

Re: Urgent ECO4 Flex Route 4 – Pension Credit + UC LCW/LCWRA appeal + 86-year-old with NO HEATING

From: **Mark Kaye** | mark@kaye.co

Thursday 27 Nov at 16:37

To: **Dulcie Walsh** | dulcie.walsh@north-norfolk.gov.uk

Dear Dulcie,

I am desperately hoping you can help us.

We have been completely without central heating or hot water for 2 weeks and I am now genuinely frightened for my 86-year-old mother's safety this winter.

Property:

3 St Peters Close, Knapton, North Walsham, NR28 0TW

Household:

- My mother (householder, 86) receives Guarantee Pension Credit and has had three falls in the last two months (currently nursing two broken fingers and is very unsteady on her feet)
- I (her son, living with her, 51) receive Universal Credit with Limited Capability for Work (LCW) and have an active mandatory reconsideration/appeal for LCWRA
- Total household income = Pension Credit + UC only
- Our 33-year-old oil boiler has failed with an irreparable leak (last water bill >£400). We are surviving on portable electric heaters and the immersion heater.

We do not yet have a new EPC, but we have been told the property will probably come out high Band E once the heating is correctly coded as "no system present".

Octopus Energy opened an ECO4 case for us some weeks ago but initially rejected us based upon our neighbour's EPC scores, and are now dragging their feet. With the temperature dropping and my mother's recent falls, we simply cannot wait any longer.

Ruth, my work coach at Cromer Jobcentre Plus, is fully aware of our situation and the complete lack of heating because she is supporting me through the LCWRA appeal. As you are in the same building I am sure she would be happy to confirm.

Please could North Norfolk District Council issue an ECO4 Flex Route 4 declaration as a matter of urgency so we can get emergency heating and insulation installed before the worst of the winter?

I have attached (or can immediately forward):

- My LCW letter, and Universal Credit journal pages showing LCWRA appeal request
- Our £435(!) water bill

I am contactable day or night on 07950 182035 and will send anything else you need straight away.

Thank you so much, this really is now a health-and-safety emergency for us.

With kind regards,

Mark Kaye
07950 182035
3 St Peters Close, Knapton, NR28 0TW

From: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Monday 1 Dec at 10:08

To: **Mark Kaye** | mark@kaye.co

Dear Mark,

Thank you for getting in touch and for outlining your household's situation.

Based on the information you have provided, your household would ordinarily meet the eligibility criteria for ECO4, as you receive means-tested benefits. However, following the Budget announcement last week that ECO4 will not be continuing, the scheme is currently in a period of uncertainty across the entire sector. We are aware that some obligated suppliers have already begun to withdraw or pause their funding, and at this stage we cannot guarantee that any installation work will be supported under ECO4.

For this reason, I would strongly recommend contacting ECO4 installers directly to ask whether they still have funding available and whether they are able to progress your case. I have attached a list of known installers below for your convenience, but I must emphasise that North Norfolk District Council does **not** endorse any particular installer, nor do we have any control over the availability of ECO4 funding.

If there is any further information or guidance we can provide, please let me know.

Macbrook Gas (Norfolk Based)

- 01953 888 222
- Macbrook Gas
- **TrustMark:** 2938027

RMS Energy

- 0800 779 7224
- info@rmsenergy.co.uk
- Boilers and Heating – RMS Energy Solutions
- **TrustMark:** 2637920

Arktek

- 0191 516 6911
- info@arktek.co.uk
- Funding Info

- **TrustMark:** 1386144

Zoa Energy

-  07414 343 738
-  flex@zoaenergysolutions.co.uk
- **TrustMark:** 3119543

Carbon Rewind

-  01923 801 801
-  eco4@carbonrewind.com
-  carbonrewind.com
- **TrustMark:** 3143144

IHI Insulation & Heating Installer – UK

-  08000 485 902 / 07458 305 528
-  ihiltd.co.uk
- **TrustMark:** 1719748

RJM Energy

-  020 3417 7474
-  rjmenergy.co.uk
- **TrustMark:** 3090338

Monza Installs

-  01200 871 425 / 0161 758 0069
- Description: Home upgrade grants – improve warmth & efficiency
- **TrustMark:** 2981144

UK Energy Management

-  0191 466 1185
-  ecoflex@ukem.co.uk
-  ukem.co.uk
- **TrustMark:** 1743700

All Seasons Energy

-  01909 771 838
-  samantha.sellars@allseasonsenergy.co.uk
-  allseasonsenergy.co.uk
- **Ref:** 1728708

Carbon Save LTD

-  01422 524 015
-  carbonsaveltd.co.uk

NexGen Energy

-  07931 739 748
-  sales@nexgenenergygroup.co.uk
- Description: Insulation specialists in Lancashire
- **TrustMark:** 383893

