

**London Fuel Poverty Hub**  
**Borough Information: Merton**

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**How to use this borough factsheet**

Possible services are listed in the table, with columns referring to those residents who are owner occupiers, those who are living in the private rented sector, and those who are living in social housing. A 'Y' indicates that this service is available for those residents in this borough. Further information is listed in the 'notes' column, and contact details can be found underneath the table.

	<b>Owner Occupier</b>	<b>Private Rented Sector</b>	<b>Social Housing</b>	<b>Notes</b>
Energy advice				
Home visits				
Energy surveys / EPCs				
ECO referrals (general)				
ECO project (specific)				
Benefit checks / income max				
Cavity wall				
Loft insulation				
Solid wall insulation				
Heating repair				
New / replacement heating				
Emergency heating				

Handyperson	Y	Y	Y	Via Age UK Merton- for anyone aged 50+ who is resident in the borough
Befriending	Y	Y	Y	Home from Home Scheme- see below; also SEB Campaign
Warm Packs				
Grants / loans				
Collective switching	Y	Y	Y	Involved in the Big London Energy Switch
Utility switching/ tariff advice				
Small measures (radiator panels)				
Temperature sensors (telecare)	Y	Y	Y	MASCOT telecare services- see below

### **The Big London Energy Switch**

London Borough of Merton residents have an opportunity to get a better deal on gas and electricity bills as part of The Big London Energy Switch. The Big London Energy Switch is a collective energy switching auction that aims to help you lower your energy bills. Anyone who pays a household energy bill can take part, including tenants. You can sign up online, below, or contact 020 8274 4901 to register.

[Register for The Big London Energy Switch now](#)

### **Age UK Merton Handyperson Service**

For minor repairs and odd jobs in and around the home.

For those aged 50+ and living the borough.

Jobs include:

- Change light bulbs, fit time switches
- Fit curtain rails, take down and put up curtains

There is no call out charge, but there is a charge of £15-25 up to an hour depending on the work required, plus materials.

Call Paula on 020 8648 5792, Mon-Fri 9am-1pm

[info@ageukmerton.org.uk](mailto:info@ageukmerton.org.uk)

### **Home from Home Scheme**

Befriending scheme for adults with learning disabilities.

Contact social worker and ask for a Home from Home friend; or contact the Duty Officer for Learning Disability Services: 020 8545 4529

### **MASCOT Telecare and Community Support Services**

Any person who is vulnerable will qualify: people of retirement age or with a physical or learning disability. Also those who may need telecare for home safety or personal security.

There is a monthly charge for the service, but those who may find it difficult to pay may be eligible for help with the cost.

[mascot@merton.gov.uk](mailto:mascot@merton.gov.uk)

020 8274 5940

### **SEB Campaign (Seek, Embrace, Befriend)**

A befriending and support service run via Sacred Heart Wimbledon, for families with special needs/ disabled children.

Contact Anna Selo: 020 8395 9152