Frequently Asked Questions (FAQs)

Warm Powys (Scheme)

Q1. What is the Warm Powys Scheme and who funds it?

A. We are proud to be able to offer the *only* Powys County Council Approved Scheme available to qualifying Powys residents through Warm Wales. The aim of the scheme is to tackle the ever-increasing problem of fuel poverty by helping to fund & install energy-efficient improvement measures to properties in Powys, transforming your property in the most cost-efficient way.

The scheme was originally funded almost entirely by the Energy Company Obligation (ECO), which was a government energy efficiency scheme administered by Ofgem and funded mainly via the big 7 energy companies from the standing charge paid on fuel bills by its customers.

Our current scheme offers funding from the following sources;

- **BUS Scheme** – A government funded grant scheme designed to replace fossil fuel and electric heating systems for a renewable heat pump (offers £7,500 per property or £9,000 for existing oil & LPG heating systems).
- **Local County Council** – Limited periodic discretionary grant (offers up to £6,000 per property but subject to an £89k funding pot) for Route 1 ill health residents affected by the withdrawal of ECO funding.
- **Carbon Credit trading** – *The only UK scheme* offering a fixed £2,000 grant in exchange for the Scheme to take over the rights to trade the carbon savings from the property from the improvement measures installed.
- **Other funding avenues** – Any other small funding streams which can complement or improve existing funding avenues.
- **Distressed ECO Funding** – Limited grant funding *(until November 2026)* for qualifying properties based on the deemed score and funding rate set by the funder. Funding is determined by the properties pre and post install EPCs (offers between £5-18,000 but can NOT be used in conjunction with BUS funding).

No project is fully funded but now offers a fixed price contract based on your properties and customer requirements with a customer contribution to make up for the funding shortfall for each project. No required contribution must be paid from the participants' own resources, as the scheme offers an interest & fee free loan up to *£20,000 (unless by special arrangement)* and subject to affordability and approval. Savings from your new system either fully covers or heavily subsidises any monthly loan repayments over the lifetime of the loan.

Applications made directly through ECO4 or any other installers acting independently don't benefit from the many additions Warm Powys Scheme benefits listed below in Q2.

Q2. What is the difference between the Warm Powys Scheme & other schemes?

The Warm Powys Scheme is the ONLY scheme approved by Powys County Council. Ran by a dedicated assigned Scheme Coordinator that liaises with you throughout the project ensuring a high-quality install through the Schemes designated installers. There're many additional benefits applying via Warm Powys NOT available elsewhere including;

- More ***bespoke flexible underwriting criteria*** making it easier to qualify for compared to other schemes.
- A minimum 5.8kW ***Solar PV smart Battery and hybrid inverter system*** **upgrade** included as standard.
- Includes a **12-year Heat Pump warranty with complimentary service and maintenance.**
- A ***dedicated expert Scheme Coordinator*** for advice, support and project liaison from start to finish.
- Access up to a ***5-year interest & fee free loan*** *(max £20,000)* to cover any/all project contribution and/or chosen optional extra costs (if applicable).
- In-house ***subsidised planning service***

- Free ***energy advice*** (post installation) from our Scheme affiliation with Care & Repair or Warm Wales to maximise your savings by ensuring you're on the best energy tariff and supplier to best fit your circumstances.

Only the installers listed under the Warm Powys Scheme can install your project. All other installers on the Warm Wales website are NOT part of the Warm Powys Scheme and are unable to offer ANY of the benefits and protection from the Warm Powys Scheme.

Q3. How much grant funding do I qualify for, which improvements are available and what personal contribution is required?

A. **Everyone will qualify for the scheme but the amount of grant funding depends on your circumstances. Please find below the different options open for you.**

Please choose the correct route appropriate to your current circumstances.

All routes 1,2 & 3 will require the following evidence.