I2 Energy

-  020 8594 1117
-  info@izenergy.co.uk
- Description: Making homes energy efficient
- **TrustMark:** 1725258

SimpliGreen

-  0161 391 0100
-  info@simpligreen.co.uk
- **TrustMark:** 2150837

ARPG ECO

-  0151 347 7773
-  laura@arpg.co.uk
-  ARPG Property Group
- **TrustMark:** 3417201

Managing Agents

Carbon247

-  01745 508 710
-  hello@carbon247.co.uk
-  [Facebook Page](#)
- **Role:** Managing Agent

Life Time Savings (*Norfolk*)

-  0800 707 4224
-  [lifetimesavings.co.uk](#)
- **Role:** Managing Agent

Note: North Norfolk District Council is not responsible for issuing funding, appointing or recommending contractors, or installing/quality-controlling works.

Kind regards,

Dulcie

Dulcie Walsh

Energy Officer

+441263 516177

+447971 951822

Please note: my working days are Monday, Tuesday, Wednesday and Thursday.



Dulcie Walsh

Energy Officer

+441263 516177



From: **Mark Kaye** | mark@kaye.co

Monday 1 Dec at 16:46

To: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Dear Dulcie,

Thank you for your quick reply and for the list of installers—I'll get in touch with them to see if they can help.

I'm a bit confused, though, because I specifically asked if the council could issue an ECO4 Flex Route 4 declaration to help us get heating sorted urgently, but your email didn't mention that. You said we meet the eligibility based on our benefits, so I thought that might be possible. Could you let me know if the council can provide one, or why not? I'm not really up on all the details of how these schemes work, especially with whatever was in the recent budget, but we're in a bad spot here and I was hoping the council could help push things along with installers or Octopus Energy.

It's still a real emergency for us, we've been without proper heating or hot water for over two weeks now, and with the cold weather, I'm worried sick about my 86-year-old mum. She's had recent falls, and is currently nursing 2 broken fingers, and we're just using electric heaters and the immersion, which isn't enough. The thought of her falling in the house and getting stuck at below 10 degrees is weighing very heavily on me.

If you need more info from me other than what I've already sent, please let me know. Happy to send anything else right away.

Is there anything else the council can do in the meantime, like emergency help for fuel or referring us somewhere for urgent support?

I'm available anytime on 07950 182035. Thanks so much—this is really urgent for us.

Kind regards,

Mark Kaye

From: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Tuesday 2 Dec at 08:54

To: **Mark Kaye** | mark@kaye.co

Hi Mark,

Sorry for any confusion. ECO4 LA Flex is an extension of the ECO4 scheme that allows local authorities to approve applications that wouldn't normally qualify under the standard ECO4 criteria. Since you already receive Universal Credit, you do not need to apply through ECO4 LA Flex.

I have confirmed with Macbrook Gas that they are still accepting applications for both ECO4 and ECO4 LA Flex. Please note that North Norfolk District Council does not endorse this installer; the information is provided for your awareness only.

I will ask our housing adaptations team if they're aware of any further support for residents who are on a low income.

Please do call if you have any further questions.

Kind Regards

Dulcie

Dulcie Walsh

Energy Officer

+441263 516177

+447971 951822

Please note: my working days are Monday, Tuesday, Wednesday and Thursday.



Dulcie Walsh

Energy Officer

+441263 516177



From: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Tuesday 2 Dec at 09:13

To: **Mark Kaye** | mark@kaye.co

Hi Mark,

Just following on from my previous email, please can you confirm that you and/or your mother is the property owner?

Thank you

Dulcie

Dulcie Walsh

Energy Officer

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Please note: my working days are Monday, Tuesday, Wednesday and Thursday.



Dulcie Walsh

Energy Officer

+441263 516177



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From: **Mark Kaye** | mark@kaye.co

Tuesday 2 Dec at 09:15

To: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Hi Dukcie,

Thank you for your emails this morning. Yes my mother is the homeowner.

Best regards,

Mark

From: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Tuesday 2 Dec at 09:17

To: **Mark Kaye** | mark@kaye.co

Perfect!

Are you happy for me to pass your contact details over to our Housing Team and someone will contact you.

Thank you

Dulcie

Dulcie Walsh

Energy Officer

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+447971 951822

Please note: my working days are Monday, Tuesday, Wednesday and Thursday.



Dulcie Walsh

Energy Officer

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[CLICK HERE TO FIND OUT MORE](#)

From: **Mark Kaye** | mark@kaye.co

Tuesday 2 Dec at 13:12

To: **Dulcie Walsh** | Dulcie.Walsh@north-norfolk.gov.uk

Hi Dulcie,

Yes that would be fine, thank you.

Mark
