

Heating Oil Support - Easy Read

Help with heating oil

Some people use **heating oil** to keep their homes warm.

Heating oil can be expensive.

If you are struggling to pay for heating oil, you may be able to get help from **Shropshire Council** and **Community Resource** through the **Heating Oil Support Payments Scheme**.

Who can get help?

You may be able to get support if:

- You receive **means-tested benefits**, or
- Your household income is:
 - Less than **£36,000 a year** for a family, or
 - Less than **£28,000 a year** for a single person.

The council will also look at:

- How much money you have available
 - Any savings or investments
 - Whether anyone in your household is vulnerable or has extra needs.
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If you are running out of oil

If you have **less than 100 litres of heating oil left**, you may be referred to the **Welfare Support Team** for urgent help.

You will need to provide evidence of how much oil you have left.

If you have **more than 100 litres left**, you may still be able to get support through Community Resource.

What you need before you apply

Please have these details ready:

- How much money you have in savings or investments
- Your household income

- Proof of your address
- Dates of birth for everyone who lives in your home.

Bank statements

When you contact the team, you will need:

- Your most recent bank statements for all accounts
- Copies of your bank statements, preferably PDF downloads

These help check your identity and understand your financial situation.

If you cannot provide bank statements, tell the team.

If you do not provide the information requested, your application may be closed.

How to apply

Apply online

Complete the online Heating Oil Support application form.

Need help applying?

You can contact Customer Services:

Telephone: 0345 678 9012

Select option 0

Monday to Friday, 9am to 5pm.

You can also get help at:

- Shropshire Local centres in Shrewsbury, Ludlow and Oswestry
 - The Shropshire Local Mobile Service.
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Mental health support

Money worries can affect your mental health.

If you are feeling stressed, worried or overwhelmed, support is available through Shropshire Council's mental health and wellbeing services.
