

## Guidance on Enquiring for Assistance North Lincolnshire Council

Please note: to be considered for assistance you must have owned and lived in the property for at least 3 years.

Funds are subject to availability and can be withdrawn at any time.

- Your enquiry will be processed in line with the current Home Assistance Policy. **This may take up to 8 weeks.**
- A Housing Officer may need to visit your property to confirm the situation.
- You may be referred to our Lincs 4 Warmer Homes (L4WH) scheme for confirmation of any ECO (Energy Company Obligation) funding available to you. This will require a survey of your home by an appointed installer who will contact you direct.

If we believe we may be able to help, the following will apply:

- Your financial situation will also need to be assessed
- We will check if you have other options available to you to fund the work yourself
- We will carry out a land registry search to confirm who owns the property
- We will check if you have any debts with the Council

Help may be available for:

- **Affordable Warmth** measures such as insulation, heating repairs/insulation **if the property requires this and you have a health condition such as COPD.**
- **Essential repairs** to safeguard health and safety for example: extreme damp and mould, faulty electrics, rotten single glazed windows, poor food preparation area, improve access for mobility issues etc