

CASE STUDY



Energy support and advice

By Clyde Valley Housing Association

To help customers with any energy related issues they may be experiencing, Clyde Valley Housing Association is able to signpost customers and make direct referrals to partner organisations for support.

Through their website, they have collated the types of support offered by other organisations and the links to contact them directly. This ranges from who to contact if you have issues with your energy supplier, through to how to gain advice on saving energy and keeping warm in your home.

They also share useful information through bulletins and newsletters sent directly to their customers with practical steps on how to stay safe over Winter.

Through funding received they have been able to provide emergency financial assistance in the form of energy vouchers to their customers. Links to financial support provided through government schemes; Winter Fuel Payment, Cold Weather Payment, Warm Home Discount can also be found on their website.

Find out more at

<https://cvha.org.uk/fuel-and-energy-advice/>