- **Council tax** (2026-27) **AND electricity bill** (latest)
- **ID** (Passport or Drivers Licence for all applicants)
- **Proof of property ownership** (Land registry title summary **OR** deeds/conveyancing **OR** mortgage statement)

☐ Route 1 - Disability Route: MEDICAL CONDITION:

Available to householders in receipt of a medical related benefit and/or identified by a registered general practitioner as having a health condition or disability, particularly one exacerbated by a cold home as stipulated in NG6.

☐ Cardiovascular condition ☐ Respiratory disease ☐ Limited mobility ☐ Immunosuppression

☐ Mental health conditions ☐ Any other health condition or disability (made more vulnerable by the cold)

Evidence Required: Completed, signed & stamped (GP Surgery Practice) Warm Powys NHS Referral Letter confirming condition (sent from an NHS email address) **OR** Scheme's in-house GP appointment.

☐ In receipt of a medical associated benefit (DLA, ESA, CA, AA, Blue Badge holder)

Evidence Required: Copy of the latest benefit letter less than 1 year old and/or covering the period on date of application.

☐ Route 2 - Vulnerability Route:

Identifying households at a higher risk due to limited (low) income, age/condition of occupants or in fuel poverty making them more vulnerable to a cold home as stipulated in NG6 ***AND*** *live in a hard-to-treat property defined below;*

☐ **Hard to treat property** (Qualifying definitions – any 1 to qualify)

☐ **Off Gas** *(Property has no mains Gas connection or capped before April 2022 or cannot be connected to the gas grid)*

☐ **Solid Wall Property** *(Non-Cavity construction that would require Internal/External wall insulation including Timber Framed)*

☐ **Room in Roof** *(As defined under RdSAP)*

☐ **Property in a state of disrepair** *(as identified on the retrofit assessment condition report)*

☐ **Property is listed OR in a conservation area** *(substantial works are subject to the necessary planning permission and/or listed consent for listed buildings. Conservation areas have restrictions based on what is visible from the highway)*

Evidence Required: Current/new EPR/EPC confirming any of the above definitions, condition report confirming disrepair type or confirmation of listed building status/town map showing property within the conservation area

PLUS

☐ **In receipt of an income related benefit** (UC (Universal Credit), WTC (Working Tax Credit), CTC (Child Tax Credit), JSA (Job Seekers Allowance), IS (Income Support), PC (Pension Guaranteed or Savings Credit).

Evidence Required: Copy of latest benefit statement or verified via a data matching service

☐ **Older people** (65 and older)

Evidence Required: Drivers Licence, Passport, State Pension Letter, Bus Pass

☐ **Households with children aged under 6 and/or receiving free school meals** (up to age 11).

Evidence Required: Passport **OR** birth certificate AND address verification (child benefit letter **OR** school enrolment letter **OR** health/doctors letter) **AND/OR Free school meals confirmation letter**.

☐ **Pregnant women**

Evidence Required: Midwifes letter confirmation of pregnancy or copy of Personal Child Health Record Book (MAT B1).

☐ Route 3 – Lower Income (non-benefits)

If your property is NOT hard to treat, not on income related benefits, age 65 or older, pregnant or have a child age 5 or below, you will need to qualify via low income. Your net income will need to be under the qualifying threshold below. based on your qualifying household composition after allowable expenses are deducted.

STATUS	**NET INCOME**	**CALCULATOR** (Monthly)				
☐ 1 Adult	£18,000 (£1,500)	**Monthly Income**	**Applicant 1**		**Applicant 2**	
☐ 1 Adult + 1 Child	£24,000 (£2,000)	Net Salary/Profit/Pension (after tax/NI)	£		£	
☐ 1 Adult + 2 Children	£30,000 (£2,500)	Other Income (benefits/pensions etc)	£		£	
☐ 1 Adult + 3 Children	£36,000 (£3,000)	Other Income 2 (benefits/pensions etc)	£		£	
☐ 1 Adult + 4 Children	£42,000 (£3,500)	**TOTAL MONTHLY INCOME**	£			
☐ 2 Adults	£30,000 (£2,500)	**Monthly Deductions**	**Mortgage**		**RO Loan**	
☐ 2 Adults + 1 Child	£36,000 (£3,000)	Mortgage/Rent/RO Loan Payments	£		£	
☐ 2 Adults + 2 Children	£42,000 (£3,500)	Council Tax				
☐ 2 Adults + 3 Children	£48,000 (£4,000)	**Fuel Bills**	**Electric**	**Gas**	**Oil**	**Solid Fuel**
☐ 2 Adults + 4 Children	£54,000 (£4,500)		£	£	£	£
Each Additional Adult	£12,000 (£1,000)	**Total Expenses/Deductions**	£			
☐ 1 ☐ 2 ☐ 3 ☐ 4		**TOTAL NET (Monthly) INCOME**	£			

