



**Enquiry Form**

Please complete all of your details and return this form to us at the following address:  
Home Improvement Service & Housing Energy Action Team  
Calderdale Council, Princess Buildings, Halifax HX1 1TS

Title & full name: Mr / Mrs / Ms / Miss \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Date of birth \_\_\_\_\_

Day time tel: \_\_\_\_\_ Home tel: \_\_\_\_\_ Mobile tel: \_\_\_\_\_

Email address: \_\_\_\_\_

Nature of Enquiry \_\_\_\_\_

Number of occupants living in the property \_\_\_\_\_

Are you a (tick one)     owner occupier     private rented tenant     social rented tenant

If you are a private rented tenant, who is your landlord? \_\_\_\_\_

What is your landlord's telephone number? \_\_\_\_\_

Do you, or any of the other of the main occupants have a long term health condition(s)? yes / no

Please specify here: \_\_\_\_\_

Employment status (tick one)

<input type="checkbox"/> Retired	<input type="checkbox"/> Employed	<input type="checkbox"/> Self employed
<input type="checkbox"/> Unemployed	<input type="checkbox"/> House-person	<input type="checkbox"/> Unable to work

What is the annual household income (gross), including any benefits and tax credits? \_\_\_\_\_

What benefits / tax credits are being claimed? (tick all that apply)

<input type="checkbox"/> Council tax benefit	<input type="checkbox"/> Income based Job Seekers Allowance	<input type="checkbox"/> Pension Guarantee Credit	<input type="checkbox"/> Universal Credit
<input type="checkbox"/> Disabled living allowance	<input type="checkbox"/> Income related Employment Support Allowance	<input type="checkbox"/> Personal independence plan	<input type="checkbox"/> Tax credits
<input type="checkbox"/> Housing benefit	<input type="checkbox"/> Income Support		

Additional Information

We have a range of services and works available. Please tick all those you are interested in. By ticking these services, you are authorising us to pass on your name, telephone number and address to a Council approved contractor (such as Better Homes Yorkshire or a local heating engineer) which will get in touch with you to arrange a survey of your property.

<input type="checkbox"/> attic room insulation	<input type="checkbox"/> loft insulation	<input type="checkbox"/> cavity wall insulation	<input type="checkbox"/> gas boiler service / repair
<input type="checkbox"/> replacement gas boiler	<input type="checkbox"/> new gas central heating	<input type="checkbox"/> timer and thermostat controls	<input type="checkbox"/> draught proofing
<input type="checkbox"/> 'warmth on prescription'	<input type="checkbox"/> White Rose Energy energy switching service		

Depending on your circumstances, some funding may be available towards to the overall cost of the works. If you are unable to fund the remainder, we may be able to assist with low cost loan funding.

Low cost loans are also available for low income owner occupiers for essential home repair work out to make their home weatherproof and safe. If you have any urgent or essential repair work that is needed to your property, please describe it here:

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We also work with other services that may be helpful for you. Please tick all that apply if you would like us to pass your information on so that they can contact you:

<input type="checkbox"/> Home fire safety advice and fitted smoke alarms for priority customers from West Yorkshire Fire and Rescue Service	<input type="checkbox"/> Information on the activities provided by Staying Well in your area for people who feel lonely or are socially isolated.
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#### Home Improvement Service & Housing Energy Action Team – Privacy Notice

Calderdale Council is registered with the Information Commissioner’s Office (ICO) under the provisions of the Data Protection Act 2018. The Council takes its responsibilities under the Act very seriously.

The information provided by you is collected purely for the purpose of providing you with the assistance you have requested for essential home safety repairs and affordable warmth / energy efficiency improvements to your home. By ticking and requesting the above services, you consent to your details being passed onto the Council’s contractors and or Partner agencies that carry out the works on our behalf.

Completing this form constitutes explicit consent from you for us to process your data for this purpose. You may withdraw this consent at any time by writing to Richard Armitage, Sustainable Housing & Environment Manager, Housing & Green Economy, Calderdale Council, Princess Buildings, Halifax HX1 1TS, or emailing us at [Home.Improvements@calderdale.gov.uk](mailto:Home.Improvements@calderdale.gov.uk) or [heat@calderdale.gov.uk](mailto:heat@calderdale.gov.uk)

In addition, you have the right to see what information is held about you, to have inaccurate information corrected, to have information removed from our system unless we are required by law or a statutory purpose to keep it and the right to complain to the Data Protection Officer if you feel that your data has not been handled in accordance with the law. We will not share your information without your consent.

The Council’s Data Protection Officer is Tracie Robinson and can be contacted at [information.management@calderdale.gov.uk](mailto:information.management@calderdale.gov.uk)

Your name, contact details and eligibility are recorded on our system to maintain up to date records. This information will be kept for a maximum of 7 years, or for 1 year after any loan finance you may decide to apply for has been fully repaid (which ever is the longest), or until such time as the data is reviewed by us or removed at your request.