

**Citizens Advice
Case Study 1 Q2 – Year 3**

The clients were an elderly couple who visited Citizens Advice at the drop-in at Hoyland library.

They had been trying to get some scaffolding removed from their property after having some work carried out by a company called Energysave Central Ltd who visited them at their home several months ago asking if they wanted any damp proofing work done.

The couple agreed to the work being carried out as they felt it needing doing anyway – however, the scaffolding was erected by a local subcontractor.

The job was done on the 15 August and finished on the same day – the clients had no issues with the damp proofing work but had been trying to no avail, to get Energysave Central to remove the scaffolding ever since.

The clients tried speaking to their salesman and customer services who kept promising the scaffolding would be taken down, but by November they felt they were getting nowhere.

The scaffolding is at the rear of the house covering the back door and partially blocks the way into the client's house. Their granddaughter had already banged her head against one of the poles and the clients were worried that with the dark nights it would be harder to see the scaffolding.

The outreach adviser checked if the trader was a member of any trade organisation – they weren't. However, as Energysave Central are a limited company the adviser looked them up on Companies House and obtained details of their head office and company director.

Citizens Advice offered to act on the clients' behalf and with their consent wrote to the director of Energysave Central Ltd requesting they arrange removal of the scaffolding as soon as possible as it had been up for nearly 3 months.

Two days later, the director from Energysave phoned Barnsley Citizens Advice and spoke to the outreach adviser apologising profusely for what they called an unacceptable error, the scaffolding would be taken down immediately.

The following day, the client phoned up to confirm the trader had called them and the scaffolding had been taken down – the clients said they were extremely grateful for Citizens Advice getting involved on their behalf as they felt their voice just wasn't being heard.