Energy saving support that saved clients £3040

Situation

Lesley and Mark needed advice about their broken gas boiler. They live with their two children one of whom has a disability. Lesley usually works full time, but is on maternity leave. The household is only in receipt of Carers Allowance, Statutory Maternity Pay and Disability Living Allowance for their daughter. Their income is very low and they have to pay their mortgage as well as rent for their shared ownership property.

 "We came to Citizens Advice West Oxfordshire (CAWO) because our boiler had broken down. My husband is a carer for our daughter who is disabled. He helps when she is back from school. Usually I work but I'm on maternity leave. I have a baby now. She's lovely but from a family finance point of view it's difficult. We are sensible about expenses. We were very concerned the boiler has been leaking and could not leave it. Also there's a leak in the water tank. We were so cold but also worried about the expense of a new boiler which we could not afford."

Action and outcome

"We were so relieved when I spoke to CAWO. They were very knowledgeable and looked through all the schemes available. They sent us all the information we needed and we met to decide what to do. Our adviser found a website for us to fill in details to see if we could be eligible for a grant. A scheme funded by government."

CAWO successfully helped them to apply for a grant through the ECO scheme for a new boiler, and they also did an insulation survey and will provide additional insulation where needed. **Total grant was £3040**. Witney Town Charity also contributed £240 towards the new boiler.

CAWO thoroughly explored the family's situation and identified that they were **eligible** to apply for **Universal Credit**, giving them a little more monthly income.

"If anyone has a problem they can't fix, I would say to contact CAWO who will look after you. There's nothing to be ashamed of. That's not the case. They are there to help. Everyone needs help. It's a wonderful service that's there to help everyone."