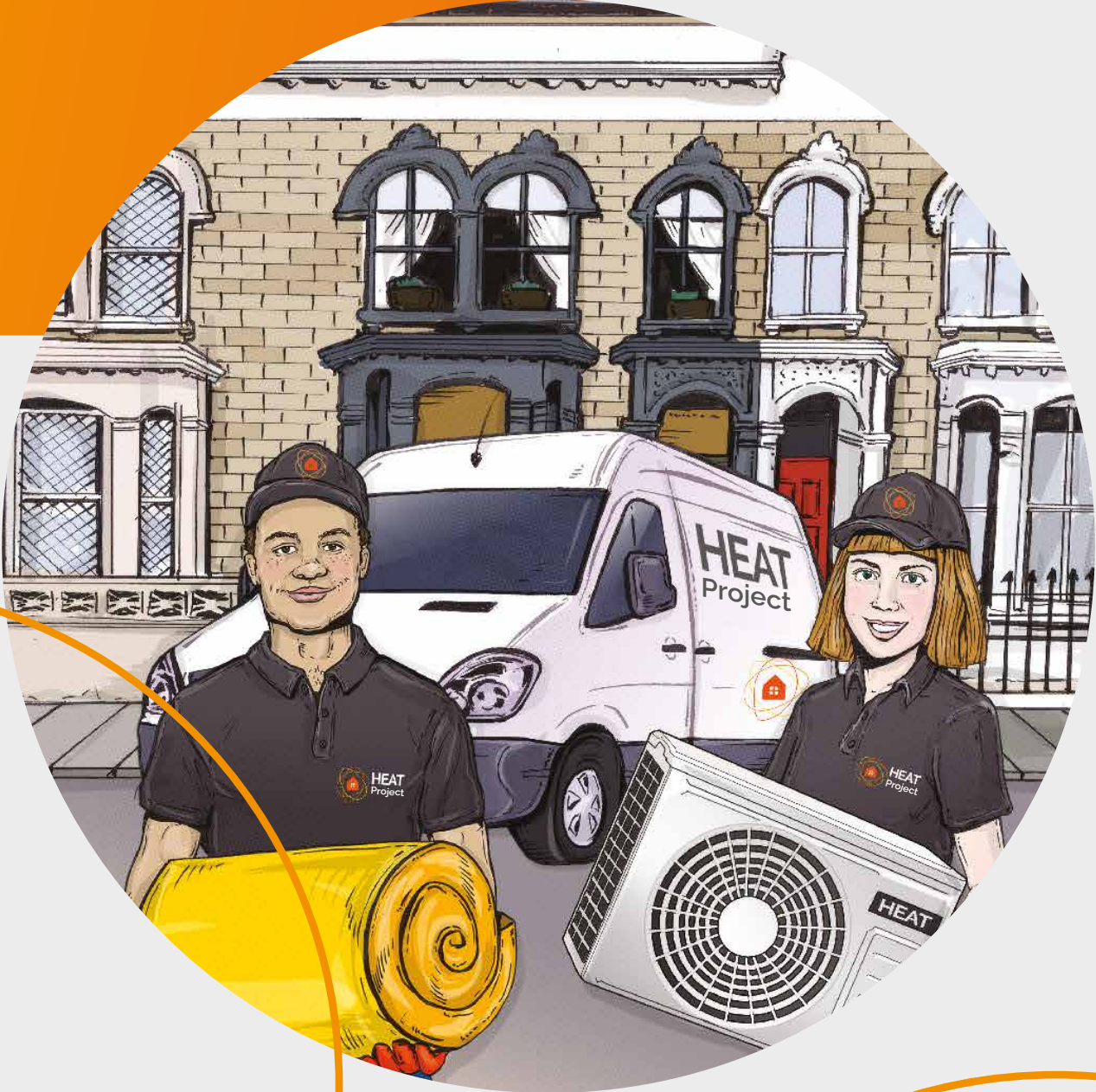


HOUSEHOLDER
INFORMATION GUIDE

ECO & ECO Flex



www.heatproject.co.uk



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Introduction

WHO WE ARE

The **HEAT Project** (Home Energy Action Taskforce), managed by Happy Energy Solutions Ltd, **was formed in 1997** and has led to **300,000 homes receiving energy efficiency upgrades** through **partnerships with Local Authorities**.

