

Affordable Warmth

ADVICE FOR PARK HOME RESIDENTS IN CORNWALL

SUMMER 2021



**FUNDING
OPTIONS**

**BOOST YOUR
INCOME**

**SUPPORT
& INFORMATION**



Freephone 0800 954 1956



advice@cep.org.uk



www.cep.org.uk



**COMMUNITY
ENERGY PLUS**



We're Cornwall's energy advice charity and here to help householders in Cornwall stay warm and healthy in their homes.

In Spring 2020, we embarked on a two-year project to help park home residents in Cornwall access advice and services to enjoy warmer, healthier homes.

Due to the pandemic, it has not been possible to get out and about to deliver advice on doorsteps and in homes as we had planned, however we have been pleased to help many park home residents access grants, boost their household income and access services to improve their health and wellbeing.

This advice guide shares some of our top tips for park home residents. We're still here to help, either over the phone, video call or we can provide in-home (or garden!) advice where this will be of benefit to park home residents in Cornwall.

As specialist park home energy advisors, we're on hand to help. Just give us a call or drop us a line.

Mel & Susie



Freephone 0800 954 1956



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www.cep.org.uk



COMMUNITY
ENERGY PLUS

FUNDING OPTIONS

Interested in accessing a grant for park home insulation?

While the Green Homes Grant may have failed to deliver the scale of grant-funded park home insulation that is needed in Cornwall, we're constantly looking for alternative ways to help local park home residents upgrade their homes.

We invite you to **register your details** with us to hear about new opportunities as they become available, so that you can get to the front of the queue for future local or national grant schemes. Just call us or drop us an email.



Freephone 0800 954 1956



advice@cep.org.uk



www.cep.org.uk

So, so grateful for your help, we couldn't have afforded to replace the old boiler without your help.

Mr H. £600 grant



MORE MONEY FOR YOU

Park Home Warm Home Discount £140

This is a £140 payment towards your energy bill in the winter months, credited to your energy account by your electricity supplier between November and March.

You could get £140 off your electricity bill for Winter 2021 to 2022 under the Warm Home Discount Scheme.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit
- you're on a low income and meet certain criteria

If you pay your electricity costs to your site owner, you should register for the Park Home Warm Home Discount scheme, operated by the charity Charis at **parkhomeswhd.com** or you can call us on **0800 954 1956** to ask us to do this on your behalf.

If you have an electricity meter and pay your supplier directly, contact them about Warm Home Discount. Search online for the name of your supplier + 'Warm Home Discount' to see if you are eligible and how to apply. Or call us on **Freephone 0800 954 1956** or drop us a line: **advice@cep.org.uk**

Missed out on this last winter, thank you for registering me.

Mrs B, £140 saving



MORE MONEY FOR YOU

Could you save by switching tariffs?

If you buy your electricity direct from an energy supplier, are you sure you're on the best deal?

Grab a recent energy bill and check out our price comparison and switching service:

www.energyhelpline.com/communityenergyswitch
or call **0800 804 7247**

Energy Helpline can provide a full market tariff comparison and help you switch suppliers to save you money.

Smart meters

Smart meters are being installed in homes across Great Britain at no extra cost, to replace traditional meters. Smart meters send your gas and electricity readings directly to your energy supplier so you don't have to. They enable accurate, not estimated bills – helping to take the stress out of budgeting and putting you back in control.

The in-home display (IHD) which you'll receive with your smart meter, shows you in near-real time the amount of energy you use in pounds and pence, allowing you to keep a closer eye on your energy spending habits. This can help you find ways to reduce energy waste around your home and save money.

Please note:

- Eligibility of smart meters may vary.
- Consumer action is required to obtain cost savings and budgeting benefits of smart meters.



