

Beware of doorstep sales

Free insulation offer: Council urges caution over doorstep callers

The council wants households to take extra care when speaking to insulation contractors who call at their door. They have received complaints from some householders who have had unsatisfactory work carried out by a company claiming to be part of the local authority's current free insulation offer.

The local authority today issued a letter to the company concerned, asking them to stop making these claims immediately. They also notified Trading Standards, who will take action if the situation is not resolved quickly.

The Council's free insulation offer is **only** being delivered by appointed installer Carillion Energy Services in partnership with local social enterprise Changeworks, which runs the Energy Saving Scotland advice centre for South East Scotland. As with all doorstep callers it is very important to check their ID and even verify it by calling the advice centre to confirm that they're meant to be working in the area.



Vice-Convener
of Health,
Social Care &
Housing – Cammy
Day

Councillor Cammy Day said: "The number of complaints received remains small but we are not prepared to ignore the issue and want to do everything we can to prevent this from becoming more widespread."

"If you're not sure whether the person on your doorstep is working for the Council's free insulation offer, call the

Energy Saving Scotland advice centre on 0800 512 012 to verify their ID; look for their company logo and headed paper, business cards and uniform, and don't commit to anything unless you're confident that they're genuine, and working for Carillion or Changeworks."

You can call the Scottish Government-funded Energy Saving Scotland advice centre free on 0800 512 012 to check. For peace of mind, you can even book a free no-obligation insulation survey over the phone and receive a visit from the appointed contractor at a time and date that suits you.

Whether it's home insulation on offer or something else entirely, any genuine doorstep caller will be more than happy to show you ID and arrange to call back later – giving you time to do a quick background check.

The Council's free insulation offer is available throughout Edinburgh, and is set to target South Queensferry, Kirkliston and Drumbrae with a letter campaign over the next few weeks. Loft insulation saves a household around £175 a year, and cavity wall insulation saves around £135 – wherever you live in Edinburgh you can now have these measures installed absolutely free.

With many insulation companies canvassing for work in the capital, it can be difficult to choose the best option for your home. The Energy Saving Scotland advice centre is a Scottish Government-funded service offering free and impartial advice – and working in partnership with The City of Edinburgh Council and Carillion Energy Services on the city's free insulation offer.