HEAT Project has provided the **HEAT Flex** service to Local Authorities since the introduction of ECO Flex and has processed over **3500 applications** across a number of districts nationally.

The service is **completely free** for Local Authorities and provides an **easy** route for ECO grant delivery, bringing **significant energy saving, financial and social benefit** into the districts.

This information guide will provide further detail to householders about the ECO schemes and grants available to eligible Residents for energy efficiency improvements within their homes.

What is ECO

OVERVIEW

The Energy Companies Obligation (ECO) is a Government initiative and domestic energy efficiency programme, established to provide low-income households with **financial support** towards the installation of **energy efficiency measures**.

It has been rolled out in stages over the past few years and is now in its latest iteration, called **ECO4**. This will run from **1 April 2022 to 31 March 2026**.

The main objective of ECO4 is to **improve the energy efficiency of properties** occupied by low income and vulnerable households.

ELIGIBILITY

MEASURES

Eligibility
Routes

What is ECO

ELIGIBILITY

Grants are based on the type of benefits the householder receives, plus the type of property they live in. In most cases, **100% grants are available.**

Householders may be eligible if you live in private housing and are in receipt of one of the following benefits with an income of £31K or below:

- **Child Benefit**
- **Pension Guarantee Credit**
- **Income-related Employment and Support Allowance (ESA)**
- **Income-based Jobseeker's Allowance (JSA)**
- **Income Support**
- **Tax Credits (Child Tax Credits and Working Tax Credits)**
- **Universal Credit**
- **Housing benefit**
- **Pension credit saving credit**

If the **householder owns the property**, it must have an energy efficiency rating of **D or below** to be eligible.

If the property is **rented from a private landlord**, it must have an energy efficiency rating of **E or below** and must have the landlord permissions for the works.

If the the property is **social housing** and has a rating of **E or below**, the householder might be eligible for help with insulation or installing a heating system for the **first time**.

Use the energy performance certificate register to find your property's energy efficiency rating or ask your landlord or housing association.

Local authorities are also able to refer their residents to obligated energy suppliers so that they can be offered support known as **Flexible Eligibility or ECO Flex** for short. Further information on this scheme can be found on page 7.

It is important to note that eligibility for ECO doesn't necessarily mean that an energy supplier or installer will decide to install energy efficiency measures in your home.

What is ECO

MEASURES

A wide variety of energy saving measure options are available under the **ECO Scheme**. These include:

SOLAR
PV

Boiler
Upgrades

Electric
Storage
Heaters

Internal
Wall
Insulation

First Time
Central
Heating

External
Wall
Insulation

Cavity
Wall
Insulation

Air Source
Heat Pumps

Loft
Insulation

Flat Roof
Insulation

Pitched
Roof
Insulation

Measures available for installation will be based on the property type and discussed with you prior to installation by your installer.

What is ECO Flex?

The ECO Flex Scheme helps those householders who are **not** in receipt of one of the qualifying benefits listed on page 5, but who are living on a **low income** and/or are **vulnerable to the effects of living in a cold home** who may benefit from energy efficiency improvements.

Under the ECO Flex scheme, Local Authorities and Energy Suppliers are permitted to identify and designate households as eligible.

Local Authorities can set their own criteria to decide who is eligible under the ECO Flex scheme, but four eligibility routes are considered. **Further information on eligibility routes can be found on page 8.**

Energy suppliers can also refer households under ECO Flex, where they are either struggling with persistent fuel debt and are supported by suppliers or are using pre-payment meters and have regularly been unable to stay connected to their fuel supplies due to financial hardship.

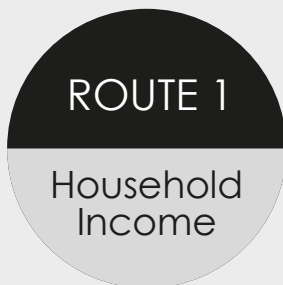
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What is ECO Flex?

