

# What to expect from your Green Deal Assessment



Department  
of Energy &  
Climate Change

## By booking an assessment you've made the first step

By booking a Green Deal Assessment, you've made the first steps towards making energy-saving home improvements, like insulation, to make your home more comfortable.

### The assessment

A Green Deal Assessor will visit your home, talk to you about your property and your energy use and help decide if you could benefit from Green Deal improvements.

To ensure they provide an accurate assessment, your Assessor may ask:

- How many people live in your home
- The types of appliances and heating used
- How often the heating system is used
- If you have any current energy-saving measures installed
- When you book your assessment you may be asked if there are any accessibility issues, like access to your loft, and whether you can provide bills showing your recent energy use
- Whether you own or rent the property
- Whether your home is a listed building, in a conservation area, built before 1900 or constructed in a non-traditional way.

They will recommend improvements and indicate whether they are expected to pay for themselves through reduced energy costs. The actual savings will depend on how much energy you use and the future costs of energy.

All of this information will be provided to you in a Green Deal Advice Report.



## 1 Assessment



A Green Deal Assessor will come to your home, talk to you about your energy use and see if you could benefit from making energy efficiency improvements to your home.

**YOU ARE  
HERE**

## 2 Recommendations



Your Assessor will recommend improvements that are appropriate for your property and indicate whether they are expected to pay for themselves through reduced energy bills.

## 3 Quotes



Green Deal Providers will discuss with you whether a Green Deal Plan is right for you and quote for the recommended improvements. You can get as many quotes as you like and you don't have to choose all of the recommendations made to you.

Once you've chosen a Green Deal Provider, they will write up a Green Deal Plan. The plan is a contract between you and the Provider – it sets out the work that will be done and the repayments.

## 4 Installation



Once you've agreed to a Green Deal Plan, your Provider will arrange for the improvements to be made to your home by a Green Deal Installer.

## 5 Benefits



You can now start to enjoy a more energy efficient home. Your Green Deal repayments will be automatically added to the electricity bill for the home.

# Four things you need to know

## 1 Look out for the Green Deal Approved quality mark

- Only Green Deal Assessors, Providers and Installers can use it. This shows they meet Green Deal standards and are authorised to operate under the Green Deal.



## 2 The repayment estimates provided by your Assessor do not apply the actual interest rate that a Green Deal Provider will charge.

- Only quotes from Green Deal Providers can provide actual costs.

## 3 You can change your mind

- You can decide before, during or after an assessment to not proceed with a Green Deal. You may need to pay for the assessment – it's best to check with your Assessor before the appointment.

## 4 Your Assessor may offer further assistance

- If your Assessor intends to quote for improvements, or recommend specific products or providers, they will need your permission to do so before the assessment takes place. Some Assessors work with Providers and they will explain this to you.

## After the assessment

When you've had an assessment, you'll be ready to get quotes for the recommended improvements. Our post-assessment fact sheet can help with what you need to do.

## Extra financial assistance

Many householders in older properties, and those on benefits or low incomes may qualify for extra financial assistance. Ask your Assessor or contact the Energy Saving Advice Service (England and Wales) on 0300 123 1234 or Home Energy Scotland on 0808 808 2282 to see if you're eligible.



**GET  
HELP**

Free and impartial advice about the Green Deal is available. Call the Energy Saving Advice Service (England and Wales) on 0300 123 1234 or Home Energy Scotland on 0808 808 2282. Alternatively, visit [www.gov.uk/greendeal](http://www.gov.uk/greendeal)