

# Connected for Warmth

Thank you for your interest in Connected for Warmth. If you have received this pack, either by email or by post, it means that you have applied for an **air source heat pump** for your home.

Please read this pack carefully as it contains information about your application and what to do next. Connected for Warmth has secured grant funding through the Warm Homes Fund and Energy Company Obligation to improve the energy efficiency of certain homes within England, Scotland, and Wales. Both homes and applicants will need to meet specific eligibility criteria in order to qualify for the funding. Further details about this can be found in the FAQs [page 3]. This funding is available until the 31st of May 2024. If you are eligible for an air source heat pump, we may also be able to insulate your cavity walls and loft space using the same grant funding source.

## **What happens now?**

Our team has now started to process your application for the air source heat pump. You can follow the steps your application will take on the page below. Please note, some response times could be affected if any permissions are required, for example if your landlord needs to give us their permission, or we have to apply for planning permission from your local council.

### **The application process:**

1. Once we receive your eligibility documents, we will check your eligibility and if successful, you will be put forward for a “retrofit assessment” of your property.



2. Your retrofit assessor will then be in touch within 10 working days to arrange your technical survey and Energy Performance Certificate (EPC). The retrofit assessor will be able to identify if any insulation is required.

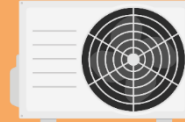
3. Following your survey, an air source heat pump installer will be assigned to you and will be in touch to arrange a site visit. This will cover all the details of the installation and any insulation, if it is required. You will also be given a customer pack which will contain further information and any documents that need to be signed for consent purposes.

4. After the installer site visit, the installer will provide information on the feasibility of the measures, which the Connected for Warmth team will assess.

5. If the above steps are all approved, the installer will be in touch to arrange your installation date. Please note, the installation date will depend on your installer's availability, and any questions regarding the installation, please contact your installer.

6. Once your air source heat pump has been installed, your installer will provide you with a handover pack which will include your warranty information and any other relevant paperwork.

7. The Connected for Warmth team will be in touch following your installation to ensure you are happy with the service provided.



## Connected for Warmth: Frequently Asked Questions

Please see below some of our most frequently asked questions. If you have any other questions or would like to contact a member of our team to discuss your application, please email [applications.team@agilityeco.co.uk](mailto:applications.team@agilityeco.co.uk).

### What are the eligibility requirements?

You may qualify for the funding if the following statements apply:

- Your home has an EPC rating of E, F, or G
- Your home is **not** heated by central heating system and **has never had** a central heating system.

### And either:

- You have a total household annual income of **£31,000 or less** (before housing costs/bills), or you meet the eligibility criteria **specified in your local authority's ECO flexible eligibility 'statement of intent'**

### Or:

- You receive a **means-tested benefit** (please see below).

The following benefits are eligible for the programme:

- Child Tax Credits (CTC)
- Working Tax Credit (WTC)
- Housing Benefit
- Income based Jobseekers allowance (JSA)
- Income related Employment & Support Allowance (ESA)
- Income Support (IS)
- Pension Credit Guarantee Credit
- Pension Credit Savings Credit
- Universal Credit (UC)
- Child Benefit

**If you do not meet either of the above two criteria, you may still qualify for funding.**

**Please complete the forms, and we will be in contact if any additional information is required.**

### **How is the scheme funded?**

Funding is provided by the ECO4 energy efficiency scheme funded by energy suppliers, and the Affordable Warmth Solutions Warm Homes Fund.

### **What happens after I return my eligibility verification documents?**

Once we receive your eligibility verification documents, the Connected for Warmth team will assess your application and if successful, you will be assigned to an appropriate installer. The Connected for Warmth team will then contact you to confirm the installer you've been assigned. If we are unable to check your eligibility or you do not meet the criteria for the programme, your application will be cancelled, and you will receive a letter confirming this.

### **I don't know my home's EPC rating, or it doesn't have an EPC rating.**

The Connected for Warmth Team can arrange for an EPC to be carried out at your property, if your home doesn't already have one or it has expired. If your EPC rating doesn't qualify you for funding through the programme, we may be able to direct you to another suitable programme, if available.

### **What if I have any questions about the survey or the installation?**

If you have any questions about your upcoming survey or installation (if approved), please speak with your assigned installer who will be able to provide you with more detail.

### **Am I eligible for insulation?**

The cavity walls and loft space **must be insulated prior to the installation of the air source heat pump**. If these are not already insulated, then we will be able to fund the insulation.

### **What are the benefits of a heat pump?**

Reduced energy use, lower carbon emissions, low maintenance, and reliable heating and hot water all year round.

### **Do I need to get any permissions?**

If you are a private rental tenant: You will need the permission of your landlord before any measure(s) can be installed in your property

If you are a homeowner/owner occupier: If your measure will affect the external appearance of your property, you may need to apply for planning permission.

### **Who is responsible for any future maintenance after my measure(s) have been installed?**

The homeowner/owner-occupier or private rental landlord will be responsible for any maintenance responsibilities/costs of any additional measure(s) installed. Details of your warranty cover will be provided by your installer following your installation.