MORE MONEY FOR YOU

See how much you could save every year, by saving your energy around the home

Kitchen

Regularly defrost freezer to improve running efficiency **£150**

Dry clothes outside instead of using a tumble dryer, saving 50p a load **£50**

Wash full loads rather than half loads of laundry **£10**

Use your washing machine's 30°C cycle **£10**

Only fill the kettle with as much water as you need **£20**

Bathroom

Install a water-efficient shower head and check out what free energy-saving devices offered by South West Water. **£35 gas & £50 water if metered**

Visit:
www.southwestwater.co.uk/save-water/free-products/

Home

Use an energy monitor or smart meter in-home display to keep an eye on how you use energy and make changes to save money **£50**

Switch off lights in unoccupied rooms **£50**

Replace filament bulbs with low energy LED bulbs. These will use around 10% of the electricity that is used by filament bulbs. **£10 per bulb**

Draught-proof doors, including letterbox brush and keyhole cover and under door excluders. **£28**

Draught-proof around windows and doors. Draught-free homes are comfortable at lower temperatures, so you may be able to turn down your thermostat, saving even more on your energy bills. **£20**

Close curtains at dusk to stop heat escaping through windows. **£15**

MORE MONEY FOR YOU

Save money on your water bills

Social Care Water Tariff

If you buy your water directly from South West Water and you are on a water meter, have you checked if you're eligible for a discount?

WaterCare

This is for low income households receiving Income based JSA, ESA, Universal Credit, Income Support, Pension Credit Guarantee Credit or Housing Benefit. Qualifying households can receive between 15% - 50% discount on their ongoing charges.

WaterSure

If a household member has a medical condition or there are 3 or more children requiring extra water use in the property, you may qualify to have your annual water costs capped at £483.19, regardless of your water use.

To apply for a discounted Water Tariff from South West Water visit: southwestwater.co.uk or call **0344 346 1010**



MORE MONEY FOR YOU

Pension Credit

Pension Credit is a tax-free means-tested benefit for retired people on a low income. If you are eligible for Pension Credit Guarantee Credit, you can access a host of other benefits including Council Tax Relief, financial help with your site rent and if you're over 75, a free TV licence!

Pension Credit comes in 2 parts:

- Guarantee Credit tops up your weekly income to a guaranteed minimum level of £177.10 if you're single or £270.30 if you're a couple.
- Savings Credit is extra money if you've got some savings or your income is higher than the basic State Pension. It's only available to people who reached State Pension age before 6 April 2016. You could get up to £14.04 extra per week if you're single or £15.71 if you're a couple.

Call **0800 99 1234**

or visit: <https://apply-for-pension-credit.service.gov.uk>

Thank you so much for your help claiming Pension Credit. It may only be a few pounds per week, but it will open up other benefits to me like help with dentist and travel costs to hospital.

Mrs M.



SUPPORT AVAILABLE

Council Tax Support

Council Tax Support helps people who have no income or a low income to pay their Council Tax.

You can claim Council Tax Support if you own your own home or rent. You can also claim if you are working or unemployed.

Entitlement to Council Tax Support is based on how much income, capital and savings your household has.

Check if you are eligible and apply at:

www.cornwall.gov.uk/benefits-and-support/council-tax-support/apply-for-council-tax-support/

or call Cornwall Council on **0300 1234 121**



SUPPORT AVAILABLE

Housing Benefit

Housing Benefit is for help with rent payments (including ground rent for park home residents) for those who are not working, on a low income or in receipt of other benefits.

Visit: www.cornwall.gov.uk/benefits-and-support/housing-benefit/
or call **0300 1234 121**

Carer's Allowance

If you are below state pension retirement age and care for someone for at least 35 hours per week and they receive certain benefits, for example Personal Independence Payment or Disability Living Allowance, you could be eligible for Carer's Allowance.

Apply at:
www.gov.uk/carers-allowance/
or call **0800 731 0297**

I've never asked for help, but this has meant a great deal to my quality of living.

Mrs B. £1,800 annual saving with Housing Benefit



SUPPORT AVAILABLE

Personal Independence Payment

Personal Independence Payment (PIP) is a benefit for people who may need help with daily activities or getting around because of a long-term illness or disability. If you have an illness or disability, it can make life difficult and affect your income, especially if you have to give up work or cut down your hours. Having a little extra money could help you to pay for things you need or want. You can spend PIP on whatever you need it for.

