

## **Additional heating on health grounds**

### **Bristol City Council tenants only**

If you have a serious chronic disease or significant mobility problems, and there is evidence that you could benefit from different or extra heating, you may qualify for additional heating.

### **Do I qualify?**

You will be assessed on your individual health needs and not on the list below. The kind of needs we have considered for priority for additional heating include:

- medical conditions like sickle cell disease, cystic fibrosis, HIV or chronic asthma
- severely restricted mobility
- people aged over 75 living alone who have inadequate heating - for example a small electric or coal fire
- people unable to be discharged home from hospital because of complex medical problems and whose home has inadequate heating or damp problems - for example premature babies
- people suffering from a terminal illness

### **If I qualify for additional heating will I be offered central heating?**

Central heating will not be offered routinely but some applicants with specific complex needs may qualify.

### **Can I apply to have my existing heating i.e. Gas warm air changed to another type of heating?**

Applicants who feel that their medical condition is affected by warm air heating will not ordinarily be considered for replacement heating.

There are some circumstances whereby one heating system may be changed for another - for example an elderly person who is unable to manage with coal-type heating.

### **What if I am unable to return home from hospital to unsuitable housing or heating?**

Applicants with complex medical needs awaiting discharge from hospital with no adequate heating at home may qualify for rehousing to alternative accommodation with appropriate heating.

## **How do I apply?**

Contact your local Customer Service Point or call the Customer Service Centre 0117 922 2200 or fill in the Additional heating on health grounds application form

Your details will then be forwarded to the Health and Housing Team for assessment.

Applications that needs further investigation may be checked by GPs or specialists. Sometimes we make a home visit.~

## **What happens next?**

You should get a decision within six weeks.

If additional heating is approved, the Health and Housing Team will make a recommendation to the Technical and Investment Manager who will then decide appropriate action.

The Health and Housing team are unable to deal with any direct enquiries. All queries should be directed to your local customer service point or council contact centre.

## **What if I am unhappy with the decision?**

If you are unhappy with your decision you will be able to appeal stating the reasons why. You will receive details of how to in your decision letter. Your case will then be reviewed and you will be notified of the outcome.