

Department of Community & Children's Services

Judith Finlay

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Date: 13/11/2025

Dear Resident,

Golden Lane Estate: Heating Cost Support Payment & Interim Winter Measures

We appreciate your patience whilst we continue with the detailed planning of the major works renewal programme on the Golden Lane Estate.

We recognise that delays to delivery of the window refurbishment element may result in higher heating costs during the winter months.

To help offset these additional costs, the City of London Corporation will make a **one-off discretionary payment** to eligible residents. This will cover the winter months from November 2025 to March 2026.

This payment is called the **Heating Cost Support Payment**, and an eligible resident is a general needs housing tenant or an owner occupier leaseholder.

About the Payment

The Heating Cost Support Payment is a **discretionary payment** made solely to assist with additional heating costs caused by delays to the window refurbishment works.

It is not a regular allowance or income-related payment.

The payments will be as follows:

Property size	Total per winter
Bedsit / 1 bedroom	£200
2 bedrooms	£250
3 bedrooms	£300

Residents in **Great Arthur House** will receive a discretionary payment of £100 to cover the winter period which reflects the fact most windows have already been replaced.

Payments will be made for the winters of **2025/26** and **2026/27**.

Tax and Benefits

The City cannot advise residents as to how this payment will affect your taxable income, Universal Credit or other means-tested benefits.

If you require advice on this issue, then advice can be obtained from:

- The Citizen's Advice Bureau
- The City Advice service on 0800 808 5853, or at city.advice@toynbeehall.org.uk, or by texting to 07432 658 083.

Further Information

No application is required.

If you have questions about this payment or the refurbishment works, please contact the Housing Service at info@goldenlaneprojects.co.uk.

Practical measures

To further support residents, we are putting in place additional measures:

- Interim window repairs - temporary improvements and repairs to the windows which have been identified as being in the poorest condition that pose a health and safety risk. We are working closely with residents to progress these works as quickly as possible.
- Providing a range of draft proofing solutions such as heavy curtains and door draft excluders
- Supporting vulnerable residents with the provision of winter warmth packs

If you would like to request any of these practical measures, please contact the Housing Service at info@goldenlaneprojects.co.uk.

Thank you for your continued understanding while the City completes the planned works on the Golden Lane Estate.

Yours faithfully



Peta Caine

Director of Housing