You may be eligible for PIP if you're under State Pension age and need help with daily living activities or getting around, or both. If you're awarded PIP before you reach State Pension age, you'll continue to receive it after as well. You can still make a claim if you're working.

PIP isn't based on your National Insurance contributions and it isn't means-tested, which means it doesn't matter how much income or savings you have.

If you've reached State Pension age and have care needs, you should claim Attendance Allowance instead (see page 12).

Age UK have some excellent information on their website about eligibility and tips to increase your chances of making a successful claim.

To start your claim, call the Department for Work and Pensions (DWP) on **0800 917 2222**. They will ask for basic information and then send you a claim form.



SUPPORT AVAILABLE

Attendance Allowance

This is extra income that is not means-tested that you can claim if you are over state pension age and need regular help with your personal care or supervision because of illness or disability.

A little extra money can go a long way. You can use it in any way you like to meet your needs and stay independent in your own home. The money doesn't have to be spent on a carer.

Claiming Attendance Allowance won't reduce any other income you receive. It's tax-free and if you're awarded Attendance Allowance, you may become entitled to other benefits, such as Pension Credit, Housing Benefit or Council Tax Reduction, or an increase in these benefits if you're already receiving them.

Attendance Allowance isn't means-tested so it doesn't matter how much income and savings you have. Age UK have some excellent information on their website about eligibility and tips to increase your chances of making a successful claim.

Search online for Age UK + 'Attendance Allowance' or call the Age UK Advice Line on **0800 678 1602**



SUPPORT AVAILABLE

Assisted Living Service

Do you need support to maintain your independence while living in your park home?

Cornwall Council's in-house telecare service provider offers 24/7 monitoring and installation of lifeline alarms and sensors. This provides round-the-clock reassurance that help is at hand when it's most needed.

Whether you need help when feeling unwell, assistance after a fall, or a lifesaving intervention, your family and friends can have peace of mind that 24/7 assistance is a button press away, from as little as £3.48 a week.

For more information search 'Cornwall Lifeline and Assisted Living' or call **0300 7900 603**



SUPPORT AVAILABLE

Home Adaptations

Do you need to make adaptations to your park home to help you live more independently?

Cornwall Council Home Solutions team offer advice and assistance to people over 60 or with disabilities to help them live safely and independently at home. They also offer a Handyperson service to carry out small jobs and repairs around your home.

Visit: www.cornwall.gov.uk/housing/home-solutions
or call **01872 224707**
or email adaptationsteam@cornwall.gov.uk

Thank you so much for helping to get my handrails and step into the shower sorted.

Mrs M.



SUPPORT AVAILABLE

Money Management

If you are struggling to make ends meet or worried about debt, contact:

Citizens Advice Cornwall

Advice on benefits, debt, money, housing and more.

Call **0800 144 8848**

Visit: citizensadvicecornwall.org.uk or Text: **ADVICE** or **DEBT** to **78866**

MoneyHelper

Free guidance to help make your money and pension choices clearer, put you in control and recommend further, trusted support if you need it.

Call **0800 138 7777**

Visit: moneyhelper.org.uk

Turn2Us

Information and support to help people get back on track.

Visit: turn2us.org.uk

Step Change

Debt charity offering free debt advice and money management.

Call **0800 138 1111**

Visit: stepchange.org

Kernow Credit Union

Offers affordable, flexible loans and savings schemes.

Call **01209 314449**

Visit: kernowcreditunion.co.uk

Thank you so much, I felt utterly bewildered and I wouldn't have known any different if it wasn't for you.

Mrs A.



INFORMATION

Controlling your heating

Most central heating programmers can be set to turn your heating on twice a day, once in the morning and again in the evening.

To make sure you have heat when you need it, set your programmer to come on half an hour before you want to get up in the morning. This provides a 'warming up' period.

You should also schedule the heating to switch off half an hour before you usually leave the house and before you go to bed.

In most cases it will be more expensive to leave your heating on constantly at a low level, rather than using a programmer. It's important to manage your heating system, but more important to keep warm and well.

