

# Warmer Homes fund

## Terms and conditions

### 1. Eligibility for the fund

- 1.1 Properties in which energy efficiency improvements are being installed must be located in Greater London (that is, within the 32 London boroughs or the City of London Corporation).
- 1.2 To apply, you must be:
  - the registered owner and live in the property which is your main private home and used mainly for residential purposes **and**
  - in receipt of qualifying benefits as set out at **Appendix 1 or**
  - declared by a London borough or the City of London Corporation to be eligible to receive funding under the Energy Company Obligation (ECO) Flexible Eligibility scheme
- 1.3 Any energy efficiency improvement(s) installed must be from the list of qualifying measures set out in **Appendix 2** and must meet the relevant eligibility criteria.

### 2. Applications to the fund

- 2.1 The Warmer Homes fund is being administered and delivered by the Energy Saving Trust and RetrofitWorks, supported by the Greater London Authority.
- 2.2 Applications to the fund must include:
  - your contact details, including an e-mail address
  - information on your home
  - information on the benefits you receive.
- 2.3 The Greater London Authority will pass on the information you provide in your application to you give to the Energy Saving Trust (EST), who are the administrators of applications to the fund.
- 2.4 All the information you provide in your application must be accurate. If any of this information changes at any stage between you applying for the fund and receiving the agreed home improvements, you must notify the EST immediately, as it may affect your right to the energy efficiency improvements.
- 2.5 The EST will carry out the following checks on behalf of the applicant:
  - benefits checks using a Department for Work and Pensions approved on-line process for benefits verification
  - Land Registry checks to confirm the homeownership status of the applicant
- 2.6 If you do not meet the benefits eligibility criteria, but you live in a London local authority which has published an ECO Flexible Eligibility Statement of Intent, you may still be eligible for support. To check whether your local authority has published an ECO Flexible Eligibility Statement of Intent, go to <https://www.london.gov.uk/node/42645>. If your local authority has published an ECO Flexible Eligibility Statement of Intent, then you should contact your local authority to check whether you are eligible under the ECO Flexible Eligibility scheme.
- 2.7 Where you are eligible under the ECO Flexible Eligibility scheme, the EST will validate your application provided the following conditions have been met:
  - a Land Registry check has confirmed that you are the owner of the property named in your application **and**

- your local authority has provided the EST with a Flexible Eligibility declaration in your name (you will need to consent to your local authority providing the EST with this information)
- 2.8 The EST may ask for further information to determine eligibility and you must provide this information within the specified timeframe if you wish to continue with the application.
- 2.9 If you are making an application on behalf of someone else, the person on whose behalf you are applying will still be required to sign any documentation in relation to the fund, including grant agreements, unless they have given you power of attorney and you are able to produce information to this effect.
- 2.9 The fund operates on a first come, first served basis. Even if all the eligibility criteria are met, energy efficiency improvements are subject to the availability of funds. RetrofitWorks will carry out the allocation of funding and oversight of installations. There is no guarantee that applications under this fund will be successful.
- 2.10 If your application is successful, the EST will pass on your details to RetrofitWorks, who will aim to contact you in three working days.

### **3. Cancelling applications**

- 3.1 The EST has the right to cancel applications or require that the cost of improvement(s) is repaid, if any one or more of the following events occurs:
- 3.1.1 any information that you provided in your application is subsequently found to be untrue or inaccurate
  - 3.1.2 any information that you provided to the in your application is incomplete and, you fail to provide the information on request
  - 3.1.3 you were never eligible, or prior to receiving the improvement(s) you ceased to be eligible
  - 3.1.4 you fail to comply with these terms and conditions
  - 3.1.5 appointments for the survey or improvement(s) cannot be made within a reasonable timescale because you are not contactable or are unavailable over a period of greater than a month after the first time you are contacted
  - 3.1.6 the survey cannot be undertaken or the improvement(s) cannot be carried out because you are not at home at the agreed appointed time(s), or if you have repeatedly tried to rearrange appointments at short notice.
  - 3.1.7 if you do not sign a grant agreement to allow the improvements to be made (see Section 4. Energy Efficiency Improvements)

### **4. Energy efficiency improvements**

- 4.1 Energy efficiency improvement(s) will be managed by RetrofitWorks and will be undertaken by a contractor(s) that is a member of the RetrofitWorks co-operative. RetrofitWorks will be responsible for the quality and performance of the improvement(s) and the work carried out.
- 4.2 The maximum amount of funding per home is £4,000, plus any additional non-GLA funding, such as ECO. If you received a new boiler or boiler repair under the Mayor of London's Better Boilers scheme, the maximum amount of funding available to you is £2,000, plus any additional non-GLA funding.
- 4.3 RetrofitWorks will be responsible for identifying which energy efficiency improvements can be funded and installed in your property.
- 4.4 Any improvements that are carried out are at the discretion of RetrofitWorks and subject to availability of funding.

