

London Boiler Cashback Scheme

Terms and conditions

1. Eligibility for the scheme

- 1.1 Only one voucher per boiler, per property, can be used.
- 1.2 Properties in which the boiler is being replaced must be located in London (that is, within the 32 London boroughs or the City of London Corporation).
- 1.3 Applicants must be:
 - the homeowner or
 - a private landlord of the property who is accredited with the Mayor's London Rental Standard or whose property is managed by an agent accredited with the Mayor's [London Rental Standard](#).
- 1.4 The accredited private landlord must seek the tenant's consent to the works before applying for a voucher.
- 1.5 Applicants cannot be boiler installers or manufacturers.
- 1.6 The boiler being replaced must be a gas, LPG, oil or solid fuel boiler that is:
 - 70 per cent or less efficient (SAP2005 energy efficiency rating as detailed in [this database](#))
 - in working order
 - the main boiler used to heat the home.

Electric boilers or electric heaters do not qualify for the scheme.

- 1.7 The replacement must be a gas boiler that is A rated (at least 90 per cent energy efficient SAP2005 rating as detailed in [this database](#)), an A rated oil boiler (if replacing an existing oil boiler only) or a renewable heating technology (please see our [frequently asked question](#) on eligible technologies).
- 1.8 Installations must be undertaken by a [Gas Safe](#) (formally CORGI) registered installer, a [Microgeneration Certification Scheme \(MCS\)](#) certified installer or equivalent, or a member of a competent persons scheme (such as [OFTEC](#) or [HETAS](#)).

2. Applications to the scheme

- 2.1 Before applying to the scheme, applicants must obtain a quote for the work from an installer who is [Gas Safe](#) registered, [Microgeneration Certification Scheme](#) accredited or equivalent, or a member of a competent persons scheme (such as [OFTEC](#) or [HETAS](#)).
- 2.2 Applications to the scheme must include the applicant's contact details, ideally including an email address, the make and model of their current boiler, their bank details and the details of the installer who provided the quote and their accreditation or registration number.
- 2.3 Accredited private landlords may apply to the scheme for more than one property, to a maximum of ten, provided that each one meets the requirements of the scheme
- 2.4 There is no guarantee that applications under this scheme will be successful. Even if all the eligibility criteria are met, the issue of vouchers is subject to the availability of funds from the Greater London Authority.

3. Issue of vouchers

- 3.1 If you are issued with a voucher under this scheme, this will mean you are entitled to claim a Greater London Authority-funded rebate (that is, cashback) of £400 towards the cost (inclusive of non-recoverable VAT) of replacing your

boiler as long as you comply with the terms and conditions set out in this document. The voucher is personal to you – that is, the person who applies for and is issued with the voucher - and cannot be transferred to anyone else or to any other installation address.

3.2 You are only entitled to claim a rebate, using your voucher, if you meet the eligibility requirements, as described above, on the [Greater London Authority website](#) and in the covering letter that will be issued by Energy Saving Trust (the organisation administering the scheme on behalf of the Greater London Authority) with your voucher.

3.3 Work on the installation must not have commenced before the date on which your voucher was issued.

4. **Claiming the rebate**

4.1 You are only entitled to redeem your voucher and claim your rebate of £400 when the installation of your new boiler in your property has been completed.

4.2 To claim the rebate, you must send all of the following documents to the Energy Saving Trust by post, to arrive no later than ten working days after the 'Voucher Expiry Date' set out in your voucher:

4.2.1 the completed voucher, including a completed 'Installer Declaration' and 'Applicant Declaration'

4.2.2 a copy of the invoice(s) marked 'paid' from your installer for the supply and installation of the new boiler

4.2.3 a copy of the installation Certificate ([Gas Safe](#), [Microgeneration Certification Scheme](#) or equivalent or competent persons scheme such as [OFTEC](#) or [HETAS](#))

4.2.4 a copy of the benchmark gas boiler system commissioning checklist, completed by your installer

4.2.5 if you are a landlord, a completed de minimis declaration

4.2.6 any other documents that the Energy Saving Trust may request if it has any queries about your claim.

