

01. APPLICATION



Complete application to improve home energy efficiency

This scheme is primarily for **owner occupiers** or for people who live in a privately rented home. If you are a private tenant, please seek approval from your landlord first as there is a requirement for landlords to contribute to the scheme.

Eligibility includes:

- ✓ Homes using **off-gas heating**, for example oil, LPG, solid fuel heating or an electric heating system.
AND
- ✓ Households in **pre-qualified postcode areas**, or, households with a combined annual income of **no more than £31,000** (gross), before housing costs and where benefits are counted towards this figure.
AND
- ✓ Your home having an **EPC rating of D, E, F or G**. If you are unsure of your EPC rating, you will be helped with this. If your home has an EPC, it can be found here: <https://www.gov.uk/find-energy-certificate>

Please complete an online form or call to apply if you think you meet the eligibility criteria highlighted above.

We would like to retain your contact information to provide you with further support. If you would like to be kept informed, please choose 'opt-in' for the further correspondence box.



02. ASSESSMENT



Home energy assessment arranged and completed

The home assessment is to evaluate your property to create a whole house plan and will outline every energy-related measure that could be undertaken to improve your home.

As detailed in Stages 3 and 4 of the customer journey, a further technical survey will be carried out at a later stage to establish what measures you are being recommended specifically through the HUG2 scheme.



01 APPLICATION

Your application will be managed by a Retrofit Delivery Provider, who will guide you through the process from start to finish within the funding scheme available.



02 ELIGIBILITY

Your eligibility will be confirmed. You will be provided with a list of documentation to provide to prove your eligibility. This may include financial details. You may be asked further questions after sending through documentation to ensure your eligibility is thoroughly checked.



03 CONTACT

After eligibility is confirmed, the Retrofit Delivery Provider will contact you to arrange a detailed assessment of your home to establish which energy measures are suitable for your property.



04 ASSESSMENT

The assessment will take 2-3 hours and photographs of your home will need to be taken. Photographs will not be shared externally and are only for the purpose of providing evidence to support the best way for us to improve the energy efficiency of your home.



03. HOME ASSESSMENT REPORT



Home assessment feedback

- An **email or letter** will be sent to you outlining every energy-related measure that could be undertaken to improve your home. The **measures being considered for funding** through this scheme will be detailed in the letter.
- The suggested measures will take into account scheme rules including a **fabric first approach** where insulation and ventilation measures will be considered first, and, which measures will provide the biggest benefits (cost and carbon savings).
- You **may not receive all measures** suggested in your assessment, as the scheme has to adhere to rules outlined by our funder – The Department of Energy Security & Net Zero.



You can choose whether or not to move forward with the proposals that have been suggested. Please note, declining a measure may impact your eligibility for the remaining measures that have been recommended.

04. SUITABILITY & AGREEMENT



Checking the suitability of measures and providing an agreement

- **Technical Survey** - A qualified installer working on the scheme will contact you to organise a survey to ensure your property is suitable to install the recommended measure(s). A technical survey allows the installer to assess your property and ensure their **product is suitable for your property**. The installer will be able to explain the measure in more detail at this point and you can **ask any questions** you may have. You will be informed of any disruptions associated with getting the works you are offered completed. You may have **more than one technical survey** and more than one installer, depending on what measure(s) have been recommended and the process may take a while to complete.

It is important to note, your property **may not be suitable** for installation of the recommended measure(s) upon completion of the technical survey(s). For example, if you have been recommended insulation measures, but the required ventilation is not suitable or is declined, the offer for insulation may also be withdrawn. Ventilation is important to control potential condensation and mould issues and is a specific requirement of the scheme.

Once the suitability of measures have been confirmed, a **Home Owner Agreement** will be provided **for you to review, sign and return**. Subsequent provisional installation dates will be confirmed will you subject to funding provider approval.

- **Funding Provider Approval** - Our funding provider will check your application to ensure it meets the requirements of the scheme. You will be contacted if there are any issues obtaining funder approval with advice on next steps.

There is a cool-off period for residents after the Home Owner Agreement has signed and returned.



05. INSTALLATION

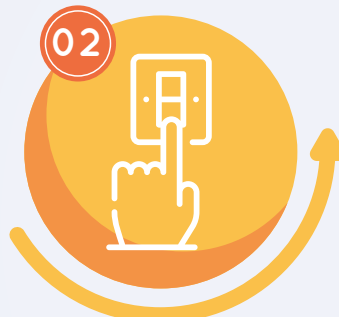


Install arranged and completed



DATE CHOSEN

Each installer will book in a provisional date for installation. This is subject to obtaining funder approval. You will be contacted if the dates or installation is subject to change following the funder's assessment of your application.



ESTIMATE

You will be informed if there is anything you need to know prior to works commencing e.g. Electrics to be temporarily switched off. You will also be informed of how long works are likely to take to complete.



PREPARATION

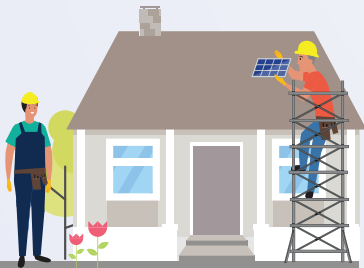
You may be asked to make preparations before the work starts, such as moving furniture or ensuring your pets are appropriately secured.

Please let your installer know if you are unable to complete these preparatory works.



POSSIBLE NOISE

The installer will always do their best to keep disruption to a minimum, however, work may be noisy and disruptive for the duration of the work.



06. COMPLETION OF WORKS



Completion and Warranties

- Final checks will be made to ensure the installation has been undertaken to the standards we expect. Please **raise any outstanding issues or questions** you have.
- You will be provided with a **handover pack**, containing items like warranties, completion certificates, user manuals and general guidance.
- You will be asked to complete a **customer satisfaction survey** on the scheme. This could be up to a month after your installation is complete. This ensures you have had time to experience the installation in use. We will use this information to **improve the service we provide** in future.



You may be contacted again to have technical monitoring and quality assurance checks carried out on your home. This may be completed by an external agency and checks that the works being completed are being done to the required standards.



07. CONTINUE IMPROVING



Your home's energy efficiency can continue to improve. At Stage 3 (Home Assessment Report) you will have been provided with suggestions of potential energy-related measures that could be undertaken to improve your home, in addition to the measures considered for funding via this scheme.

You can use this information on additional improvements to inform future purchases. For example, when items such as heating systems need replacing at their end of life, or to support your application for future grant schemes.

If you chose to opt-in for further correspondence at the application stage, we will contact you to provide potential further support and works that may become available on future schemes we manage.

