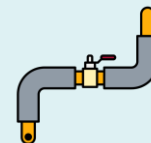
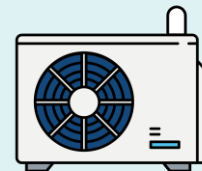
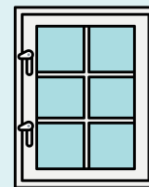
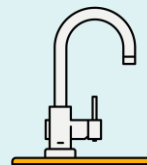
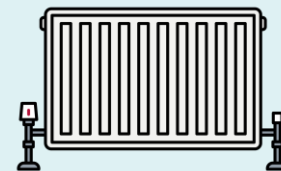


item 8

# North East Warm Homes

Support and advice for North East  
based residents



# North East Warm Homes Overview

North East Warm Homes supports everyone across the North East Combined Authority region to install energy saving home improvements to reduce their energy bills and carbon emissions.

All our support is impartial and delivered by the experts at Energy Saving Trust, Community Action Northumberland, Groundwork and Warmworks.

All residents can access different parts of the service to receive bespoke, tailored support:

- **Telephone and Digital Advice**
- **In-home support**
- **Installation Support Service**

# Homewise

Homewise is a digital advice tool developed by Energy Saving Trust.

Users can get a free, tailored plan filled with personalised energy saving home improvement recommendations.

The plan will let you know which energy efficient home upgrades are most suitable for your home.

- It's quick, easy and free to use.
- It provides personalised information in minutes that's suited to your home and circumstances.
- It breaks down the costs and potential savings of any home improvement recommendations.
- You can customise your plan to suit your needs and budget.

To learn more, visit: [\*\*northeast-warmhomes.co.uk/homewise\*\*](https://northeast-warmhomes.co.uk/homewise)

# In-home support

North East Warm Homes **in-home support** service is delivered in partnership with Groundwork North East and Cumbria, Groundwork South & North Tyneside and Community Action Northumberland.

It provides free, impartial, in-person advice on improving the energy efficiency of your home.

The service is available to households in: Newcastle, North Tyneside, South Tyneside, Gateshead, Durham, Sunderland and Northumberland.

Support is universal but with a focus on those who struggle to pay their energy bills due to high costs or those who live in a home that is difficult to keep warm or to make energy improvements to and the private rented sector.

# Installation support service

We've partnered with Warmworks to provide bespoke installation support to households.

Warmworks will handle the whole process of installing energy saving home improvements, from assessing your home all the way through to overseeing the installation.

- Lower your energy bills with minimal effort – Warmworks will do all the work for you.
- Support every step of the way – from the initial survey all the way to quality tests of any installation.
- Any improvements are done by high quality, trusted installers.
- We can usually reimburse the cost of the home assessment, survey and EPC for you. *This is strictly subject to availability and eligibility.*

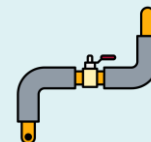
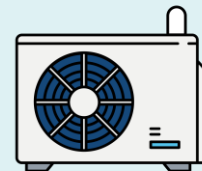
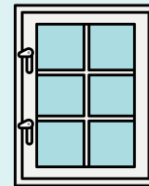
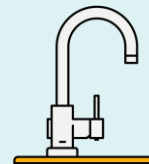
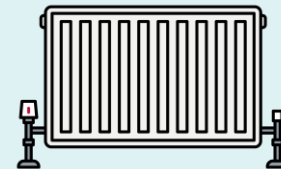
To learn more, visit: [\*\*Installation support service · North East Warm Homes\*\*](#)

**energy  
saving  
trust**

**NE** North East  
Combined  
Authority

Kim McGuinness  
North East  
Mayor

# Contact us



For more information please contact:

[Rebekah.Vickers@groundwork.org.uk](mailto:Rebekah.Vickers@groundwork.org.uk) or [Lisa.WilsonRiddell@groundwork.org.uk](mailto:Lisa.WilsonRiddell@groundwork.org.uk)

Partnership Officers

[Josh.Allen@groundwork.org.uk](mailto:Josh.Allen@groundwork.org.uk) Energy & Retrofit Advisor for South Tyneside

To refer a household directly for a home visit: [Groundwork North East Cumbria Green Doctors](#)

**Call:** 0808 175 9345

**Visit:** [www.northeast-warmhomes.co.uk](http://www.northeast-warmhomes.co.uk)