



Charis

Improving
lives together



Park Homes Warm Home Discount SY1



What is the Park Homes Warm Home Discount Scheme?

- Charis introduced the Park Homes Warm Home Discount in 2015 in partnership with Ofgem to allow Energy Companies help fuel-poor Park Homes residents in England, Wales and Scotland who do not have a direct electricity account with a UK energy company
- Low household income of park home residents, the poor thermal efficiency of the home, and the barriers placed in the way of affordable energy and home efficiency improvements, combines to make park home residents a high risk community for experiencing fuel poverty
- Warm Home Discount is a £150 rebate awarded to residents in or at risk of fuel poverty to help them pay for their energy usage
- To be eligible for the Warm Home Discount payment of £150 you or a household member must be living as a permanent Park Home resident in England, Scotland or Wales and pay Council Tax, or receive Council Tax support or a discount
- A Park Home is a type of mobile home that you live in all year round and not a holiday home. You are not eligible to apply if you pay your electricity direct to a UK Energy Company, please check their website to find out if you qualify for the Warm Home Discount with them.

CLIENT CONFIDENTIAL

Application process



Park Homes Warm Homes Discount funding is limited and applications are processed on a first come, first served basis.

- You can only apply on line through the [Charis Website](#) please note there is no telephone sign-up service. If you cannot access the internet you may ask a friend or family member to help you complete the form.
- Before you start your application, make sure you have at hand:
 - A valid email address so that Charis can contact you about your application.
 - Bank/building society account number together with sort code, as shown on either your bank card, bank passbook or account statement. The account number is usually 8 digits long and sort code is 6 digits long (example 01-22-34). If successful a payment of £150 will be made directly into your bank/building society account. We can only make payments into a UK bank/building society account.
 - Benefit and income details for you and other household members
- Charis may contact some customers to provide evidence of their benefits and income. Don't worry if that includes you.
- We'll contact you by email to explain what's needed and how to provide it. Just be sure to keep an eye on your inbox and junk folder. It's important that you reply or we won't be able to award your application.

CLIENT CONFIDENTIAL

Who can apply?

To be eligible you or a household member must meet one or more of the criteria:



- **Receive Pension Credit**
- **OR receive one of the following:**
 - Income Support
 - Income based Jobseekers Allowance
 - Income related Employment & Support Allowance
 - Universal Credit
 - Child Tax Credit (and income below £17,005)
 - Gross annual household (before tax and deductions) is below £17,005
- **PLUS, receive:**
 - State pension
 - Limited capability for work (as part of Universal Credit)
 - Responsible for a child under 18 years of age
 - Disabled child element
 - Disability or Pensioner premiums
 - Disability benefits
 - Hold a medical or maternity exemption certificate

CLIENT CONFIDENTIAL

What happens next?



Your application is successful

- ❑ If successful you will receive an email advising you of your application outcome
- ❑ A payment of £150 will be made directly into your bank/building society account by 31st March 2023. We can only make payments into a UK bank/building society account.
- ❑ We are unable to administer any other payment method.

Your application is unsuccessful?

- ❑ If unsuccessful you will receive an email advising you of your application outcome, this could include the following reasons:
- ❑ We've checked your evidence and unfortunately it doesn't show that you're eligible for the payment.
- ❑ Due to popular demand we may have reached the maximum number of applications for the scheme year
- ❑ Your application has been closed as you didn't send us any evidence.

CLIENT CONFIDENTIAL



Thank you

Jenny Petruzzi

Business Development Manager

Call 01733 421 021

Visit www.charisgrants.com

Email info@charisgrants.com

Trinity Court, Trinity Street, Peterborough, PE1 1DA

CLIENT CONFIDENTIAL