

Residents in Vulnerable Situations Policy

1. Policy Statement

LanTen is committed to providing a fair, accessible, and supportive service to all residents. We recognise that some residents may be in vulnerable situations and may require additional assistance. This policy sets out how LanTen identifies, supports, and safeguards residents who may be vulnerable, in line with our obligations under applicable regulations and the Heat Trust Scheme Rules.

2. Purpose

The purpose of this policy is to:

- Ensure residents in vulnerable situations receive appropriate additional support;
- Explain eligibility for the Priority Services Register (PSR);
- Describe the support services available;
- Set out how residents or their representatives can register for support;
- Provide information on independent advice services.

3. Scope

This policy applies to all residents managed by LanTen where we act on behalf of a heat supplier. It applies to all customer service interactions, account management activities, and communications involving residents who may be considered vulnerable.

4. Our Obligations

LanTen will:

- Maintain a Priority Services Register (PSR) for each development;
- Review and update PSR information periodically to ensure accuracy;
- Use vulnerability information solely to tailor services and support appropriately;
- Accept vulnerability notifications from residents, their representatives, or the heat supplier;

- Handle all personal data in accordance with our Privacy Policy and applicable data protection legislation.

Further details of available support can be provided upon request.

5. Priority Services Register (PSR)

5.1 Eligibility

Residents may be eligible to join the Priority Services Register if they are experiencing health, accessibility, or personal circumstances that may impact their ability to manage their heat supply or account.

You may qualify if you:

- Are of pensionable age;
- Have a disability or rely on medical equipment at home;
- Have a long-term illness;
- Experience mental health conditions or learning disabilities;
- Are a family with children aged five years or under;
- Are visually or hearing impaired;
- Are financially vulnerable or on a low income;
- Have experienced a recent bereavement.

Residents may be asked to provide reasonable evidence of vulnerability to enable registration.

5.2 Definition of Vulnerability

In accordance with the Heat Trust Scheme Rules, vulnerability may arise due to:

- Age;
- Physical or mental health conditions;
- Disability;
- Visual or hearing impairment;
- Low income.

Other circumstances, including bereavement or financial instability, will be assessed on a case-by-case basis.

6. Additional Support Available

Residents registered on the PSR may be eligible for additional support, which may include:

- Extra assistance in identifying the correct organisation to contact regarding queries;
- Appointment of a heat bill nominee to support account management;
- Meter reading assistance where residents or nominees are unable to read meters (subject to heat supplier approval);
- Consideration of a pay-as-you-go meter on request (subject to heat supplier approval);
- Provision of communications in an accessible format, where reasonably practicable;
- Password protection for appointments and account interactions.

If a resident is vulnerable and unable to read their meter, they should contact their heat supplier or managing agent for further assistance.

7. Registration Process

Residents who believe they would benefit from additional support can request inclusion on the Priority Services Register using the following method:

Contact LanTen and ask them for a registration form. Fill out the form and submit it back to us and we will log this.

Telephone calls may be recorded and monitored for quality assurance and training purposes. Call charges may vary depending on provider.

8. Customer Service Availability

Our friendly customer service team is available to speak to:

- Monday to Friday: 9:00am – 5pm

We are closed on bank holidays, weekends and Christmas hours vary.

9. Independent Advice and Support

Residents experiencing financial difficulty may wish to seek independent advice. The following organisations offer free and impartial support:

- **StepChange Debt Charity** – 0800 138 1111
- **Citizens Advice (England & Wales)** – 0800 144 8848
- **Community Legal Advice** – 0845 345 4345

- **National Debtline** – 0808 808 4000
- **Citizens Advice Scotland** – 0800 028 1456
- **Advice Direct Scotland (Energy Advice)** – 0808 196 8660

Local councils may also provide guidance on accessing advice services: www.gov.uk/find-local-council.

10. Related Policies

- Privacy Policy

This policy is available on our website at www.lantenltd.com

11. Company Information

Lanten Metering Services Limited. Company Reg No. 8385449 Unit K Maybrook Industrial Estate, Maybrook Road, Brownhills, West Midlands, WS8 7DG