

Installer, Provider and Assessor Quick Guide to the Green Deal Home Improvement Fund (GDHIF)



Department
of Energy &
Climate Change

Frequently asked questions about GDHIF

1 What is the scheme?

- The Green Deal Home Improvement Fund (GDHIF) is a new incentive scheme open to all householders in England and Wales wanting to improve the energy efficiency of their homes. The GDHIF will be open to customer applications from early June 2014.

2 What is the 'offer' to customers?

- **Customers can claim up to £1,000** for installing any two eligible energy saving improvements 'Up to' means that if they spent less than £1,000 for the installation, we will refund up to the amount you have paid towards the improvements.
- Customers can claim up to 75% of the cost that they have paid for the installation of internal or external solid wall insulation ('SWI'), **up to a maximum value of £6,000**. This means that they will be required to make a contribution of at least 25% towards the cost of the installation of SWI and we will never pay more than 75% of the costs.
- Customer can choose to install internal or external wall insulation, or two other eligible improvements, or both. The energy saving improvements must be recommended on their Energy Performance Certificate (EPC) or Green Deal Advice Report (GDAR), which must be not older than two years, in order to be eligible for the GDHIF.

- **Home Buyer Bonus** – If they have bought a home in the 12 months prior to application, they will be eligible for an extra one-off bonus of up to £500. The offer is only available if they install energy saving improvements under the GDHIF scheme.
- **A Green Deal Advice Report refund offer** – We want to encourage householders to carry out a Green Deal assessment to identify what energy savings improvements are more appropriate for their home, so we will refund up to £100 towards the cost they have paid for their eligible Green Deal Advice Report. The offer is only available if they install energy saving improvements under the GDHIF scheme.

Customers may be able to take out Green Deal Finance to cover part or all of their contribution.

3 Who can apply?

- Any householder in England and Wales wanting to make eligible energy-saving improvements to their property. This includes owner-occupiers and tenants, both private and social (where the tenant is paying for the majority (ie over 50%) of the installation costs). Landlords, both private and social, are also eligible where they pay for the majority of the installation costs, up to certain limits. Home buyers who have bought a home in the 12 months prior to application will be eligible for an extra bonus of up to £500.

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Registration with the scheme is now open. More information about the registration process is available from the GDHIF Administrator at: schemeenquiries@gdcashback.gov.uk

4 What are the measures covered by the scheme?

- Customers can choose to install internal or external wall insulation, or two other eligible improvements out of the 12 listed below, or both.
- In order to qualify for the incentive for these improvements, the customer must get a minimum amount of the improvement installed. This is to ensure that funds go towards improvements that make a significant impact on the energy efficiency of a property.

Improvement	Minimum quantity
Solid Wall Insulation	
Internal or external wall insulation	At least 50% of external walls
And/or two measures from the list below:	
1 Cavity wall insulation	At least 50% of external walls
2 Condensing mains gas boiler	One
3 Secondary glazing	Must apply secondary glazing to at least 50% of the windows in the property
4 Double/triple glazing (replacing single glazing)	Must double/triple glaze at least 50% of the windows in the property
5 Flat roof insulation	Insulate total roof area of the individual property
6 Replacement warm air unit	One
7 Fan-assisted storage heaters	At least three
8 Energy efficient replacement doors	At least two external doors to be improved
9 Floor insulation	At least 50% of ground floor
10 Room-in-roof insulation	Must insulate all of the roof
11 Flue Gas Heat Recovery	One
12 Waste water heat recovery	One

5 When will the scheme be open to customers?

- The scheme will open to customers for applications in early June 2014. If you are a Green Deal Installer or Green Deal Provider, registration with the scheme is open now – you should register now to enable your customers to be the first to apply when the scheme opens for applications in June.

6 Who can carry out the work?

- Only Green Deal Providers and Green Deal Installers can be registered with the GDHIF scheme can enter into an agreement with the customer to carry out the relevant works.

