre accepts no responsibility for the home, homeowner or the visitor during the visit. If at any point you no longer want to take part in the network, please let us know, by emailing [greenhomes@est.org.uk](mailto:greenhomes@est.org.uk)