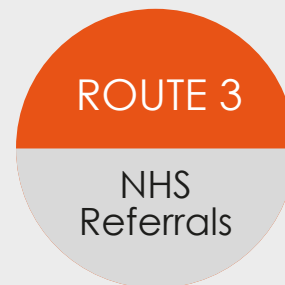
Eligibility Routes

There are a number of ways that you may be eligible for ECO Flex and the installer who has provided you with this document believes that you **may** qualify, subject to providing any evidence that may be required.

Below are the ECO Flex eligibility routes for householders with a property EPC rating of D or below:



Household income of below £31,000. This cap applies irrespective of the property size, composition or region and is from all sources of income, including both non means tested and means tested benefits.



This route is used where a householder has a severe and/or long-term health condition which could be affected by living in a cold home. The conditions which would be included are cardiovascular, respiratory, limited mobility or immune suppressed conditions. Refer to page 10



Households could qualify if they meet a combination of two factors. For example, Householders on a low income and are vulnerable from living in a cold home. Your energy supplier may be able to refer you to your Local Authority for consideration under this option or it could be approved directly by your Local Authority.



Under this option your energy supplier or Local Authority could submit a proposal explaining how they have identified a high proportion of households suffering from fuel poverty.

HEATFlex service cannot accept applications directly from customers under this route.

What is HEAT Flex?

HeatFlex is a service used by Local Authority and TrustMark registered installers, to verify the eligibility of a Borough's residents who may be able to receive a grant to install energy saving works in their home through the Energy Company Obligation (ECO).

HEAT Flex GP Service

WHAT IS THE SERVICE?

HEAT Project have partnered with a private GP service to provide the **HEATFlex GP Service**. This supports ECO Flex applicants who may be eligible for energy saving works under **Route 3**.

This free service enables householders to easily obtain **GP referral forms**, without the need to ask your GP or book a GP appointment.

HEAT Flex GP Service

APPLICATION GUIDE

Prior to the full HEATFlex application your installer will share a **privacy notice** which gives your permission to share data and outlines what this data will be used for. **This will be shared digitally for you to sign or in person if you are unable to do this digitally.**

Your installer will then arrange a first initial visit to assess your properties eligibility. **Yours and the properties data will be required to be collected during this visit.**

Prior to this visit you will **need** to obtain an overview of your of medical history to support your HEATFlex application. This can be one of the following options:

- **Hospital appointment letters that confirm an appointment for your medical condition**
- **Summary of medical conditions on letter head/stamped by your GP**
- **Prescription for medication for your condition**
- **Screenshot from your NHS App which shows your medical history and condition**

During the first initial visit the installer will complete the **HEATFlex GP service online** on your behalf using your medical history evidence provided.

HEAT Flex GP Service

WHAT HAPPENS NEXT

Your application will be reviewed by a registered GP and if approved the installer will then be in contact to complete your full HEATFlex application.

Your installer will then provide all required information securely to HEATFlex and we will then undertake a range of checks to verify your eligibility for the ECO Flex grant.

If we believe you are eligible, we will make a recommendation to {INSERT COUNCIL} to approve your application. The council will then make their own checks of the evidence and will advise your installer if they either approve or decline the application. Your installer will then be in touch with you to confirm if your application for ECO Flex has been successful.

If you have any queries, please contact your installer directly. Their contact details can be found on page 12.

AFTER THE WORKS

If your works do go ahead, we will ask your installer to provide us photos of the works so we can check the quality. We may also contact you to arrange an inspection and ask for feedback on your satisfaction. HeatFlex does not endorse the installer and the agreement for the works is directly between you and them, but we will assist with a dispute resolution service if you have an issue that is unable to be resolved with a HeatFlex registered installer.

Contact Information

INSTALLER INFO

Your direct point of contact will be your installer, and their details can be found below:

Installer name:

Installer Phone No.:

Installer email:

HEATFlex does not endorse the installer and the agreement for the works is directly between you and them, but we will assist with a dispute resolution service if you have an issue that is unable to be resolved with a HEAT-Flex registered installer. In this instance you can contact us via email info@heatflex.org.uk



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