



Home Energy Advice Team

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Alliance Homes' Home Energy Advice Team (HEAT), trained by National Energy Action, offer free, practical support to help you make your home warmer, more energy-efficient and easier to manage.

This service is available to all Alliance Homes customers.

How HEAT can help

We'll provide one-to-one support to help you with:

- Using your heating system and controls efficiently
- Improve home energy efficiency: reduce draughts, prevent heat loss, upgrade insulation and systems
- Set up energy systems and billing for new customers.
- Advice on solar panels, air source heat pumps and ventilation systems
- Guidance on damp and mould and home maintenance
- Help with energy bills, tariffs, payments, fuel debt, disputes, reporting disrepair, and support when dealing with energy providers or organisations that support independent living.

Access the service

To get help, you can:

- Email **homeenergyadviceteam@alliancehomes.org.uk**
- Call us on **03000 120 120**
- Send us a message through **Connect**, our online customer portal or through Live Chat on our website.
- Visit or write to us at **Alliance Homes, 40 Martingale Way, Portishead, BS20 7AW.**

Please note there may be a waiting list to access this service. You will be informed of this when you contact us.

Home energy top tips

Here are five practical tips you can start using today to save energy and money:



Unplug your devices – leaving electrical items plugged in or on standby wastes electricity



Microwaves and air fryers – the right appliances in the kitchen can save you money, microwaves and air fryers are often quicker and more energy efficient



Maximise your appliances – run your washing machine and dishwasher only when full to save water and electricity



Turn your radiators down, not off – lower the temperature in rooms you don't use. Avoid turning them off completely, this can increase the risk of damp and mould



Draught proof your home – reduce cold air entering through windows, doors, gaps or chimneys.

Home energy toolbox

In collaboration with the Centre of Sustainable Energy, we've put together useful guides to help you save money on your energy and improve the efficiency of your home. Scan the QR code to access our Home Energy Toolbox or visit www.alliancehomes.org.uk/heat



Alternative formats

If you need this document in another format, such as large print, please let us know.

You can contact us by calling 03000 120 120, emailing act@alliancehomes.org.uk or writing to us at 40 Martingale Way, Portishead, BS20 7AW.

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