

Dear All

This scheme is a multi million pound project procured by Barnet on behalf of the North London Sub-region (Barnet, Enfield, Islington, Harringey, Camden and Westminster).

British Gas are the main contractor on the project, and have sub-contracted the surveying to Energy Services. All of the surveyors have been identified to us, and are CRB checked. We are in a position to reassure householders of the validity of an individual surveyor. I enclose the introductory letter that is hand delivered prior to a follow up visit. So far 10000 letters have been distributed, with a further 10000 being delivered over the next few weeks. The wording of the letter is uniform across the sub region, and was agreed with our communications team.

Trading Standards are already aware of the scheme

Sent on behalf of the LLB

Paul Hammond

Barnet Boroughwatch.

**Director of Planning and Environmental Protection  
The London Borough of Barnet  
Building 4, North London Business Park  
Oakleigh Road South  
N11 1NP**

**Telephone:** 020 8359 7997  
**Reference:** EH/DH

Dear Resident

**Barnet Council**  
**Warmth and Comfort Scheme**

Barnet Council is working in partnership with British Gas to improve the warmth and comfort of private and private rented residents' homes, reduce fuel bills and help limit harmful climate changing gases.

We arrange a free, confidential home energy survey which will identify the central heating and insulation measures needed to improve the energy efficiency of your home. These measures may be **free** as they could be funded up to 100 per cent by grants from the Warmth and Comfort Programme, subject to your household circumstances.

Energy Services carry out the surveys using fully qualified surveyors. They contact you to arrange a survey. If you want to know more about the scheme, you can contact the Energy Services team directly by calling **0800 652 0782**.

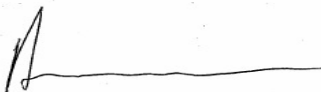
All surveyors carry identification – please ask to see this before allowing them into your home. The survey is quick and efficient and the surveyor will tell you the result and the measures required to bring your home up to current standards of energy efficiency and whether you qualify for a grant.

If you agree to have this work done, contractors appointed by us will do the work to current building regulations and high standards of workmanship.

If you wish to verify the identity of the surveyor, please contact Barnet Council Environmental Health Administration Team on 020 8359 7997 during office hours.

We hope that you will participate in this exciting scheme that will benefit both your home and the environment.

Yours sincerely



Andrew Milne  
Environmental Services Manager