



The Welsh Government's Discretionary Assistance Fund (DAF) makes Emergency Assistance Payments (EAP) as a non-repayable grant to help with essential costs in the event of an emergency or a disaster. The payment can currently help people meet the cost of food, gas and electricity, clothing and emergency travel.

The Welsh Government's Warm Homes Programme Nest scheme provides home energy efficiency advice and subject to meeting the scheme's criteria, applicant's can receive a package of domestic energy efficiency measures to improve energy efficiency and to help to reduce fuel poverty.

Under this boiler repair pilot, a vulnerable person meeting the pilot eligibility criteria will be able to book a Gas Safe registered engineer to assess and make minor repairs to central heating boilers.

<https://www.gassaferegister.co.uk/find-an-engineer/find-by-location/?ep=nbRNUQvfrt2xWhSjAK29qBFccruOOo27HSRBNFn2SJbE6dooeWIEVasNbauWOOstadANqwbPpSvILTb%2f6p1k4A%3d%3d>

A grant of up to £120 is payable to people meeting the eligibility criteria.

If the boiler cannot be repaired, then supplementary heating can be made available through the DAF. If needed, a whole house assessment can be booked with the Welsh Government's Warm Homes Programme Nest Scheme.

The pilot scheme will operate until 31 March 2019.



Eligibility

To qualify for a payment under this pilot scheme, the applicant will:

- Have experienced a central heating boiler breakdown not under warranty or covered by a maintenance agreement and be responsible for its repair and maintenance;
- Provide written or electronic confirmation to evidence a registered service engineer has been booked, or provide a booking reference number¹ for the engineer booking;
- Be living with children and young people aged 17 or less, older people aged 60 and over, or living with a chronic health condition or disabled people.
- Be resident in Wales and not living in social housing or private rented accommodation where the landlord is responsible for heating repairs
- Be at least 16 years old
- Be living in a low income household based the Energy Company Obligation (ECO) financial thresholds (see table 1 below), or otherwise be in receipt of means tested benefits² and have no access to other money and tried all other affordable sources of funding

¹ If an applicant for funding is not able to provide a booking reference or electronic or written evidence, then the applicant must provide the name and contact details of the Gas Safe approved and registered engineer that has been booked, and permission that DAF or Welsh Government may contact the engineer to confirm that the booking has been made.

² "Means-tested benefit" ("*budd-daliad sy'n dibynnu ar brawf modd*") means (a) income support and housing benefit (each as defined in Part VII of the Social Security Contributions and Benefits Act 1992); (b) council tax reduction scheme (as defined in Local Government Finance Act 1992); (c) state pension credit (as defined in the State Pension Credit Act 2002); (d) working tax credit and child tax credit (each as defined in the Tax Credits Act 2002) provided that in each case the income of the applicant does not exceed the relevant income threshold; (e) income-related employment and support allowance (as defined in the Welfare Reform Act 2007); and (f) universal credit (as defined in the Welfare Reform Act 2012)



Funding available through this pilot scheme will be for boiler repairs undertaken by a qualified Gas Safe engineer only and will be limited to the cost of labour and parts not exceeding £120³.

If a repair cannot be made, referrals to additional schemes can be made for replacement through the Energy Company Obligation or Welsh Government Warm Homes Nest Scheme. Emergency temporary heating can be made through the Discretionary Assistance Fund.

Applicants will receive a decision:

- within 24 hours for an EAP application made between Monday and Friday
- If the application for EAP is successful, a Pay Point voucher or BACS payment to cover the cost of repair will be issued.

³ Plumbers typically charge about £60 an hour, plus VAT, but the hourly rate can rise to £90 if the plumber comes to your home in the evening or at the weekend. Moneysupermarket.com
3/12/18



Table 1 – Financial Thresholds

Household composition	Annual household income	Monthly household income Equivalent
1 adult (18 years and over)	£8,900	£740
and 1 child	£11,700	£980
and 2 children	£14,400	£1,200
and three children	£17,300	£1,440
and four or more children	£20,100	£1,680
2 adults (18 years and over)	£14,600	£1,220
and 1 child	£17,400	£1,450
and 2 children	£20,200	£1,680
and three children	£23,100	£1,930
and four or more children	£25,700	£2,140

Contact details

Gas Safe Customer Helpline 0800 408 5500

<https://www.gassaferegister.co.uk/find-an-engineer/find-by-location/?ep=nbRNUQvfrt2xWhSjAK29qBFccruOOo27HSRBNFn2SJbE6dooeWIEVasNbauWOOstadANqwbPpSvILTb%2f6p1k4A%3d%3d>

DAF - by phone between 9.30am and 5.30pm Monday to Friday on **0800 8595924**
(free from a landline) or 033 0101 5000 (local rate)

Nest - Call Free phone **0808 808 2244** or **request a call back** using the online form available at <https://nest.gov.wales/en/how-to-apply/>