



Is Household in Fuel Poverty (spending 10% or more of income on fuel/heating costs), on a means-tested benefit, disabled/long-term sick, over 65 or with children under the age of 10, or in a designated LSOA?

No

Yes

Refer to Healthy Homes Ealing (0800 083 2265)

Is Resident/Applicant's Tenure...

Tenant/
Social
Rental

Tenant/
Private
Rental

Homeowner/
Owner Occupier

Referred to
**Council
Housing/Repair
Team**. May be
eligible for
**GHG:LAD, HUG,
ECO, LEAP, or
SHDF**.

May be eligible for
**GHG:LAD, HUG, ECO
or LEAP**. Landlord
permission and
contribution
required. *Cannot be
used to replace/
repair gas boilers.

May be eligible for
**GHG:LAD, HUG,
ECO, ECHO, or
LEAP**.

May be referred to **Ealing Handyperson Service** (020 8825 6070) if over 60 (and not in paid employment), disabled, a carer, or single parent in receipt of income-related benefit living with child(ren) under 16).

Not eligible for HHE, advice given, referred to **Ecofurb** (able to pay retrofit service) or Consumer-led Voucher/ incentive schemes, such as **Renewable Heat Incentive**.

Available/Upcoming Schemes (as of October 2021):

Healthy Homes Ealing—Green Doctor consultations/visits for vulnerable residents.

HHE can refer into all of the following:

Green Homes Grant: Local Authority Delivery Scheme (GHG:LAD) - EPC D,E,F,G, all tenures (up to £10,000 grant for owner occupiers, £5,000 for rentals)

Home Upgrade Grant (HUG) - from 2022, off-gas properties only, up to £25,000 grant

Energy Company Obligation (ECO) - Includes boilers for owner occupiers

Emergency Central Heating Offer (ECHO) - on-gas properties, owner occupiers

Local Energy Advice Partnership (LEAP) - Home visit, available to all tenures

Social Housing Decarbonisation Fund (SHDF) - Open to Councils and Housing Associations, grant bid required (cannot currently be referred into)

Renewable Heat Incentive (DRHI) - Seven year payback scheme for heating systems

Ecofurb Low Carbon Home Service —End-to-End energy efficiency and renovation

Healthy Homes Ealing/Warmer Homes Advice Service (WHAS)	https://www.ealing.gov.uk/healthyhomesealing 0800 083 2265 HealthyHomesEaling@ealing.gov.uk	Green Doctor Home visits or phone consultations, available to all tenures. Small measures, energy advice, tariff switching, help with arrears and fuel debt. Onward referrals to other services/schemes.	HHE is led and funded by LB Ealing. WHAS is funded by the GLA and led by RBKC and includes Brent, Ealing, Hillingdon, Hammersmith & Fulham, Kensington & Chelsea, and Westminster.
Handyperson Service (LB Ealing)	https://www.ealing.gov.uk/info/201105/improvements_and_repairs/1387/handyperson_service/1 020 8825 6070 housinggrants@ealing.gov.uk	Owner Occupiers over aged 60, disabled, carers, and single parents in receipt of income-related benefits are eligible. Works include up to 90 minute visits to carry out small repairs, including energy efficiency measures.	Led and funded by LB Ealing.
Green Homes Grant: Local Authority Delivery Scheme & Home Upgrade Grant (HUG is for off-gas properties only)	https://london.greendoctors.org.uk/green-homes-grant/ 0800 083 2265	Grants of up to £10,000 for Owner Occupiers (no contribution) and up to £5,000 for landlords (with a £2,500 contribution) for energy efficiency measures. Does NOT include Gas Boilers. Home must have EPC rating of D or below, household must be low-income	Funded by BEIS and led by LB Ealing and includes Barnet, Brent, Ealing, Harrow, Hammersmith & Fulham, Hillingdon, Hounslow, Kensington & Chelsea, Lambeth, Newham, Richmond, and Wandsworth.
Energy Company Obligation	https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco eco@ofgem.gov.uk	ECO is a government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty. ECO CAN be used for boiler replacements in Owner Occupied properties only.	Funded by the Energy Companies, administrated by OFGEM on behalf of BEIS. Can be used alongside GHG:LAD/HUG so long as not used to fund the same measure.
Emergency Central Heating Offer	https://www.emergencyheating.org.uk/ 01372 738952 helpdesk@emergencyheating.org.uk	An emergency solution to help vulnerable households who find themselves without heat or hot water due to boiler breakdowns. ONLY for on-gas properties.	ECHO is provided by AgilityEco along with its partners and funded by five energy companies through the Warm Home Discount Industry Initiative Scheme
Local Energy Advice Partnership	https://applyforleap.org.uk/ 0800 060 7567 support@applyforleap.org.uk	Energy Advice Service for all tenures, including onward referrals, IncomeMax, Warm Homes Discount, and Priority Services Register.	LEAP is provided by AgilityEco and providers.
Renewable Heat Incentive	https://www.ofgem.gov.uk/environmental-and-social-schemes/domestic-renewable-heat-incentive-domestic-rhi	The RHI is a government financial incentive to promote the use of renewable heat, by offering quarterly payments for seven years.	The RHI is administered by OFGEM on behalf of the Department for Business, Energy & Industrial Strategy (BEIS).
Ecofurb Low Carbon Home Service	https://www.ecofurb.com/info@ecofurb.com	Ecofurb helps homeowners choose the right sustainable solutions for your home and budget, offering a full service from design through delivery.	Ecofurb is a partnership of Parity Projects and Retrofit Works, a cooperative of contractors, designers, and installers.