**The Park Homes Warm Home Discount scheme 2023/2024**

The Park Homes Warm Home Discount scheme 2023/2024 is open from Monday 16th 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.

**Introducing Lightning Reach – Charis’s partner for The Park Homes Warm Home Discount scheme**

This year our online application form is being hosted by Charis’s partner [Lightning Reach](https://www.lightningreach.org/). Lightning Reach helps people to find and apply for a range of financial support in one place, quickly and safely.

**What is the Park Homes Warm Home Discount scheme?**

Charis introduced the Park Homes Warm Home Discount in 2015 in partnership with Ofgem, to allow energy companies to help fuel-poor park homes residents in England, Wales and Scotland who pay for their electricity via their park site owner.

**Who can apply?**

You can only apply if you are permanently living in a park home. We may ask you to evidence that you (or a household member) pay Council Tax or receive Council Tax support, a discount, or a reduction.

You must pay for your electricity via your Park Site owner. You cannot apply if you pay your electricity bills directly to a UK energy company.

**Who qualifies?**

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

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| **Pension Credit** |
| **Income Related Employment & Support Allowance**  |
| **Income Based Job Seekers Allowance**  |
| **Income Support** |
| **Universal Credit** showing an earned income between £0 and £1,561 a month |
| **Child Tax Credit** by virtue of an award based on an annual income not exceeding £18,723 |
| **Working Tax Credit** by virtue of an award based on an annual income not exceeding £18,723 |
| **Housing Benefit** (or Housing element if receiving Universal Credit) |
| Or:**Total Gross annual household income** across everyone living in your household is **below £18,723** (before tax and deductions) |

**How can I apply?**

You can apply [**here**](https://charisgrants.com/partners/park-homes/).It’s important that you have a valid email address so you can receive the decision outcome and any requests for information. 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.

**Here’s how it works:**

1. First, sign-up and complete your profile by answering a series of simple questions. This usually takes 10-15 minutes. When asked about housing status, please make sure to choose the option “Park home / static caravan / mobile home”.
2. Once you’ve completed your profile, you should see a support match to the Park Homes Warm Home Discount scheme. Click ‘Continue’ to fill in some additional questions and submit your application.

In addition to the Park Homes Warm Home Discount scheme, you may also get matched to a range of support suited to your profile and circumstances. This could include grants from charities, funding from your local council and help with your bills.

You can return to your Lightning Reach dashboard to find out more and apply for additional support.

**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 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 then double-check that you meet the eligibility criteria and that only one application has been made per your household.

**You may be asked to send evidence**

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

We’ll contact you by email to explain what’s needed and how to provide it so please check your inbox and junk folder. It’s important that you reply, or we won’t be able to consider your application.

**When will I get the £150 payment?**

If your application is successful, a payment of £150 will be made directly into your bank or building society account by 31st March 2024. We can only make payments into a UK bank/building society account.