- 4.5 RetrofitWorks will visit your property to carry out a survey that will identify which energy efficiency improvements are possible and whether these can be funded.
- 4.6 The list of energy efficiency improvements that can be funded and installed in your property will depend on a number of things, including the size and layout of your property, type of heating system, condition of your property, and availability of funding.
- 4.7 The survey will also identify whether any repairs are required before energy efficiency improvement(s) can be installed. These repairs will vary depending on the condition of your property and the type of improvement(s) required.
- 4.8 In some cases, there may be insufficient funding to cover cost of additional repairs and the improvement(s). In these cases, the improvement(s) will not be eligible for the fund and an alternative improvement(s) will be identified where possible.
- 4.9 The contractor will aim to leave your home in a similar condition to how it was before to the improvements. However, it might not always be possible to restore your home to how it was exactly before the improvement was made. An example of this would be where internal wall insulation is installed; in this case it would be reasonable to expect the wall to be painted in a neutral colour, but not to match the previous colour of the wall or replace wallpaper
- 4.10 Following completion of the initial survey, RetrofitWorks will send you an offer, which is a letter setting out what improvement(s) to your property can be funded and what this work will entail.
- 4.11 Upon receipt of this offer, you must notify RetrofitWorks that you:
- a) Approve the improvement(s) **OR**
  - b) Would like to change the improvement(s) to another qualifying improvement(s), subject to funding
- 4.12 Upon receiving approval of the offer from you, RetrofitWorks will select a suitably qualified contractor to undertake the work. The contractor will need to make their own visit to the property to finalise their quotation. For larger jobs, more than one contractor may need to visit. RetrofitWorks will organise such visits in a way that minimises disruption to you.
- 4.13 Once a contractor has been identified RetrofitWorks will send you a final offer setting out what improvement(s) will be undertaken. You must approve this offer and sign a grant agreement with the contractor(s) in order for the improvement(s) to be installed.
- 4.14 The grant agreement you sign will not be with the Greater London Authority, but with the contractor(s) that will carry out the works.
- 4.16 The amount of time it will take to complete the improvements will depend on the type of improvements to be installed, the condition of your property, and the length of time you take to agree to dates and details of the improvements. However, RetrofitWorks anticipates that the improvements will be completed within the following timescales: for a standard package of improvements (for example including loft insulation and boiler replacement), approximately 10 weeks from receiving your details; for a simple package of improvements (for example a standard boiler replacement), approximately weeks from receiving your details; for a more complex package of works (for example including multiple measures or solid wall insulation requiring planning permission or significant enabling works), approximately 21 weeks from receiving your details. In some cases, improvements will be completed quicker, and in some cases they will take longer to complete.
- 4.17 Upon completion of the works, key documentation and information will be provided to you, including any relevant certification such as product guarantees and user manuals for any equipment installed. For further information, please refer to Appendix 2.
- 4.18 All necessary planning, building and other required permissions must be granted before starting work.

## **5. Record keeping and inspections**

- 5.1 You must keep a record of all relevant documentation that you obtain in relation to the improvements to your home for six years, including any warranties that are given to you by RetrofitWorks, or for the length of warranty if this is longer than six years
- 5.2 If asked to do so, subject to a reasonable amount of notice, you must also allow authorised representatives of the Greater London Authority (GLA) to have access to your property in order to inspect the improvements and verify that you have complied with these terms and conditions. Failure to allow reasonable access will be classed as a breach of these terms and conditions and may lead to the recovery of any funding that may have been allocated to your energy efficiency improvements.
- 5.3 Upon completion of your journey you will be asked to respond to a questionnaire providing feedback on the process. You may also be asked to respond to a further short questionnaire after some months to gather feedback on the upgraded home.

## **6. Government schemes**

- 6.1 Warmer Homes funding can operate in conjunction with any existing Energy Company Obligation (ECO) funding although this is subject to change outside of the GLAs control. You will be required to sign a grant agreement with the ECO provider for any ECO funding provided

## **7. English law**

The grant agreement between you and the contractor(s) (including representatives and members of RetrofitWorks) in relation to this fund will be governed by English law.

