

## BCP Council - Household Support Fund (Energy) Referral Form - Guidance Note

Please fill out and submit the referral form, if you have a client who you think would qualify for support with the following:

- Appliances/White Goods
- A gas boiler repair or replacement
- An in-depth home energy visit to advise on energy and fit free small energy saving measures

### Appliances/White Goods

Applies to all tenures (owners, private and social housing tenants) of housing where the occupier is responsible for the appliances, up to 2 appliances or 3 appliances if someone is setting up home/moving into new property and needs more. If required, a microwave can be added to this.

Bear in mind there is support from Sovereign Housing for appliances for their tenants and the Dorset and Wiltshire Fire and Rescue Service may also be able to provide microwaves, slow cookers and air fryers.

#### ***To qualify for free appliances, clients should:***

- Have a household income of £31,000 or less (unless larger family needing support), a benefit, a disability, other vulnerability, frailty or in need generally.

#### ***Things to be aware of:***

- Appliances being replaced must be free standing (not built into units), there must be plug sockets and the relevant switches for cookers and plumbing in place for washing machines.
- Clear unhindered access to deliver and fit the appliance also required.
- Old appliances will be removed and disposed of, if required.
- All appliances should be emptied, defrosted and drained ahead of disposal.
- Ridgewater Energy will carry out an initial home visit to determine whether the appliance referral can be fulfilled and meets the criteria.
- Delivery should be made within 2 weeks of order being made
- Warranties are standard manufacturer warranties with the appliance, clients may need to go online to register their warrantee. We will not help with faults or repairs, but damage which may have been caused during delivery/fitting can be reported within the first week through to Ridgewater Energy to help with.

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### Gas Boiler Repair or Replacement (Owner Occupiers Only)

Where possible, gas boilers belonging to owner occupiers only, under 10 years old will be repaired (up to £500), but otherwise they will more than likely be replaced.

We will use LEAP to help some clients with boilers and will assess the need and timelines through both routes to help make those decisions.

#### ***To qualify for help with their boiler, owner occupier clients should:***

- Have a household income of £31,000 or less (unless larger family needing support), a benefit, a disability, other vulnerability, frailty or in need generally.
- The boiler must have a fault, leak, be giving no hot water and/or no heating.

#### ***Things to be aware of:***

- Boiler replacements may be like for like, or they may be replaced with another type. (e.g. a floor mounted conventional boiler may be replaced with a wall mounted combi boiler or with a more

modern condensing conventional type boiler which retains the hot water cylinder). This depends on which scheme is funding the work, technical and space requirements and available budgets.

- We can't help with oil or LPG fired boilers or Gas Warm Air boiler units or any repairs or replacements to electric boilers or electric heating.
  - If the boiler and heating system have been inoperative or neglected for many years, there may not be enough budget to do the extensive works to get it operational, we may come back to you to help us investigate other or contributing funding sources for the client in these cases.
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### **Home Energy Advice Visits**

Applies to all tenures of housing (owners, private and social housing tenants).

#### ***To qualify for a home energy visit, clients should:***

- Have a household income of £31,000 or less (unless larger family needing support), a benefit, a disability, other vulnerability, frailty or in need generally.

#### ***Things to be aware of:***

- A home visit will comprise analysis of bills, advice on heating controls, appliance use, water use, condensation prevention, fitting of free energy saving measures, identification of any funded insulation and heating improvements, advice and signposting on other help and support.
- Average duration of visit typically 1 hour 30 minutes.
- This is similar to LEAP, but funded by BCP Council and is to help with the current high demand and waiting times for LEAP.
- We will decide which home visit (BCP Council/LEAP) meets all the needs of the clients most effectively.
- Visits will start from start of January 2023

**Please note: All BCP Council Funds are only available until the end of March 2023. Grants will be provided on a first come first serve basis and this scheme may become oversubscribed before the end of March.**

**The LEAP scheme will continue beyond this period.**

### **To Refer**

The referral form is pdf fillable or can be printed off and filled in by hand.

Please send it to: [info@ridgewaterenergy.co.uk](mailto:info@ridgewaterenergy.co.uk)

You can also call Ridgewater Energy on (01202) 612726 with any questions or to discuss any cases.

*You can also write to us at:*

Ridgewater Energy  
Unit A34 Arena Business Centre  
East Dorset Trade Park  
9 Nimrod Way  
Wimborne  
Dorset  
BH21 7UH