Evidence Required (for all applicants):

- Latest 3 months bank statement *(showing salary, Mortgage/Rent/Robert Owen HILF/ZILF Loan, council tax & energy bill payment)* **OR**
- **(EMPLOYED)** 3 months/13 weekly consecutive pay slip/s **OR** latest P60 (<6 months old)
  (SELF-EMPLOYED) latest SA302 tax calculation **OR** tax return (confirming net profit, name & address).
- Council Tax bill (for ALL applications)

If deductions are required for qualification we will also need;

- Electricity Statement (showing MPAN number)
- Other Utility bills/Invoices for all fuels used for heating/hot water (*if not already shown from Bank Statement)*
- Mortgage **AND/OR** ***Robert Owen Loan annual Statement** *(if not already shown from the Bank Statement)*

*#Any mortgage or Robert Owen Loan must be against the residential property being assessed in this application. A copy of your council tax bill is required in **ALL** circumstances to evidence house occupation and being a Powys resident.*

NB: At the Scheme Coordinators' discretion, you may be given the option to take out a Robert Owen loan to pay for your Solar Battery should you still be over the income threshold. This can then be offset against income. The loan terms available are from 6 months to 5

years (subject to affordability).

Route 4 – All (other) Powys residents:

All householders are eligible regardless of income and/or circumstances.

Funding Levels available for an Air Source heating & Solar PV/battery storage system:

Route 1 - **£12,500** Route 2 - **£11,500** Route 3 - **£10,500**

A grant of up to £2,000 is available for Solar PV and/or battery storage only installs (subject to meeting the qualifying criteria).

Mains Gas heated properties have a £1,500 reduction in grant funding to the above.

Your Scheme Coordinator will advise you of any costs/grants which are bespoke to your project funding offer.

The ethos of the Scheme is that in most cases, all monthly repayments are at least subsidized or met by fuel savings achieved through energy efficiency improvements made, resulting in net zero costs for the customer.

Q3. So I personally qualify, what happens next and what is the process to install?

A. These are various stages of your application and below is what to expect.

- The first stage is for the Scheme Coordinator to complete and formalise your application either over the phone or by email. The coordinator will be able to ask you all the relevant pertinent questions and provisionally confirm that you qualify and what likely measures are available to you.

  PLEASE ALLOW 14 DAYS FOR US TO CONTACT YOU FROM YOUR INITIAL SUBMITTED ONLINE ENQUIRY WITH POWYS CC/WARM WALES.

- Confirmation of your provisional qualification will be emailed to you, and a list of minimum documentary evidence requirements will be sent for you to return along with confirmation you have read and accepted the terms and conditions of the Frequently Asked Questions (FAQs). *No formal acceptance can be issued without receipt of this evidence*. Warm Powys and/or Warm Wales may request additional evidence to support your application even after your installation has been completed. We reserve the right to request this both before and after any installation. *Failure to comply may result in the forfeit of some/all your grant with any balance becoming due immediately. By providing evidence, this implicitly constitutes your agreement to the FAQs and the terms and conditions.*
- A retrofit assessment (funding survey) is booked once you have formalised your application. This survey can take between 1-2 hours and determines what measures are available and ensures the property condition is suitable for installing all approved measures.
- The Scheme Coordinator will receive a retrofit assessment from the surveyor and 'model' your job and provide a bespoke provisional quote/offer of funding outlining which measures can be provisionally installed (subject to installer technical survey) based on the results of the survey and any customer requirements. Providing you are happy in principle with the quote, and all evidence has been received and confirmed, Powys County Council will issue a declaration certificate. *You will need to reply and accept this provisional offer and return any outstanding evidential documentation and (if required) have applied and have approved your interest free loan through Robert Owen to proceed to the installation stage*.

