



Lancaster City Council Home Improvement Agency Warm Homes Service

A lack of Affordable warmth and deteriorating housing conditions can contribute to cold-related illnesses and excess winter deaths. The Warm Homes Service is a free service available from the Home Improvement Agency offering practical assistance to lower the cost of heating and enable vulnerable residents to stay safe and warm in their homes this winter.



The service is available to residents who are:

Over 60 or disabled or who have any long term health conditions affected by the cold, including low income households

The type of assistance we can offer includes:

- Independent energy saving advice and assistance on accessing grants for insulation and boilers
- Boiler and Gas Fire servicing
- Repairs or replacement of heating systems
- Upgrading heating controls, timers and programmers
- Provision of temporary heaters in the event of a boiler breakdown
- Assistance with payment of fuel debt
- Electrical repairs to enable heating to be installed and portable appliance testing
- Replacement/repair of draughty windows and doors
- General property repairs and improvements to make homes warmer and easier to heat
- Enhanced Insulation and draught proofing throughout the home
- Assistance with clearance of lofts to allow insulation to be installed
- Fitting minor measures including cold alarms, energy usage monitors, door trims, carbon monoxide testers, radiator reflector panels, LED light bulbs
- General home safety works to prevent slips, trips and falls
- Provision of grit for paths and fitting of handrails to prevent slips in icy weather

The level of assistance available will depend on individual's circumstances





What our clients said:

Thanks for the speedy service sorting out the step and hand rail for my mother. Your handyman made sure the step was safe. I was worried she would have another fall.

The client is delighted with the new stair rail your men fitted last week. Thanks for the very prompt and polite service given. She now feels much safer. A really great service.

My home is much warmer after being insulated, thanks to you.

Your handypersons work helped me to make the house much more comfortable with various draught proofing work.

I am very grateful for your service, you recommended a handrail which I have found very helpful. Thank you very much.

Thank you for this wonderful service - it really does give me a chance to stay in my own home and peace of mind if I do need your help.

I am very pleased. I can't put it into words the difference that has made to my life, thanks again

It is an excellent service which I hope will continue. Without it would be impossible to get the small but important jobs done.



Contact us

For further information about the Warm Homes Service or to arrange a home visit contact us on **01524 582257** or email hiaenquiries@lancaster.gov.uk

Lancaster Home Improvement Agency is managed by Lancaster City Council, Health and Housing Services, Town Hall, Morecambe, LA4 5AF

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www.lancaster.gov.uk/homeimprovement