7 What do I need to do to register for GDHIF?

- In order to register with the GDHIF, you need to agree to the Terms and Conditions for Green Deal Installers and Providers participating in the scheme. The Green Deal ORB sent these to all authorised Green Deal Installers and Providers on the day of the announcement, 1st May 2014. If you have not received the Terms and Conditions, you can request these from the GDHIF Administrator at: schemeenquiries@gdcashback.gov.uk

8 I am not currently an authorised Green Deal Installer or Provider but I'd like to get involved. What do I need to do?

- If you've not yet been authorised as a Green Deal Installer or Provider, then you should take steps to do so. You should contact the ORB for more information on how to become authorised under the Green Deal.
- For more information on how to become a GD Installer, visit the Green Deal Oversight and Registration Body website: <http://gdorb.decc.gov.uk/installers/become-a-green-deal-installer>
- For more information on how to become a Green Deal Provider: <http://gdorb.decc.gov.uk/providers/become-a-provider>
- Alternatively, if you do not wish to register with GDHIF, you may want to consider partnering up with a Green Deal Provider or a Green Deal Installer who will need to have the contractual relationship with the customer under the GDHIF scheme.

9 What are the benefits of the scheme if I register?

- As a registered Installer or Provider, you will appear on a list of registered participants that customers can pick from to carry out the work eligible under the GDHIF scheme – don't miss out, register with the GDHIF scheme so that more customers can find you! Also, the customer search tool on the Green Deal ORB website: <http://gdorb.decc.gov.uk/green-deal-participant-register> will be updated to reflect this; this will enable customers to find you.
- Your customers will be able to benefit from up to £1,000 if they install two measures from the list at question 4 and/or up to £6,000 if they install solid wall insulation. With the extra bonus of up to £500 for home buyers, you will be able to attract home buyers who are thinking about renovating their homes.
- You can encourage customers to install more energy efficiency measures to their homes, so they will benefit from warmer and cosier homes, reduced energy bills and an increased value to their property.

- You will have access to marketing and promotional material developed by Government to help you acquire new customers.

10 How do customers apply?

- Householders must take the following steps to apply for and claim their GDHIF incentive payment:
 - 1 Have a valid EPC or a Green Deal Assessment which will need to have been carried out in the two years prior to application. Customers will be able to apply for the GDHIF incentive in respect of any of the eligible measures they plan to install, as recommended on their EPC or GDAR. They will get up to £100 back (subject to the GDAR being eligible) if they have paid for a Green Deal Assessment and go on to claim under the Green Deal Home Improvement Fund.
 - 2 Find a GD Installer or Provider registered with the scheme. A list will be available on the ORB website at: <http://gdorb.decc.gov.uk/consumersearch> from early June.
 - 3 Customers must apply for their GDHIF voucher before work commences. Customer Terms and Conditions apply.
 - 4 Once customers have received the voucher, they must have the improvements installed within 6 months of the date of the voucher being issued.
 - 5 To claim, customer must submit the voucher, signed by the Green Deal Provider and/or Green Deal Installer(s) with the following documentation attached (which will be supplied by their installer/provider): copies of invoice(s), PAS2030 Claim(s) of Conformity and a copy of their GDAR invoice (if claiming a GDAR refund).
 - 6 Once the GDHIF Administrator has validated the voucher, customers will receive the payment within 10 days, unless notified otherwise.

11 How does GDHIF work with Green Deal Finance?

- The GDHIF is designed to work alongside Green Deal Finance to help to meet the upfront costs of installing energy saving improvements. Green Deal Providers can discuss the options and provide more information to householders.

12 What's happening to the current cashback?

- The current cashback scheme is open for applications until 30th June.
- A customer can cancel their cashback application if they have not started the works and apply for the GDHIF scheme once it has opened in June.
- If the installation has begun:
 - If they are installing SWI and applied for Cashback after 1st April the GDHIF administrator will write to them once GDHIF opens to find out whether they are eligible for an uplift to GDHIF rates.

- If they are having two or more eligible improvements installed and applied on or after 1 May they should contact the cashback administrator once GDHIF has opened if they think they might have got more money under GDHIF. We will provide an uplift if that is the case.

13 Where can I find out more information and details about the scheme?

- Customer can find out more information about the scheme by calling the Energy Saving Advice Service (ESAS) on **0300 123 1234** (calls charged at national rates).
- Green Deal authorised Installers and Providers can find out more information about the scheme by contacting the GDHIF administrator on: **schemeenquiries@gdcashback.gov.uk**

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