4.3 Eligible private landlords may apply for cashback for more than one property, to a maximum of ten, provided that each one meets the requirements of the scheme.

4.4 All information you give to the Energy Saving Trust as part of your application for the voucher and as part of your claim for the rebate must be accurate. If any of this information changes at any stage between you applying for the scheme and claiming your rebate, you must notify the Energy Saving Trust immediately, as it may affect your right to the rebate.

5. **Record keeping and inspections**

5.1 You must keep a record of all relevant documentation that you obtain in relation to your new boiler and its installation, including the original of any quotation(s) and invoice(s) from your installer. You must keep these records for six years following payment of the rebate and, if asked do so at any time, you must allow authorised representatives of the Greater London Authority to inspect and take copies of these records.

5.2 If asked to do so at any time, you must also allow authorised representatives of the Greater London Authority to have access to your property in order to inspect your boiler and verify that you have complied with these terms and conditions.

6. **Withholding and repayment of rebate**

6.1 The Energy Saving Trust has the right to reduce or withhold payment of the rebate or (once paid) require that some or all of it be repaid, if this is required by law and/or if any one or more of the following events occurs:

- 6.1.1 any information that you provided to the Energy Saving Trust is subsequently found to be untrue, inaccurate or incomplete
 - 6.1.2 you were never eligible, or prior to claiming it you ceased to be eligible, to receive the rebate
 - 6.1.3 you fail to comply with these terms and conditions.
7. **Installation work/defective boilers**
- 7.1 Installations must be undertaken by a [Gas Safe](#) (formally CORGI) registered installer, a [Microgeneration Certification Scheme \(MCS\)](#) certified installer or equivalent, or a member of a competent persons scheme (such as [OFTEC](#) or [HETAS](#)).
 - 7.2 The Greater London Authority and Energy Saving Trust cannot, and do not, guarantee the quality or performance of your new boiler and/or the work carried out by your installer, or the energy savings that may accrue from installing a new boiler or renewable heating system. You should ensure that the installer you contract with provides you with all necessary information about the warranty cover it will be providing and the insurance cover it has in place.
8. **Eligible boilers/renewable heating systems**
- 8.1 Eligible boiler replacements are required to be at least 90 per cent efficient based on SAP 2005 standards or 88 per cent efficient based on SAP 2009/2012 standards.
 - 8.2 A gas boiler cannot be replaced with an oil boiler.
 - 8.3 If an eligible renewable or low carbon heat technology is being installed, this will affect the amount of Government Renewable Heat Incentive (RHI) for which an applicant is eligible. It is the applicant's responsibility to verify the RHI eligibility. The GLA or scheme administrators will advise Ofgem (administrators of the RHI), of any person who claims a voucher to install renewable or low carbon heat technology under this scheme. Ofgem will then deduct the amount you have already received, from your RHI payments, spread evenly over the seven years of payments.
9. **English law**
- The contract between you and the Greater London Authority (including representatives of the Greater London Authority) in relation to this scheme will be governed by English law.
10. **Personal Data**
- 10.1 Both the Greater London Authority and the Energy Saving Trust are committed to protecting your privacy and this section sets out the privacy practices in accordance with the Data Protection Act 1998.
 - 10.2 The London Boiler Cashback Scheme is being administered by the Energy Saving Trust on behalf of the Greater London Authority. Accordingly, all personal data collected in relation to this scheme will be processed by the Energy Saving Trust in accordance with their Privacy Policy - <http://www.energysavingtrust.org.uk/privacy>.
 - 10.3 The Greater London Authority do not handle, collect or otherwise process any personal data relating to this scheme.
 - 10.4 Personal data is required in order for the Energy Saving Trust to process your application and for audit and verification purposes. Personal data may be shared by the Energy Saving Trust in accordance with their Privacy Policy.