  PLEASE ALLOW AT LEAST 14 DAYS FOR US TO ISSUE YOUR FUNDING OFFER FROM THE DATE OF YOUR INITIAL RETROFIT ASSESSMENT (FUNDING) SURVEY.

  Should a planning application be required for your project, the application is made in full at this stage with the associated WPS planning service fee becoming payable (see Q10).
- Your job is then passed on to the installer who will instruct a technical survey. The surveyor will confirm the measure/s chosen can be installed and discuss and agree the likely disruption involved with the installation and the positioning and location of all the apparatus for each measure.
- Once your technical survey is approved, the installer will issue you with a customer contract and verbal or written Schedule of Works for your project. Any necessary changes to the original provisional quote will be confirmed in the contract before installation with you. We are happy to provide written details of the measures/systems to be installed including any design plan/drawings, calculations and alterations (such as radiator changes) that are required for your property on request. *Should you agree with the surveyors' proposals and then subsequently cancel your application, a cancellation fee can be charged to cover surveyor costs. The fee*

is fixed at £399.00.

Q4. Can I choose what measures and/or manufacturer I have installed?

A. To enable the Scheme to offer a high-quality service with all the additional extras such as the 12-year servicing and maintenance package for the Air Source Heat pump, you will need to go with our recommended manufacturer/s. As we have preferred terms with specific manufacturers and/or products, deviating from the manufacturers/products specified in your quote could affect the service we provide and reduce any warranties given as well as increasing costs. Measures may be conditional depending on any planning constraints placed on your property due to it being in a conservation area or listed.

Also, to maximise your grant funding, for example, you will need to install both an Air Source Heat Pump and Solar PV systems. ***Your Scheme Coordinator will clarify and advise what is required bespoke to each project.***

Q5. Can I choose who does my installation measures?

A. Simply put, NO. To install under the Warm Wales Powys Energy Savings Scheme, all contractors must undertake the relevant Government and manufacturers accredited qualifications and specialist training courses relating to each measure and pass stringent accreditation checks and be onboarded with the Warm Powys Scheme. Our panel of installers are fully vetted and pre-approved by our scheme having completed previous installations on this and other similar schemes in Powys to an extremely high standard.

Q6. What happens if I move or sell the house after having works completed?

A. There is no tie-in or repayment period should you move or sell your property ANY time after work has been completed. In fact, providing your new property qualifies, you can apply to improve your new home if it also meets the qualifying criteria.

Q7. Do I receive a Contract and what Warranty or Guarantees do I have for the workmanship?

A. YES. You will receive a bespoke contract of works between you and the accredited installer. All measures come with a minimum 6-year full workmanship warranty which covers all project measures, upgrades and includes an insurance backed guarantee (IBG), in case the installer should go out of business. Also, each measure has its own manufacturer guarantee. Insulation carries a 10–25-year guarantee, an Air Source heat pump, 12 years and Solar PV has typically a 5-10 year warranty for the Inverter and Battery and 25 years for the Solar PV panels.

Q8. How do Air Source Heat Pumps work. Are they more efficient than other forms of heating?

A. An Air Source Heat Pump extracts heat from the outside air in the same way that a fridge extracts heat from its inside. With the vast improvements in refrigerants, It can extract heat from the air even when the temperature is as low as -22° C, as it utilises sophisticated refrigerant in the unit that *boils* at around -25° C, to start producing its renewable latent energy. This makes the new breed of Heat Pumps highly efficient due to the advances in refrigerant compared to its older counterparts.

