



# Croydon Healthy Homes

## Information Sheet

### Croydon Council's free energy advice service for home owners and private renters

Our team of qualified energy assessors can offer the following:

- Advice about gas and electricity tariffs and payment methods
- Checking you receive any priority support you might be entitled to from your energy supplier
- 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
- Check if your household is eligible for grant funding to install larger efficiency measures such as wall and loft insulation and to help you apply
- Help with using heating controls to ensure your heating system is being used effectively
- Advice about damp and mould issues; if you rent your property, please seek support from your landlord before contacting us

Advice is initially provided through a telephone consultation. Where appropriate and at our discretion, we can offer follow-up home visits and other face-to-face support.

To register for a Croydon Healthy Homes Zoom workshop please visit:

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

To find out about regular drop-in sessions across the borough please visit:

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

To apply for one to one advice from Croydon Healthy Homes please

visit: [www.croydon.gov.uk/healthyhomes](http://www.croydon.gov.uk/healthyhomes) or leave a voicemail on 0800 2922529.

Paper application forms are available

**Croydon Healthy Homes is a private sector only service and cannot assist Croydon Council or Housing Association tenants. They should contact their housing officers for help.**

#### Council tenants

Croydon Council – housing/tenancy officers - 020 8726 6100

<https://www.croydon.gov.uk/housing/information-council-tenants/your-tenancy-and-rent/housing-tenancy-services>

Croydon Council – Council housing repairs - 020 8726 6101

<https://www.croydon.gov.uk/housing/information-council-tenants/housing-maintenance-and-safety/repairs-council-homes-0#:~:text=You%20can%20call%20our%20repairs,report%20routine%20repairs>

## **Housing Association tenants**

Croydon Healthy Homes does not have a list of contacts for Housing Associations – Please do an internet search if you need to provide a Housing Association tenant with the correct details for their landlord.

## **Financial support**

Croydon Healthy Homes does not offer emergency top ups for prepayment meters, and cannot assist with chasing applications for discretionary financial support (such as prepayment meter tops) from other Council services.

If a resident is struggling to top up their gas or electricity meters, they should contact their energy supplier in the first instance.

Croydon Healthy Homes cannot advise about DWP payments such as the Winter Fuel Payment: Please telephone the DWP on 0800 731 0160 with enquiries.

## **Larger Energy Measures**

Although Croydon Healthy Homes can help eligible residents apply for larger energy measures (insulation etc) through external schemes, we have no access to records of progress with applications. Residents should contact the scheme provider directly for updates/queries.

## **Croydon Home Improvement Agency - Staying Put**

Staying Put is a home improvement agency that helps older, disabled and other vulnerable Croydon home owners. They can provide advice and assistance to carry out repairs or adaptations to your home to help you live safer and more independently.

Email: [hsg-stayingput@croydon.gov.uk](mailto:hsg-stayingput@croydon.gov.uk)

Phone: 020 8760 5505

<https://www.croydon.gov.uk/housing/home-owners-and-leaseholders/staying-put-service>

## **Private rental properties – issues with properties/disputes with landlords**

Croydon Healthy Homes cannot get involved in disputes between private tenants and their landlords over repairs (including broken heating systems). The private sector team may be able to assist in some situations.

Email: [hsg-privatehousing@croydon.gov.uk](mailto:hsg-privatehousing@croydon.gov.uk)

Phone: 020 8760 5476

<https://www.croydon.gov.uk/housing/private-tenants>