Independent Park Home Advisory Service (2021) Ltd

Guidance – Warm Homes Discount Scheme (WHD)

There *is* a special "Park Homes" version of the Warm Home Discount (WHD) scheme for people who live in mobile homes and don't have a traditional energy supplier-customer relationship. But there are some important caveats, and what you'll need to check carefully. Below is a breakdown of how the £150 works, why your situation might be more complicated, and what you can do.

What is the £150 "refund"?

- This is part of the **Warm Home Discount (WHD)** scheme. It gives eligible low-income households a one-off "rebate" of £150.
- According to the most recent rules, that £150 is usually **credited to your energy account** (or given as a payment), rather than "sent from the government" as a separate cash payment.
- The deadline for suppliers to provide this rebate is 31 March in the current scheme year.

What about mobile / park home residents (i.e., when you pay the park owner, not a "traditional" supplier)?

There *is* a scheme for park-home residents who **pay the park / site owner** for their electricity.

1. **Park Homes Warm Home Discount Scheme**
    - This is a special strand of WHD run via *Charis Grants*. Charis+1
    - It's specifically for *permanent residents* of park homes who pay the park owner for their electricity.
    - Eligibility: you need either:
      a) to be on certain benefits (means-tested ones), **or**
      b) have a low household income (for example, under ~£19,978/year was used in last year's scheme).
    - You **must apply** for this scheme. It is **not** automatically applied like the standard WHD for many people.
    - Payment: if your application is successful, Charis will make a bank payment of £150 directly to you (into your UK bank / building society account).
    - Important: funding is *limited*, and applications are handled on a **first-come, first-served** basis.

2. **Why the "standard" WHD might not apply**
    - The standard WHD rebate (the £150 "credit on your energy account") is normally for people who have a relationship with an energy supplier (i.e., you pay them directly).
    - In a written answer from the Department for Energy, it's noted that "residential park home residents usually do not have a domestic electricity supplier, they are unable to receive" the standard WHD rebate that way.
    - Because of that, the government (via Ofgem and Charis) has the "Park Homes WHD" to cover people like you.

What you *should do* if you live in a mobile/park home and think you're eligible

1. **Check whether you qualify**
    - Are you permanently living on the site (not just temporary)?
    - Do you pay your site owner for electricity (rather than an energy company)?
    - Do you or someone in your household receive one of the qualifying benefits, or is your household income below the relevant threshold? (Use the Charis / Citizens Advice criteria.) Citizens Advice+2Charis+2
2. **Apply via Charis Grants**
    - Get the application for the Park Homes WHD from Charis. There's a "Park Homes Warm Home Discount" factsheet. Charis
    - When applying, you'll need to provide details of benefits or income, plus your status on the park site.
    - Provide your bank details so they can *pay you* the £150 if you are accepted.
3. **Apply early**
    - Because the funding is limited, applying early is important.
    - Check when the scheme opens each year. (For 2025/26, the government confirmed an expansion but also that the Park Home scheme continues separately.)
4. **Seek help**
    - If you're unsure, Citizens Advice is a good place to check eligibility and help with the application.
    - If in doubt, call the WHD helpline: **0800 030 9322**. Citizens Advice mentions this number. Citizens Advice