Unlike gas and oil boilers, heat pumps deliver heat at lower temperatures (35-55° C) over much longer periods. The flow temperature required is determined by the insulation & build qualities of your property. The less energy efficient and/or draughty the property is, the higher the flow temperature needs to be to effectively heat it.

All properties are different, and each system will have its own bespoke design to ensure maximum effectiveness and efficiency. All rooms will be heated fully with a wet central heating system. To compensate for the lower flow temperature of the new heating system, we ensure that radiators & pipework *(no microbore)* are suitable and large enough (replaced where necessary) to emit sufficient heat to each room.

Heat pumps need electricity to run (as all boilers do also), but the heat they extract from the air is constantly being renewed naturally, making it between 300-500% efficient compared with an oil/gas boiler which is only 50-93% efficient! ***This means that for every KW of energy you spend you get 3-5KW back***!

Typical savings are 10-25% compared to an Oil Boiler, 25-50% compared to an LPG or Solid Fuel Boiler and over 50% for Electric heating! Of course, should Smart Controls, Solar PV and Smart Battery Storage be introduced as part of your installation project, the savings are as much as 85% on your current energy costs and will ALWAYS be more efficient than ANY form of other heating method currently used, including mains Gas!

Q9. I currently use my Range cooker or my Open Fire to heat my room/water/heating, can I keep this?

A. The ethos of the project is to make your house as energy efficient as possible. An open fire is one of the least efficient ways of heating a room/house, as most of the heat goes through the chimney and can cause unrestricted and uncontrolled draughts and airflow. It also greatly increases the heat demand in the room/house, meaning an Air Source heat pump and radiator/s for the room would be drastically oversized or even become unviable. As the goal is to maximise your energy efficiency it would be worth considering closing the chimney/fire or investing in a replacement closed log burner. The technical survey will determine the best action for you.

Also, a condition of the scheme is that 100% of your property's heat AND water demand is satisfied by the new heating system (99% of the time). Sharing heating elements to satisfy the heating demand of the property is also ineligible, potentially incompatible, dangerous and against installation regulations and invariably results in Heat Pump failure and/or damage, invalidating your warranty. Should your existing Range Cooker or Log Burner/Open Fire do this, ideally it will need to be disconnected from the main heating system. Should you wish to keep it, any potential options can be explained and discussed at the technical survey stage but will involve additional costs.

Q10. Is Planning Permission & Building Regulations required for my project?

A. Warm Powys Scheme doesn't take ANY responsibility or is able to grant or sway planning permission on your property. Although we will carry out our own Scheme due diligence on your behalf, it is YOUR responsibility to satisfy yourself that planning conditions are met using the Welsh Government guidelines below. In most instances, no measures will need any sort of planning permission for the type and size of measures we will be installing as part of your project as it is covered under permitted development rights. There are exceptions of course and on the proviso;

- Permitted development rights have not been removed for your property as a condition of any previous planning granted; or
- If you are subject to an 'Article 4' direction which is most common in conservation areas.
- If you live in a listed building, however, you will also need listed building consent for any ***significant works*** whether internal or external, particularly if the heritage and/or any significant features will be potentially affected by the measure/s installed.

Providing you are satisfied that ALL proposed measures to be installed are not in breach of permitted development rights (see below) and are prepared to take full responsibility if any subsequent enforcement action results from your installation, we can proceed with your planned install measures. Our Scheme installers, however, reserve the right to disagree with you should it be obvious that a breach of permitted development will occur and a full planning application will need to be submitted and approved BEFORE work can commence.

Below are the planning guidelines/conditions for your install measures to be classed as permitted development;

Air Source Heat pump *planning guidelines/conditions to meet permitted development rights below;*

- No more than one air source heat pump can be installed on (or within the curtilage of) your property
- The volume of the air source heat pump's outdoor compressor unit (including any housing) must not exceed one cubic metre.
- No part of the air source heat pump can be installed within three metres of the boundary of your property
- If in the case of the installation of an air source heat pump, a stand-alone wind turbine is installed within the curtilage of the dwellinghouse
- The air source heat pump cannot be installed on a pitched roof
- If installed on a flat roof, the air source heat pump must not be sited within one metre of the external edge of that roof
- The air source heat pump cannot be installed on a wall or roof which fronts a highway.