Thermostats on hot water tanks should be set at 60°C (140°F). If the temperature is lower it will allow bacteria to grow. If the thermostat is set higher you could risk scalding from extremely hot water, as well as wasting money from unnecessary heating.

Some radiators are fitted with individual controls allowing you to set different temperatures in different rooms. Try turning radiators down to a low level in unused rooms, but don't turn them off completely. This low background heat should help reduce any problems with damp and mould.

If you have night storage heaters, make sure you know how to use the controls to regulate the amount of energy/heat that they take on during the off-peak periods and how quickly that heat is released. You need to set the Output dial according to how much heat you want now, and the Input dial according to how much heat you think you will need tomorrow. The higher the setting, the quicker the heat is released.

Typical settings for a household which is out during the day and needing heat in the evening



Typical settings for a household needing heat during the day and needing heat during the evening



INFORMATION

Advice on preventing damp and mould

Ventilation

Reduce excessive moisture and allow damp air to escape outside by regularly opening windows where possible.

Heating

Heat rooms adequately to raise the air and surface temperatures.

Avoid bottled gas and paraffin heaters as they release water vapour while generating heat.

Cooking

Use lids on pans when cooking and close the kitchen door when steam is being created.

Bathroom

When using the shower in the bathroom, keep the door shut, but remember to use an extractor fan or open a window afterwards.

Laundry

If you have to dry laundry indoors, restrict to one room with the door closed and a window opened slightly or use a dehumidifier to take away the moisture released by the clothes as they dry.

If your property suffers from condensation or mould, the Cornish company, South West Ventilation can provide specialist advice and solutions. For a no-obligation survey, visit:

southwestventilation.co.uk/
contact/
or call **01326 727101**



INFORMATION

Stay informed during a power cut or if your water supply is interrupted

If you find yourself in a vulnerable situation where your electricity, gas or water supply has been interrupted, the Priority Services Register (PSR) offers free support to help you, particularly if you have extra communication, access or safety needs.

Joining the PSR offers support such as advanced notice of power cuts; priority support in an emergency, for example, heating and cooking facilities; and help with prepayment meter access.

PSRs are offered by energy suppliers and network operators and each keep their own register. You are eligible to join if you:

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have children under 5 years old
- have extra communication needs (such as if you don't speak or read English well).

You might still be able to join the register for other reasons, such as if you need short-term support after a stay in hospital.

Network operator information

Western Power Distribution PSR
just call Community Energy Plus on
0800 954 1956

South West Water PSR
online at:
southwestwater.co.uk/need-help/priority-services/
or call **0344 346 1010**

Wales & West Utilities
online at:
wwutilities.co.uk/services/safe-warm/priority-customers/priority-services-register/
or call **02920 278558**



INFORMATION

Fire Safety

The Cornwall Fire, Rescue and Community Safety Service offer free home fire safety checks to help householders identify potential risks in their homes. The checks are targeted towards residents over the age of 65, householders with a disability or long-term illness, people living alone or smokers.

The visits take just half an hour, during which time they will make sure you know what to do in order to reduce or prevent fire risks and help you put together an escape plan in case a fire breaks out in the future. They will check you have a working smoke alarm and if you don't, they can fit a free smoke alarm.

To check eligibility and arrange for a free home fire safety check, search online for 'Cornwall Fire Safety Check' or call **0800 3581 999**



INFORMATION

Carbon Monoxide Awareness

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels including gas, oil, wood and coal. Sources can include cookers, heaters and fireplaces.

You can't see it, taste it nor smell it, but CO can kill quickly without warning.

Early symptoms of CO poisoning can mimic many common ailments and may easily be confused with food poisoning, viral infections, flu or simple tiredness. However, unlike flu, CO poisoning does not cause a high temperature.

Symptoms include:

- headache,
- feeling sick (nausea) and dizziness,
- you may also feel tired and confused, and
- some people are sick (vomit) and have abdominal pain.

Symptoms that may come on later include:

- confusion,
- loss of memory, and
- problems with co-ordination.

