



Sustainable Warmth (LAD3 and HUG 1) – Questions (Q) & Answers (A)

Who are we?

The Greater South East Net Zero Hub (www.gsetzerohub.org.uk) is an organisation that works to tackle climate change. It has been set up and is funded by the Department for Business, Energy and Industrial Strategy (BEIS) and is hosted by the Cambridgeshire and Peterborough Combined Authority (CPCA) (www.cambridgeshirepeterborough-ca.gov.uk).

The Great South East Net Zero Hub provides support to 64 councils across the South East area of England to administer the Sustainable Warmth programme. The programme is comprised of two schemes, Local Authority Delivery Phase 3 (LAD3) and Home Upgrade Grant Phase 1 (HUG1) which are Government-funded schemes to make energy-saving improvements to the homes of people who struggle to pay their heating bills.

Warmworks (www.warmworks.co.uk) is the Managing Agent of the scheme. This means that Warmworks is responsible for making sure that the scheme works well, from the initial sign-up process, through to a home assessment, the installation of energy-saving improvements, and a quality inspection to ensure that everything has been fitted to a high standard.

Q: How will my data be shared/stored?

A: If you apply to the scheme, your personal data (such as your name and address) will be shared with Warmworks, BEIS and CPCA for the purpose of dealing with your enquiry. Warmworks, BEIS and CPCA abide by the UK Government's General Data Protection Regulations. These Regulations protect your personal data and require any organisation in the country to provide you with a copy of their Privacy Notice if you share personal information with them. A Privacy Notice is information that explains how an organisation will look after your personal data.

Q: Can someone else apply for me?

A: Yes. You can ask someone else to speak on your behalf. This may be a friend, family member, carer or, in some cases, your landlord. If you would like to do this, we will need your permission and the other person's contact details.

Q: How long will the process take?

A: All energy-saving improvements must be completed by 31st March 2023. We are unable to provide exact timings for individual applications as we are helping a high number of households across South East England.

Q: How do I know if my home qualifies for the scheme?

A: An appointment will be made with you to have a survey carried out on your home. The purpose of the survey is to find out whether your home qualifies for the scheme. The survey will be done by a properly qualified surveyor that has been approved by Warmworks.

Q: Why do I need a survey?

A: To qualify for the Sustainable Warmth scheme, your home's energy rating needs to be below a certain threshold. The surveyor will assess your home's energy performance, to provide an accurate rating of how energy efficient your home is. The survey will also show how much of a difference any recommended energy improvement measures will make.

Q: What do I do if my property does not have an Energy Performance Certificate?

A: To qualify for the Sustainable Warmth scheme, the energy rating of your home needs to be below a certain threshold. An Energy Performance Certificate will be produced as part of the survey to confirm that your property is eligible.

Q: How is the £30,000 income of people applying to the scheme calculated?

A: £30,000 income is calculated as your annual income before tax or any other deductions. Please note, if there are two or more adults within the household, your combined income must be less than £30,000 before tax or any other deductions.

You may also be eligible if your income is below £20,000 after rent or mortgage costs or if the number of dependents in your household stretches your income so that you struggle to pay your energy bills.

Q: What income and expenditure evidence will I need to provide?

A: When a survey is carried out on your home to find out whether it qualifies for the scheme, we will also ask you for evidence of the income of all adults in the home. This may include pay slips, P60s, benefit letters (if applicable) or bank statements if no other option is available. We may also need a copy of your mortgage statement (or tenancy agreement) and your council tax bill. In specific cases open banking may be used to assess eligibility.

This information is needed to show that you qualify for the scheme.

Q: What if I can't find the necessary documents?

A: If you can't find the necessary evidence that you qualify for the scheme during the survey appointment, we will give you time to provide these documents to us after the survey. You will need to provide the evidence that you qualify before your application can progress any further. In some cases, there may be other ways we can confirm that you qualify. For example, we could request your permission for the Department of Work and Pensions (DWP) to confirm your benefits to us. If this is the case, your surveyor will explain this to you.

Q: I am a landlord/tenant, can I apply?

A: Yes. Privately-rented properties may be eligible for a grant of up to £5,000. The tenant will need to meet the income eligibility, and both landlords and tenants must consent to the grant application. The landlord must provide a minimum contribution of 33% towards the cost of the works.

Q: I am a landlord and my property is empty, can I apply?

A: No, the grant is awarded based on the eligibility of the tenant living in the property.

Q: What energy-saving improvements will I receive?

A: If you and your home qualify for the scheme, a comprehensive whole-house assessment will be completed by a contractor approved by Warmworks. A package of works will be provided to you, offering the best combination of carbon emission and energy bill savings, based on the grant funding available.

Q: What types of energy-saving improvements are included in this scheme?

A: Wall, loft and underfloor insulation, as well as heating technologies with low carbon emissions such as Air Source Heat Pumps, Ground Source Heat Pumps and solar photovoltaic (PV) panels are included in the scheme.

Heating technologies that use fossil-fuels such as mains gas, LPG, oil and coal are excluded.

Q. What should I expect from the installation visit?

A: Everyone who carries out installations of energy-saving improvements on the Sustainable Warmth scheme, on behalf of Warmworks, is trained and qualified to the highest quality standards. We make sure that they stick to a strict code of conduct about leaving your home clean and tidy. However, the work may be noisy and disruptive, particularly if it includes changes to the heating system. You may be asked to make preparations before the work starts, such as moving furniture or moving your pets to a safe place. The registered installation company will always do their best to keep disruption to a minimum. They will also make every effort to ensure you are happy with the work before they leave.

Q: What happens if I need to change any of my appointments?

A: You can contact us or your registered installation company at any time to inform us of anything that means you need to alter appointments. We ask that you give us as much notice as possible. But we understand that sometimes circumstances can change quickly, and we will always do our best to meet your needs.

Q: Is the grant subject to any conditions, or does it need to be repaid?

A: The grant does not have to be repaid, provided the terms of the grant are complied with. The terms of the grant require the owner-occupier (or tenant) to sign a document confirming that the works have been completed and they must also allow access for any surveys or inspections that are needed after installation.

Your home or property will not be used to provide any kind of guarantee for the grant.

Q: I don't think my application is moving as quickly as it should. What should I do?

A: We try to reach everyone as quickly as possible. If you are concerned about the progress of your application, please contact our Customer Service Team by phone on 0800 011 6189 or by email to <https://surveys.est.org.uk/s/SustainableWarmth/>

Q: Who should I contact to see if I am eligible?

A: Call us free on 0808 196 8255 or visit <https://surveys.est.org.uk/s/SustainableWarmth/> to fill in the application form.