

The Energy Saving Trust's Practical help service

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What we offer

- Enquiries service
- Monthly email update
- Quarterly newsletter
- Website
- Publications
- Presentations service
- Other resources



Enquiries service

- Up to two hours per enquiry
- Answer within three working days



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Sample enquiry

Do you know of any template energy policies for social housing providers/housing associations?



Email update



- Issued monthly
Links directly to updated sections of the website
- An easy way to stay informed



Practical help news



- Information on Government activities and the Energy Saving Trust initiatives
- News from the ground relating to sustainable energy
- Quarterly
- Different themes



Website

- News, events, bills & consultations, policy documents
- Publications
- Funding database
- Discussion forum
- Frequently asked questions
- Non-EST resources
- Energy efficiency the guide
- Other sections



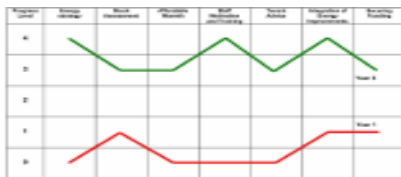
Publications

- A library of resources at your disposal
- ~100 publications on various topics, including 45 case studies
- Available from the website or by calling us
- Air quality and climate change



Practical help resources

- **Energy efficiency the guide**
 - Energy efficiency strategy: development, implementation and monitoring
 - Different version for each UK country



The guide: chapters

- Housing energy strategies
- Housing stock assessment
- Delivering affordable warmth
- Housing energy management matrix
- Energy training for staff
- Energy advice for tenants
- Integrating energy efficiency
- Integrating renewable energy



The guide: chapters

- Community heating and CHP
- Sources of funding for energy
- Hard to treat homes
- The energy efficiency commitment
- The decent homes standard
- Dealing with condensation dampness and mould



Presentations service

- Local authority/housing association audience
- Topic: e.g. how to achieve the 10% rule
- Call the enquiries service for information



Services for non-LA/HA



- Energy efficiency advice centres
 - Householders
 - Local schemes and partnerships
 - 0800 512 012
- Energy efficiency best practice in housing
 - Technical advice and support
 - Achieve higher levels of energy efficiency
 - Building professionals
 - 0845 120 7799 or EST website



Further information

Contact Practical help:

0870 241 2089

practicalhelp@est.org.uk

www.est.org.uk/housingbuildings