Solar PV Panels *guidelines/conditions to meet the permitted development rights below;*

Roof and wall-mounted solar panels

- Solar PV permitted development rights apply to houses. If you live in a flat and are considering fitting solar panels you are advised to contact your Local Planning Authority (LPA) and landlord for guidance.

- They should be sited, so far as is practicable, tight to the roof, to minimise the effect on the appearance of the building and amenity of the area. They should not be installed above the ridgeline and should project no more than 200mm from the roof or wall surface.
- When no longer needed for microgeneration, they should be removed as soon as possible.
- If your property is a *listed building installation* it will require planning permission and is likely to require an application for listed building consent.
- If your property is in a *conservation area*, or in a *World Heritage Site* planning consent is required when panels are to be fitted on the principal or side elevation roof or walls and they are visible from the highway. If panels are to be fitted to a building in your garden or grounds, they should not be visible from the highway.

Flat roof solar panels

- Panels cannot be sited within 1 metre of the external edge of the roof: or panels cannot protrude more than 1 metre above the plane of the roof.

Standalone solar panels

- The panel should be sited, so far as is practicable, to minimise the effect on the amenity of the area
- Only one standalone solar panel array is permitted
- No part of the installation must exceed 4 metres in height
- If the panel is within 5 metres of the boundary of the property, it cannot be more than 2 metres in height, the panel shall not be within 5 metres of the highway
- No dimension of the panel should be greater than 3 metres
- The panel surface shall not be more than 9 square metres
- When no longer needed for microgeneration, they should be removed as soon as possible.

Measures such as the installation of an Air Source Heat Pump, pressurised water cylinder, Solar PV, Internal, External or Cavity Wall insulation are covered for Building Regulations by the relevant installer's qualifications & accreditations for each measure. On completion, each relevant measure is notified by the installer to the local authority (LA) building regulations under the Competent Persons Scheme (CPS).

Q10a. Who's responsible for my Planning Permission, any cost implications and likely delay?

A. As this is your property, you, the house owner is responsible for any planning requirements including the completion and costs (£230 application fee and any associated professional fees circa £400-£1,200) of the planning application and associated documentation requirements. Planning applications generally take around 10-12 weeks to be applied for and processed. The local authority has a customer charter to decline/approve *all validated* applications within 8 weeks.

Q11. How long does the project take to install and is there much disruption?

A. This is dependent on the extent and nature of the work involved in each project. For new heating systems and Solar PV, this is typically completed in 1-4 days and will almost certainly involve the replacement of some/all pipework and radiators. Any new pipework will be in copper, and wall mounted. This can remain visible or covered with trunking with any new visible pipework or cabling kept to a minimum where possible.

Any invasive work required to the walls/ceilings/floors will be repaired and filled and made good. If you don't currently have a water cylinder in the property, we will need to make room for a plant room to house the Air Source Cylinder & Ancillaries plus the Solar PV inverter & battery (if not put in the loft). The size required is around 1.5m x 1m. Should this be an issue it may be possible to house the cylinder in a garage/outhouse or specially made shed outside at the customers' cost. *Any decorating works required because of the works are not covered under the Scheme.*

Should your installation require Internal Wall insulation or Room in the Roof Insulation, this can be quite disruptive as internally, all external walls will need insulation and reskimming. This can take anywhere from 2-10 days, depending on the size of your property and add an additional 50-100mm onto the wall thickness. All electrics and plumbing/radiators will be re-fitted to the new wall; however, you are responsible for redecorating and potentially reinstating the skirting boards, windowsills to the affected walls/windows or any other fixtures and fittings removed as part of the installation. This will be agreed between yourself and the surveyor/installer at technical survey stage.

Q12. How does this Scheme affect my property?