How to prevent CO poisoning

Make sure all appliances are installed and maintained by a professional. This will also help them to run efficiently.

- Keep chimney flues free from blockages.
- Ensure your home has enough ventilation and airbricks are not blocked.
- Fit a CO alarm.

What to do if your CO alarm sounds or you suspect a leak

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property.
- Do not smoke or use naked flames.
- Evacuate the property immediately. Stay calm.
- Call the **National Grid** emergency number: **0800 111 999** to report the incident.
- Seek immediate medical help and advice if you think you have been exposed to carbon monoxide. Diagnosing carbon monoxide poisoning is not easy because it simulates many other conditions, so do say what you think is wrong. Ask for either a blood and/or breath sample to be taken without delay, as your body's carbon monoxide level will reduce the longer you are away from the contaminated environment, making it harder to detect.

KNOW YOUR RIGHTS & KEEP INFORMED

LEASE Park Home Advisory Service

LEASE are a government-funded, national independent advisory service for park home residents and residential leaseholders. All of their advisors are legally qualified.

They can provide initial advice and guidance on residential park homes law, enabling you to make an informed decision as to what appropriate action you may need to take, if you experience an issue relating to your park home. They also offer advice on establishing a Qualifying Residents' Association (QRA).

If you need advice, their extensive website is a great place to start: **parkhomes.lease-advice.org**. If you still need advice, you can get specific advice from their experienced advisors by contacting **freephone 0808 196 2212**.

They provide free advice on residential and park homes and leasehold law. They are an independent body and only advise leaseholders and park home owners.



KNOW YOUR RIGHTS & KEEP INFORMED

People Power

Cornwall Council is encouraging residents living on park homes sites across the Duchy to set up a Qualifying Residents' Association (QRA). If there is no QRA on your site already, please see contact information below.

To help them maintain their park homes residents database, Cornwall Council are also asking park home residents to get in touch and provide their contact details to receive information about matters relating to living on a park home site.

Contact Cornwall Council's Park Home Resident Enquiries team on **0300 1234 212** (choose option for park home residents) or email **ParkHomeResidents@cornwall.gov.uk**

For more information on QRAs, see section on the LEASE Park Home Advisory Service which is the government-funded, national independent advice for park home residents and residential leaseholders.



CONTACTS

MORE MONEY FOR YOU

WARM HOME DISCOUNT: Community Energy Plus 0800 954 1956

TARIFF SWITCHING: Energy Helpline 0800 804 7247

WATER BILLS: South West Water 0344 346 1010

SUPPORT AVAILABLE

PENSION CREDIT: Pension Credit Service 0800 99 1234

COUNCIL TAX SUPPORT: Cornwall Council 0300 1234 121

HOUSING BENEFIT: Cornwall Council 0300 1234 121

CARERS ALLOWANCE: 0800 731 0297

PERSONAL INDEPENDENCE PAYMENT (PIP): DWP 0800 917 2222

ATTENDANCE ALLOWANCE: Age UK Advice Line 0800 678 1602

ASSISTED LIVING SERVICE: 0300 7900 603

HOME ADAPTATIONS: Cornwall Council Home Solutions team 01872 224707

MONEY MANAGEMENT:

Citizens Advice Cornwall 0800 144 8848

Step Change 0800 138 1111

MoneyHelper 0800 138 7777

Kernow Credit Union 01209 314449

INFORMATION

Western Power Distribution Priority Services Register:

Community Energy Plus 0800 954 1956

South West Water Priority Services Register: 0344 346 1010

Wales & West Utilities Priority Services Register: 02920 278558

Cornwall Fire, Rescue & Community Safety Service: 0800 3581 999

KEEP INFORMED

LEASE Park Home Advisory Service 0808 196 2212

Cornwall Council's Park Home Resident Enquiries team: 0300 1234 212

Please keep this booklet for your reference.

If a friend or neighbour would benefit from our advice, please let us know.



We're Cornwall's energy advice charity and here to help householders in Cornwall stay warm and healthy in their homes. Our friendly advisors are on hand to help. Just give us a call or drop us a line.



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