

HeatSeekers Logo

Dear Resident

We are pleased to introduce HeatSeekers, a scheme managed by the Energy Saving Partnership which aims to assist residents identify and install energy efficiency measures.

Cambridge City Council is pleased to support this privately run scheme. Insulation will help residents to reduce their energy bills, help vulnerable residents who may struggle to heat their properties, and it will help to reduce carbon dioxide emissions from Cambridge homes.

HeatSeekers use thermal imaging technology to identify homes that may benefit from improved insulation. The HeatSeeker vehicle has been working in your area and in the next few days our sister company and insulation provider, the Mark Group, may call to discuss the benefits of improving the energy efficiency of your home and offer grant assisted loft and cavity wall insulation.

This scheme is entirely optional. If you do not want to receive a call to discuss the findings of the thermal image you can simply inform the surveyor or call HeatSeekers Opt Out in advance on **Freephone 0800 111 4968** or email example@markgroup.co.uk

Once a surveyor has called you will be informed of potential insulation improvements that can be offered and the cost, which could be free in certain circumstances*. It will be for you to decide whether you wish to take up the offer.

The thermal image acquired is of the outside of the building. It is not conclusive in every instance as the heating may not be on, or results may be affected by weather conditions. Residents may still be offered a visit even though it appears they have a well-insulated house.

Any information given remains confidential between the Council and HeatSeekers under the Data Protection Act. All Mark Group surveyors will carry photographic ID.

If you would like further information on the scheme, please call HeatSeekers on **Freephone 0800 111 4968** or go to www.cambridge.gov.uk/heatseekers. If you would like to verify the authenticity of this scheme, please contact Cambridge City Council's Customer Services Department on 01223 457000.

For the majority of people the best time to buy grant assisted insulation is now. Government are set to change the way funding is offered, which could mean more cost to the homeowner, so apply for a grant now.

Yours sincerely

The HeatSeekers Team

**There are other suppliers of insulation available and you may wish to seek alternative quotes.*



Mark Group Logo

ESP Logo