



CASE STUDY: ELDERLY

May 2008

Background

Margaret Taylor is 71 and has lived in her Linwood home for 12 years. She owns the two-bedroom flat and lives alone.

She says the flat used to be very cold, and prior to getting it insulated would require two heaters to heat one room.

Role of CEA

Margaret heard about CEA through a friend and soon after saw an article about CEA insulation in a newspaper.

She called CEA for a quote on how much it would cost to get her home made warmer.

Between November 2007 and January 2008 Margaret had her roof and floor insulated and a heat pump installed by CEA, with assistance from CEA's Elderly Health Project. The insulation was subsidised by Canterbury Community Trust, with Margaret paying half of the total amount (approximately \$300 for the roof and \$150 for the floor). She paid \$1100 for the heat pump, with the other half paid for by The Southern Trust.

Benefits of CEA Insulation

Margaret's whole house is warmer, and she no longer needs to use her old heaters. She has her heat pump set on 18°C but says it is quite normal for the house to reach 23°C when the sun is coming through the window.

The CEA staff did the work quickly and were "very kind." When the heat pump was installed she was given a booklet on how to use it by the installer, a CEA sub-contractor, but also had it explained to her.

After the work was complete, she received a phone call from CEA to make sure she was satisfied with everything that had been done, was able to work the heat pump, and knew she could ring them if she had any problems.

She says CEA "never pushed" for the payment and gave her time to acquire the money.

Conclusion

Since the addition of the CEA insulation and heat pump, Margaret has a much more comfortable lifestyle. She thinks it was a great idea to contact CEA and believes that the organisation must be making a big difference to a lot of people.