



## Dear Warm Front customer

Thank you for applying for a Warm Front Grant. This guide aims to tell you, step by step, what is going to happen over the coming months. Keep this guide somewhere safe.

The Warm Front Scheme provides the energy-efficient insulation and heating materials and the qualified Warm Front approved installers to carry out your work.

## We take care of every step.

If you need help reading through this guide, please ask a friend or relative to help you. Or, if there is anything you want to discuss, please phone a Warm Front advisor free on

**0800 316 6011.**

Lines are open Monday to Friday from 8am to 6pm, and from 9am to 5pm on Saturdays.

As with any popular grant, there are waiting times. This guide will give you an idea of how long you may have to wait.

Best regards

**Warm Front Team**

(To be signed by Warm Front assessor)