

# Croydon Healthy Homes



## Helping you heat your home and reduce your fuel bills

Croydon Healthy Homes is Croydon Council's free energy advice service aimed at Croydon residents on low incomes, and those more vulnerable to the effects of living in a cold home (especially families with young children, older residents and residents with pre-existing medical conditions). To be eligible you must pay for your electricity directly to your energy supplier, either through a direct debit, on receipt of a bill, or through a key or card (prepayment) meter.

Our team of qualified energy assessors can offer the following:

- advice about gas and electricity tariffs and payment methods;
- checking you receive all the support you are entitled from your energy supplier. This could include Warm Homes Discount (a £140 discount on your electricity bill), and support through the Priority Services Register
- using OFGEM accredited price comparison sites, assisting you find the best fuel tariffs for you, and if want to change to the new tariff, supporting you switch
- advice about any debt you owe to your energy supplier
- advice about discounts and support from your water company (such a 50% discount on your water bill)
- advice about Smart Meters

If you own your home or if you rent it from a private sector landlord we can also offer:

- an assessment to see if your household and home meets the eligibility criteria for grant funding for larger energy efficiency measures, for example insulation and new heating systems. Information about current schemes available is on our energy advice page - [www.croydon.gov.uk/energyadvice](http://www.croydon.gov.uk/energyadvice)
- advice about using the heating controls in your home, and ensuring they are set appropriately for the needs of your household
- advice about damp and mould issues (if you rent your property please seek support from your landlord before contacting us)

If you rent your home from Croydon Council or a Housing Association, please speak to their housing team for advice about possible energy improvements, your heating controls and any damp and mould issues.

**Support through Croydon Healthy Homes is initially through a telephone consultation. Where appropriate and at our discretion we can offer follow up home visits and other face to face support. All face to face support is currently suspended due to social distancing rules, but expected to resume in 2021**

**For more information and to apply please visit:**

[www.croydon.gov.uk/healthyhomes](http://www.croydon.gov.uk/healthyhomes)

**or complete the attached application form**

If you would like to discuss whether Croydon Healthy Homes can help you, please call Freephone 08002922529. You may need to leave a voicemail message

# Croydon Healthy Homes



<b>Full Name</b>	
<b>Full Address &amp; postcode</b>	
<b>Contact Telephone Number</b>	
<b>Email Address (if you have one)</b>	

**Housing Tenure (please tick one box)**

<input type="checkbox"/>	Renting from Croydon Council	<input type="checkbox"/>	Home Owner (house/bungalow)
<input type="checkbox"/>	Renting from Housing Association	<input type="checkbox"/>	Home Owner/leaseholder (flat)
<input type="checkbox"/>	Renting from Private Landlord	<input type="checkbox"/>	other (please explain below)

**Are you struggling to heat your home and/or pay your energy bills?**  
**Please explain**

**What help are looking for from Croydon Healthy Homes?**

## Privacy Notice

The information provided will be held on Croydon Council's secure computer network and will be accessible only by the Croydon Healthy Homes project team. It will not be used for any purpose other to contact you to discuss if and how we can support you.

You have the right to withdraw your consent to the Council's use of your personal data at any time.

**Please sign below to confirm you have read and understand the privacy notice above**

<b>Signature:</b>	
<b>Date:</b>	

Please send the completed signed form to Croydon Healthy Homes, Croydon Council, Bernard Weatherill House Zone 7A, 8 Mint Walk, Croydon, CR0 1EA The sheet can be scanned and emailed to [HealthyHomes@croydon.gov.uk](mailto:HealthyHomes@croydon.gov.uk)