



“Very pleased with the information received and referral to recommended installers”
Ms Stephens - Broxtowe, Nottingham

Measures In Progress/Installed
Solar Panels and Internal Wall Insulation

Case Study

Ms Stephens is the owner of a traditional semi-detached home in Broxtowe. Her journey into retrofit began when she attended a local HEAT Hub event promoted through her community group. **Curious about how she could reduce her household carbon footprint, she took the opportunity to register for a free retrofit assessment and a future fit home energy plan, seeking professional guidance on the most effective improvements for her property.**

Her home, having a low EPC rating of D, met the criteria for the project. It retains many of its original features including uninsulated solid brick walls, double glazed windows, a tiled hipped roof and a suspended timber ground floor. These characteristics are typical of its age and like that of neighbouring buildings, but present clear opportunities for energy efficiency improvements.

To support her retrofit journey, Ms Stephens engaged with a range of services offered through the scheme. **She attended two in-person events early on, received an in-depth retrofit survey and was provided with a comprehensive future fit plan. In addition, she was referred to trusted local installers to help turn recommendations into action.**

Advice Approach



Access to Workshops & Events



Future Fit Home Energy Plan



Home Retrofit Assessment



Referral to Trusted Installers

Recommendations

Her plan outlined a phased approach, beginning with “quick win” measures that offered immediate impact at relatively low cost. This included boiler optimisation, upgrading to energy-efficient lighting, chimney draught-proofing and topping up loft insulation. Alongside these initial steps, the plan also recommended more extensive, longer-term upgrades such as insulating external walls and floors, as well as transitioning to renewable energy and clean heating systems.

Among the recommendations, one measure stood out as particularly practical and appealing to Ms Stephens i.e. the installation of solar panels, estimated to save her approximately £705 per year on energy bills while reducing her home's carbon emissions by around 33%. The clarity and detail of the plan played a key role in shaping her decision to move forward with this improvement. Reflecting on the process, Ms Stephens noted that the plan "clarified my thinking on the ways I could improve my house."

Outcome

Following this, she was referred to one of the project's trusted installers, T4 Sustainability, who visited her home in October 2025 to prepare a quotation for the solar installation and confirm electrical arrangements. **She expressed satisfaction with both the information provided and the referral process, later rating the service 10 out of 10 when asked how likely she would be to recommend the project to others.** The primary challenge she encountered was related to installation timelines, as the contractor had a significant waiting list. However, this did not negatively affect her experience as she expressed understanding and confidence in the process, noting that she was happy for the team to take their time and appreciated their attention to the specific needs of her property.

At the latest check-in with both Ms Stephens and the contractor, it was confirmed that her full solar PV system is scheduled for installation by the end of April 2026. This will include 8 (465W) panels of 3.72kWp size, a 10kWh battery and 6kW hybrid inverter.

She remains positive and enthusiastic about the upcoming upgrade, looking forward to the long-term benefits it will bring. This case highlights the value of clear guidance and ongoing support in enabling homeowners take meaningful steps towards energy efficiency. It also reinforces an important lesson that successful retrofit is often a gradual process where patience and informed decision-making lead to the most effective and lasting results.



Funded by
**energy
saving
trust**

Endorsed by

**CLAIRE WARD
MAYOR OF THE
EAST MIDLANDS**

 East Midlands
Combined County
Authority

