

Affordable Warmth  
Access Referral  
Mechanism



# AWARM

Wigan Council has commissioned Wigan Borough Care & Repair, a not-for-profit Home Improvement Agency, to provide an Affordable Warmth Access Referral Mechanism (AWARM), which can help you to stay healthy, safe and warm at home.

If you have a low income, high energy costs and a long-term health condition, Wigan Borough Care & Repair can visit you to carry out a free Healthy Home Check and, with your permission, make referrals to the following services (subject to eligibility).

## **Advice**

We can arrange for free benefit entitlement, consumer rights, debt and housing advice.

## **Boiler Repair**

We can obtain a competitive quote from one of our contractors for a boiler repair.

## **Boiler Replacement**

We may be able to arrange the replacement of a gas boiler that is more than 10 years old or faulty for people eligible for HHCRO funding\*.

## **Carbon Monoxide Alarm**

We can provide a free carbon monoxide alarm to people with gas or solid fuel appliances in their home.

## **Central Heating System**

We may be able to arrange the installation of a gas central heating system for people eligible for HHCRO funding\*.

## **Draught Proofing**

We can arrange the installation of free draught proofing.

## **Energy Tariff Check and Energy Supplier Switching**

We can arrange to carry out a free energy tariff check to ensure that you are getting the best deal and assist with switching energy suppliers.

## **Handyperson Service**

We can arrange for a handyperson to carry out small repairs or DIY jobs around your home for a fixed fee of £15 per visit (up to two hours) plus the cost of any materials used.

## **Health Promotion Schemes**

We can make referrals to a range of local schemes aimed at improving your health and wellbeing.

## **Heaters**

We can arrange the provision of two free electric oil filled radiators to people with faulty or inadequate heating.

## **Home Adaptations**

We can make a referral for major or minor home adaptations.

## **Home Repairs and Improvements**

We can obtain competitive quotes from our contractors for home repairs and improvements and advise on potential sources of funding.

## **Keep Warm Pack**

We can provide a free Keep Warm Pack containing a card thermometer, fleece blanket, hot water bottle, thermo mug, thermal gloves, hat and socks.

## **Loft and Wall Insulation**

We may be able to arrange the installation of free loft and wall insulation, including top-ups.

## **Priority Services Register**

We can arrange for your details to be entered on your energy supplier's Priority Services Register.

## **Smoke Alarms**

We can arrange the installation of free smoke alarms.

## **Warm Homes Discount and Winter Fuel Payment**

We can arrange for a claim to be made for Warm Homes Discount and Winter Fuel Payment.

**Contact:**

**care&repair**  
WIGAN BOROUGH

**Phone:**

**01942 239360**

[www.careandrepair-wigan.org.uk](http://www.careandrepair-wigan.org.uk)

## **HHCRO Funding** (subject to eligibility and property survey)

The Home Heating Cost Reduction Obligation (HHCRO) funding for boiler replacements and central heating systems is aimed at residents who receive the following benefits:

### **Standalone benefit (one of the following):**

- State Pension Credit;
- Child Tax Credit with relevant income below £15,860.

### **Or one of these combinations:**

#### **Combination 1:**

Receive one of the following:

- Income-related Employment and Support Allowance;
- Income-based Jobseeker's Allowance;
- Income Support;

#### **Plus one of the below:**

- A. are responsible for a child under the age of 16 who resides with them;
- B. are responsible for a child 16 or over but under the age of 20 who resides with them and is in full-time education or approved training;
- C. receive a disabled child premium;
- D. receive a disability premium, enhanced disability premium or severe disability premium;
- E. receive a pensioner premium, higher pensioner premium or enhanced pensioner premium;
- F. are in a work related activity or receive a support component (only with Income-related Employment and Support Allowance).

#### **Combination 2:**

Receive Working Tax Credit with relevant income below £15,860;

#### **Plus one of the below:**

- A. are responsible for a child under the age of 16 who resides with them;
- B. are responsible for a child 16 or over but under the age of 20 who resides with them and is in full-time education or approved training;
- C. receive a disability or severe disability element;
- D. are aged 60 or over.

#### **Combination 3:**

Receive Universal Credit with a net monthly income of £1,167 or less in any assessment period in the previous 12 months;

#### **Plus one of the below:**

- A. are responsible for a child under the age of 16 who resides with them;
- B. are responsible for a child 16 or over but under the age of 20 who resides with them and is in fulltime education or approved training;
- C. have limited capability for work, or limited capability for work and work-related activity;
- D. receive Disability Living Allowance;
- E. receive Personal Independence Payment.

## AWARM Referral

Name:	
Address:	
Postcode:	
Phone:	
E-mail:	
Date of Birth:	
NHS Number:	

## AWARM Eligibility

- Low income (e.g. in receipt of income-related benefits or a monthly income of less than £800 after paying mortgage or rent); **and**
- High energy costs (e.g. inadequate insulation or inefficient heating or energy bills of more than £1,400 per year if the property was heated adequately); **and**
- A disability or long-term health condition that results in Asthma, Chronic Obstructive Pulmonary Disease (COPD), Coronary Heart Disease, Depression, Falls, Hypertension, Stroke or Transient Ischaemic Attack (TIA).

Referrer:	
Phone:	
E-mail:	

AWARM  
Wigan Borough Care & Repair  
Pennyhurst Mill  
Haig Street  
WIGAN  
WN3 4AZ

Please tear-off and place in a C5 window envelope for posting