



FREE

Central Heating System



Read more to see if you and your home qualify

What is it?

Seven North East councils; Darlington Borough Council, Durham County Council, Hartlepool Borough Council, Middlesbrough Council, Northumberland County Council, Redcar & Cleveland Borough Council and Stockton-on-Tees Borough Council; have been awarded funding from the Warm Homes Fund to install **FREE** central heating systems in certain parts of the North East, subject to eligibility and survey.

The project is supported by your local Citizens Advice Bureau, Community Action Northumberland and Middlesbrough Environment City. These partner organisations will be able to provide additional services such as a free and confidential appointment with an Adviser to:

- help you check you are on the best fuel tariff
- give you free and confidential advice on energy costs
- help you improve energy efficiency in the home and save money

For more information go to

<http://www.citizensadvice.org.uk>

<http://www.ca-north.org.uk/>

<http://www.menvcity.org.uk/>

How do I qualify?

1 You are a homeowner, or have a private landlord if you rent

And

- 2** i). Your home does not have, and never has had a central heating system.
*If you have storage heaters, electric room heaters, solid fuel fires and single gas fires you may qualify as they do not count as central heating systems
- ii). The main method of heating your home is by the use of solid fuels

And one of the following

3 You live in a qualifying postcode area

Or

You are in receipt of a specified benefit.
Visit www.northumberland.gov.uk/whf for a full list of qualifying income-related benefits, or call us on **(01670) 624140**

Or

Based on a low income, high cost calculation you are currently classed as in fuel poverty










Find out if you qualify by calling **(01670) 624140**

- * Before you call, please make sure you have the following information to hand
- contact details for your landlord if you rent (we will need permission from the landlord before carrying out a survey at the property)
 - details of any benefits you receive (if applicable)
 - details of household income if not living in a qualifying postcode area or in receipt of eligible benefits



How can this funding help you?

If your home qualifies, you could get the below benefits for free:

	An 'A' rated gas boiler
	In off gas areas an air source heat pump or oil boiler will be installed
	Radiators throughout your home
	Controls allowing you to manage heating in the way you want
	All necessary piping, including associated works
	Our support throughout the process
	Our approved contractors ensuring the right system for your property
	Improving the energy efficiency of your home
	You will be covered by the gas boiler manufacturer's warranty (or air source heat pump or oil boiler manufacturer's warranty if your property cannot be connected to the gas network)

What happens next?

To find out if you qualify and to arrange a survey

Call free on **(01670) 624140**

*Lines open Mon - Thur 8.30am - 5pm, Fri 8.30am - 4.30pm, closed Bank Holidays

Or visit www.northumberland.gov.uk/whf

If you qualify, one of our assessors will come out and survey your home to check eligibility and help us work out the best type of heating system for your property. Our surveyors will then discuss these options in details with you and explain what system could be installed.





To qualify you need to live in one of the following Local Authority areas:

Darlington Borough Council, Durham County Council, Hartlepool Borough Council, Middlesbrough Council, Northumberland County Council, Redcar and Cleveland Borough Council and Stockton-on-Tees Borough Council.

If you think you qualify for this **FREE** offer call us on:

(01670) 624140

*Lines open Mon-Thur 8.30am - 5pm, Fri 8.30am - 4.30pm, closed Bank Holidays

Or visit our website

www.northumberland.gov.uk/whf



Terms and Conditions

Terms and conditions apply - see www.northumberland.gov.uk/whf. Offer subject to qualification and survey and open to residential properties only: home-owners or those renting from a private landlord located in Darlington Borough Council, Durham County Council, Hartlepool Borough Council, Northumberland County Council, Middlesbrough Council, Redcar & Cleveland Borough Council and Stockton-on-Tees Borough Council postcodes only. Only customers who meet the eligibility requirements will qualify for the offer. Offer only applies to central heating systems recommended by us and may not be used in conjunction with any other offer and cannot be exchanged for cash. The offer is subject to change, may be withdrawn at any time and subject to availability as funding is limited. Offer ends 31st May 2018 for new applications. All work must be completed by 30th November 2018.

[1] Solid fuels; coal-fired, wood, anthracite, wood pellets, charcoal and peat.

[2] Habitable room; bedroom, living area / sitting room, hallway, bathroom, kitchen (if containing a dining space) and dining room.

*Calls will be charged at your normal rate. We record calls to improve our service to you. Phone lines open Monday - Friday 9am-5pm and are closed on Bank Holidays.