## **8. Personal Data and Privacy**

- 8.1 The GLA, the EST and RetrofitWorks are committed to protecting your privacy and this section sets out the privacy practices in accordance with the Data Protection Act 1998 and General Data Protection Policy
- 8.2 Your personal data is required in order to process your application and undertake energy efficiency improvements. Personal data held by the GLA may be shared with the EST and RetrofitWorks for these purposes.
- 8.3 All personal data collected in relation to this fund will be collected by the Greater London Authority in accordance with its Privacy Policy, which can be found here: <https://www.london.gov.uk/about-us/privacy-policy>,
- 8.4 The GLA will pass on the personal data provided in your application to the EST, who will process this data in accordance with their Privacy Policy, which can be found here: <http://www.energysavingtrust.org.uk/privacy>
- 8.5 If your application is successful, the EST will pass on your personal data to RetrofitWorks to enable them to contact you to arrange a survey of your home and carry out energy efficiency improvements. RetrofitWorks will process and store your personal data in accordance with its Data Protection Policy, which can be found here: [\[link\]](#)
- 8.6 Where you are not in receipt of a qualifying benefit, but may be eligible for ECO Flexible Eligibility, the EST will pass your data to the relevant local authority to enable them to check your eligibility, where you have indicated on your application form that you are happy for them to do so.
- 8.7 Where you have been referred to the fund by your local authority, the GLA and/ or the EST and/ or Retrofit Works may share data about the progress of your application with

your local authority for the purposes of reporting, where you have indicated on your application form that you are happy to do so.

**Appendix 1: Qualifying benefits for the Warmer Homes fund**

(a) Income-Related Employment and Support Allowance
(b) Income-Based Job Seeker's Allowance
(c) Income Support
(d) State Pension Credit (In receipt of Pension Credit Guarantee Credit or both Guarantee Credit and Savings Credit)
(e) Tax Credits, and meets the income threshold, as per the table below:
(f) Universal Credit, and meets the income threshold, as per the table below.

<b>Household composition</b>	<b>Tax Credit recipients Gross income (annual)</b>	<b>Universal Credit recipients Net earned income (monthly)</b>
<b>1 adult</b>	<b>£13,200</b>	<b>£1,100</b>
and 1 child	£17,400	£1,450
and 2 children	£21,600	£1,800
and three children	£25,800	£2,150
and four or more children	£30,000	£2,500
<b>2 adults</b>	<b>£19,800</b>	<b>£1,650</b>
and 1 child	£24,000	£2,000
and 2 children	£28,200	£2,350
and three children	£32,400	£2,700
and four or more children	£36,600	£3,050

## Appendix 2: List of qualifying energy efficiency improvements

**Note:** The improvements that can be installed in a property will depend on many things, including: age and size of property; condition of property; available funding. For each home, RetrofitWorks will undertake a survey to identify what improvements can be installed and funded. Any improvements that are undertaken are at the discretion of RetrofitWorks and subject to funding.

Improvements	Restrictions (suitability of all improvements is subject to survey)
Building fabric improvements	
Loft insulation	None
Cavity Wall insulation	None
Flat roof insulation	None
Floor insulation	None
Draught proofing	Must be installed alongside at least one other improvement, i.e. not on its own
Secondary glazing	Only to be installed on single glazed windows
Replacement windows and doors	Only to be installed to replace single glazing unless existing windows are clearly at the end of their useful life. Replacement is entirely at the discretion of RetrofitWorks
Solid wall insulation (internal and external)	External wall insulation may be subject to planning
Heating measures	
Boiler replacements and repairs	Can be funded if the boiler is the main heating system and is either less than 85% efficient, or is broken
Electric heating improvements	RetrofitWorks will always seek to replace any form of electric heater with gas boilers under this scheme, but where this is not economic, older storage heaters (> 10 years old) and on peak electric heaters can be replaced by newer storage heaters. Faulty appliances may be replaced if irreparable, judged on a case by case basis.
Heating controls	New controls must be installed alongside at least one other qualifying improvement
Heating cylinder improvements and replacements	Can only be installed where existing boiler/ heating system is to be retained
New central heating system	Eligible where no central heating system is currently installed in the home.
Other measures	
Ventilation	May be installed where: One or more building fabric measure is installed or At least one other qualifying improvement is installed and There is clear evidence of condensation, damp or mould (documentation to be provided)
Remedial work	Can be carried out where necessary to enable installation of a qualifying improvement, at discretion of RetrofitWorks

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