



Durham County Council Warm Homes Campaign Newsletter



January 2016

Dear Stakeholder

Are you living in a cold house in County Durham? You could qualify for a FREE central heating system from the Warm Up North partnership.

The Warm Up North partnership which comprises of nine local authorities including Durham County Council and British Gas have been awarded government funding to install **FREE** central heating systems into qualifying properties in the North East of England.

To qualify for a **FREE** central heating system (see over page) you must fit the below criteria:

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

Your household has a gross income total of less than £26,000, including any benefits. You may still qualify if you receive certain income-related benefits. Visit www.warmupnorth.com/chf for the full list of these qualifying income-related benefits, or call us on 0800 294 8073 to discuss.

AND one of the following:

- Your home does not have, and never has had, a central heating system. If you have electric storage heaters, electric room heaters, solid fuel fires and single gas fires, you may qualify as they do not count as central heating systems.
- The main method of heating your home is the use of solid fuels and you only have a partial, solid fuel-fired, central heating system. By partial, we mean that one or more of your habitable rooms are not connected to the home's main heating system.
- Your home uses electric storage heaters.

We want to install new central heating systems where they will make the most difference, particularly to the energy efficiency rating of homes. For you to qualify, the installation of a new central heating system must improve the energy rating of your home. You do not have to be a British Gas customer to qualify.

Download the FREE central heating leaflet from www.warmupnorth.com/chf

THIS OFFER IS SUBJECT TO AVAILABILITY SO ACT FAST !

If you think you may qualify, please contact Warm Up North today:

Call free: 0800 294 8073 (Monday – Friday, 9am – 5pm)

For full terms and conditions, [please visit the Warm Up North website.](http://www.warmupnorth.com/chf)

How can the central heating scheme help you?

If you qualify, a Warm Up North energy assessor will survey your home to check your eligibility and help work out the best type of heating system for your property. The surveyor will then discuss these options in detail with you and explain what system could be installed. You may receive the following free of charge:

- An 'A' rated British Gas approved gas boiler
- In off gas areas, an 'A' rated British Gas approved oil boiler or an air source heat pump
- Radiators throughout your home
- Controls allowing you to manage heating in the way you want
- All necessary piping including associated works
- British Gas support throughout the process
- British Gas design expertise
- A 12 month HomeCare Central Heating Care™ warranty from British Gas

Private Rented Properties

If you rent privately Warm Up North will require your landlord to complete the landlord permission form before a home survey can take place. Landlord permission forms can be downloaded from the Warm Up North website: www.warmupnorth.com/chf

For full terms and conditions, [please visit the Warm Up North website.](#)

If you have any comments about this newsletter please e-mail warmhomes@durham.gov.uk

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