

I'd like some energy saving changes made to my home.



My person is:

Date:

Before the conversation I have...

- Had a think and made some notes about what I feel isn't working well in my home.
- Made a note of what the impact of the problem or problems is on me, including both practical and emotional impacts.
- Thought about what I might want to change e.g. do I need different light bulbs or lighting solutions? Do I need to change how I keep warm at home? What might this look like for me? Do I need to think about how I use my home or my energy? e.g draught prevention measures? Timer on my shower?
- Asked for some language or communication support if I need it.
- Got ready a pen and paper, glasses or hearing aids, and this checklist, so I can make notes on what is said.
- Asked for someone to be with me at the meeting, or listen in on the conversation if that is right for me.

During the conversation I will remember to ask...

- My person to repeat things for me, or to say things in a way that makes sense to me. If I want to, I will ask my person to wait while I write things down.
- If I have to talk about my financial status, what is this information going to be used for? How will I know the information is kept private?
- For any repairs or alterations, how urgent is it that I get this done? What timescale can I work with?
- Do I know how to get in touch with people who can advise me on different products and perhaps do the jobs? Do I know any trustworthy tradespeople?
- If my person knows of any new things that might be useful, e.g. new technology or products that I might find useful and I may not have thought about.

Before I finish the conversation I will check...

- Have I told my person everything I wanted to say? Have I asked all my questions? Have I made a note of the answers and do I understand them?
- For more conversations or appointments, do I have the times, dates, where I need to go, what I need to do in advance e.g. Do I need internet access? Do I need to provide or seek information? And is it all written down?
- Do I have an idea about who will be doing the adjustments? Have I got any recommendations? And am I clear about how the work will be funded?
- When do I need the work done by? Before winter sets in? Before a change in energy prices? Is this possible? If it is not possible, what else could I sensibly do?
- If there are any support groups, community help, regulatory bodies or more useful information I can access to make all this easier for me.

