



The Park Homes Warm Home Discount scheme 2024/2025

The Park Homes Warm Home Discount scheme 2024/25 is opening on Wednesday 2 October! If you're a permanent resident living in a park home in England, Wales or Scotland and you pay the park site owner for your electricity usage, you can apply for a £150 payment to help towards the cost of your energy bills. Funding is limited, and applications will be considered on a first come first served basis.

What is the Park Homes Warm Home Discount scheme?

This scheme helps park home residents who are struggling with their energy bills and don't have an electricity account with a UK energy company. Charis introduced the Park Homes Warm Home Discount in 2016 in partnership with Ofgem to allow Energy Companies help fuel-poor Park Homes residents in England, Wales and Scotland.

Who can apply?

You can apply if you are permanently living in a park home, pay council tax, and either receive means tested government benefits or tax credits, or have a household income of less than £19,978.

Who qualifies?

You may qualify for the Park Homes Warm Home Discount if you (or a household member) receive one of the following:

- **Pension Credit**
- **Income-related Employment & Support Allowance**
- **Income-based Job Seekers Allowance**
- **Income Support**
- **Universal Credit** showing an earned income between £0 and £1,665 a month
- **Child Tax Credit** by virtue of an award based on an annual income not exceeding £19,978
- **Working Tax Credit** by virtue of an award based on an annual income not exceeding £19,978
- **Housing Benefit** (or Housing element if receiving Universal Credit)

Or:

The **Total Gross annual household income** across everyone living in your household is **below £19,978** (before tax and deductions)

How can I apply?

You can apply online at www.lightningreach.org/charis. It's important that you have a valid email address so you can receive the decision outcome and any requests for information to support your application. To make an award directly to your bank we will also need your bank account details, as shown on either your bank card, bank passbook or account statement.

Application form

Our application form is hosted by our partner Lightning Reach. Lightning Reach specialises in helping people facing financial hardship to access support from energy providers, local authorities, housing associations and other organisations.

It is simple to set up an account.

Once you have your account set up you will then be able to fill out the Park Homes Warm Home Discount scheme application form to apply for your £150 payment.

Need help?

The easiest way to apply for a Warm Home Discount payment is online but if this is difficult, you need help completing the application form or if you have any questions about the scheme, our support team is available Monday to Friday between 09:00 and 17:00 on 01733 797543.

What happens next?

We'll send you an email acknowledging your application and we will double-check that you meet the eligibility criteria.

You may be asked to send evidence

Charis will contact some customers to provide evidence of their benefits and income to support their application. Don't worry if that includes you.

We'll contact you by email to explain what's needed and how to provide it. Just be sure to keep an eye on your inbox and junk folder. It's important that you reply, or we won't be able to award your application.

When will I get the £150 payment?

Funding is limited and applications will be considered on a first come first served basis. If successful a payment of £150 will be made directly into your bank/building society account by 31st March 2025. We can only make payments into a UK bank/building society account.