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 many properties and homeowners, 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 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 well as inspire and help others looking to adopt a greener lifestyle.

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 your 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 improve 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 (incl. postcode): |  |
| **\***Phone number: |  |
| **\***Email: |  |
| **\***What's your preferred method of contact? | Phone  Email |
| 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 householders by email? |  |  | |
| **\***Are you happy to speak with other householders by phone? |  |  | |
| **\***Are you happy to offer the opportunity for other householders to visit you in your home? |  |  | |
| **\***Are you happy to deliver a presentation about your experience/journey during a webinar or workshop? |  |  | |
| **\***Are you happy to share contact details with potential visitors? |  |  | |
| **\***Are there any restrictions on when you are available for potential visitors / phone calls? |  |  | |
| Are you willing to share financial information in your case study? (e.g. cost of measures installed, savings made) |  |  | |
| *(continued)* | **YES** | **NO** | |
| Did you receive a loan/grant from Energy Saving Trust or Home Energy Scotland? |  |  | |
| Did you use the [Renewables Installer Finder](https://rif.est.org.uk/) to research/find your installer? |  |  | |
| \*Who was your renewables system/energy storage installer (if relevant)? |  | | |
| **\*** 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 your 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? |  |
| Number of bedrooms |  |
| Number of occupants |  |

**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 home. Please indicate if any of these factors were relevant to you and please select all that apply. The more information you give us will help us to write a longer and more detailed case study.

Addressing an existing issue in your property e.g. draughts (please specify):

Financial motivation e.g. reducing energy bills

Environmental motivations e.g. reducing your carbon emissions

Aiming to meet a performance specification e.g. Passivhaus, EPC A-rating (please specify):

**Other** – please specify:

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| **Please expand on your motivations above.** Did you have previous experience with the technology? Did you know someone using it? Were you aware of any funding available to assist with these measures? Please tell us more. |
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About the installation

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| **How did you go about finding out what you had to do next?** For example, online research, contacting an expert or an advice service, speaking to installers, attending an event, etc. |
|  |
| **How did you find your installer?** For example, did you use a particular website, or use Energy Saving Trust’s Renewables Installer Finder to find a suitable one? Did you get multiple quotes? Or did your installer come recommended via a friend or family member? |
|  |
| **Did you encounter any challenges with the installation?** If so, what happened and why? |
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| **How long did the installation take, and did it come in on budget?** If not, why not? |
|  |
| **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. |
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| **Did you receive any financial assistance from the Scottish Government?** For example, did you apply for a Home Energy Scotland Loan? If so, how easy did you find the process? Would you have been able to install your measures or technology without the financial assistance? |
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The benefits

Which of the following have you experienced? Please select all that apply.

Reduction in electricity bills. Please specify amount per year in £:

Reduction in gas bills. Please specify amount per year in £:

Smart Export Guarantee. Please specify amount per year in £:

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| --- |
| **Has your thermal comfort improved?** For example, do you find that your home is now warmer and cosier, or that the temperature of your home is now more constant or easier to maintain? Or perhaps there are no more cold spots? If so, please let us know. |
|  |
| **Have you changed your behaviour or energy usage?** For example, do you think that you now change the way you use home appliances and electricity in the home? Have you noticed a difference in the amount of energy you’re using at home? |
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| **Do you think your investment has been worthwhile?** Please tell us more. |
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| **Do you have any words of wisdom or tips for others?** For example, is there anything else you have learned that you think would help other homeowners? Do you have any specific recommendations or words of wisdom? 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 home and your renewable technology 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)