

Warm Home Essentials Scheme 2

Additional information and next steps



Before reading the 'next steps' information further below, please read the following additional information:

REFERRER ENGAGEMENT WITH PROVIDERS

If the application is successful, you as the referrer have a responsibility to engage with providers for the delivery and installation of any awarded items and understand that non-engagement or unavailability to grant access to operatives and/or carpet fitters may result in the application being cancelled.

HYGIENE OF APPLICANTS HOME

Please note our delivery partners will not proceed with works if an individual's home is too unhygienic. Floorboards must be clean and flat for underlay and carpets to be fitted – our provider will be unable to fit carpeting if this is not the case.

Floors to be carpeted must be clear of any personal items prior to installation date.

MOVING OF FURNITURE

Due to budget constraints and limited delivery time, we are unable to help with furniture moves for carpet applications for this round of Warm Home Essentials. Please support the applicant in identifying support (friends, family etc) with moving furniture if required.

CARPETING MEASUREMENTS

All room measurements are completed by Carpetright Ltd. Measurements taken by the applicant will not be accepted.

HOARDERS

If the applicant is a hoarder, we will be unable to support, unless the applicant is prepared to move all their belongings out of the room prior to fitting.

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NEXT STEPS

Details of 'next steps' are provided within this document for the following:

1. New carpet
2. New curtains

Please go to the relevant section below:

1. New carpet:

Once the application has been received, the next steps will be:

Confirmation email

Once an application has been received both referrer and applicant will receive an 'application submitted' notification email. The email will contain a reference number such as WHE2/001, along with details of requested room/s to be carpeted.

Telephone call from Carpetright to arrange home visit

Our deliver partner 'Carpetright' will telephone the applicant to arrange a suitable time for one of their surveyors to visit the applicant's home.

Assessment stage – new carpeting

As part of the application 'assessment stage', the surveyor is required to check the applicant meets the scheme's eligibility criteria for new carpeting (no carpet/carpet threadbare/carpet unsafe). If the applicant meets the criteria, the surveyor will complete carpet measurements and share carpet samples with the applicant from their 'Essential Value' carpet range (carpet underlay and gripper rods will also be provided, together with door thresholds if required).

What happens after the surveyor has visited the applicants home?

After the surveyor has checked scheme criteria is met, and completed measurements, they will email the quote to the KCC Project Team for assessment. KCC Project Team will advise the outcome via email back to the referrer and applicant.

Carpet payment made by KCC (Kent County Council)

If the application is successful, KCC will make payment to Carpetright - both referrer and applicant will receive an email to confirm.

Carpetright will also receive an email requesting they liaise with the applicant to arrange a carpet fitting date.

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Budget amount for carpeting per household

Maximum budget per household is £1000.

2. New curtains

Confirmation email

Once an application has been received both referrer and applicant will receive an 'application submitted' notification email. The email will contain a reference number such as WHE2/002, along with details of requested room/s for curtains.

Telephone call from Town and Country Peabody

Our delivery partner 'Town and Country Peabody' will contact applicant to arrange a convenient time for one of their Handymen to visit to ensure scheme criteria is met (no curtains). If scheme criteria is met, the Handymen will proceed with measuring requested rooms for new curtains and discuss colour options. The Handyman will then visit an Argos store to purchase new curtains and arrange a convenient time to return and install new curtains. The cost of curtain poles will also be covered if required.

Budget amount for curtains per household

Maximum budget per household is £200.