A. As the property owner and/or energy user, the maximum grant available is £17,000. The project improvements to the property will add value and transformational energy efficiency *(typical projects raise the SAP rating to a high 'B' rating or above)* of your property, no maintenance costs and save you/your tenant up to 85% on your fuel running costs *(dependent on your current fuel type and age of system*). It also helps reduce climate change, offering a clean, sophisticated renewable energy solution, effectively eliminating your property's carbon footprint.

Q13. Do I need Internet and a Smart Meter and do I need to change my Electricity Provider/Tariff? Who can advise me on this??

A. To maximise the benefits and access to all the energy-saving options and tariffs available to your new Solar PV system installed under the Scheme, you will ideally need to have or get installed a smart meter and have a stable internet connection with Wi-Fi. *This will be a condition for any Solar PV funding.*

There are many tariffs available with the various energy companies that can offer a fixed price rate of return for your excess energy generated (SEG) or a tariff which offers lower electricity prices for Heat Pump usage at certain times of the day. There is also a tariff which allows you to maximise your energy savings potential called a 'time of use' tariff *(such as Octopus Agile).* This allows you to buy and sell electricity wholesale at the most opportune times. Your Battery will store electricity from the grid when the cost per kw is at its cheapest and sell when energy is not required at peak times when the price is high. Don't worry, the smart hybrid inverter is fully programmable allowing you to choose when you wish to automatically *'buy & sell'* your precious energy. You will need a smart meter & internet access for all these tariffs.

We recommend you speak to one of our professional Energy Advocates who will provide you with advice on which tariff best suits your needs based on your time and amount of energy usage. Please let the Scheme Coordinator know if you wish to take advantage of this free service for Warm Powys customers.

Q14. Will I own the equipment? Who is responsible for servicing/maintaining the equipment??

A. Under ALL circumstances you will own *any* equipment installed under the scheme from day 1 and any savings or benefits from the measures installed (such as Solar PV) are yours to fully enjoy and benefit from. You retain full control of the equipment and are responsible for normal service and maintenance costs outside of the installer & equipment warranty *at your cost*.

Q15. I am unhappy with the service/install I have received. Who do I complain to and what's the process?

A. What to do when things go wrong…

COMPLAINTS PROCEDURE

In the unlikely event you are unhappy with the service provided please follow the complaints procedure below. All complaints will be acknowledged within 5 working days of receipt in writing by email or post at the details below. Depending on the nature of the complaint, we endeavour to deal with all complaints within 10 working days of acknowledgment. In the first instance please contact the;

1) **Scheme Coordinator (Warm Powys Scheme)** – The Scheme Coordinator is Andrew Condren.

Part of his role is to liaise with the installer and act as a mediator to resolve any issues that may arise resulting from your install/service. **CONTACT TEL:** 08000 24 24 56; **EMAIL:** applications@warmpowys.uk

Regardless of what home improvements are taking place, or how they are funded, ultimately the householder takes responsibility for what happens in their own home unless that responsibility is discharged by the homeowner to a third party, such as an architect or surveyor. Under the Warm Powys Scheme, there is no additional funding to appoint such professionals, so the responsibility falls back to the homeowner.

2) **Installers Accreditation and/or Consumer Protection Body**

The Scheme Coordinator or the appointed installer will (on request), provide details of the installer's appropriate accreditation and/or consumer protection body to direct your complaint to.

3) **TrustMark**

The UK Government set the Regulations under the BUS Scheme and have appointed OFGEM as their Administrators. Policing/quality control of the scheme is managed by **TrustMark** who use the PAS2030/2035 Framework to set the

guidance ECO Contractors must operate, and the standards work must be completed (PAS 2023). However, on occasions, if things do go wrong, and work is not completed to the satisfaction of the homeowner, OFGEM offer the following advice: https://www.ofgem.gov.uk/eco4-complaints-process

TrustMark has set out a process to help householders navigate to a satisfactory resolution. Specifically, under ECO, the works have been completed under the specification PAS2035 and PAS2023 compliance standards where the ECO Contractor is required to follow a robust process of 'Monitoring and Evaluation' (M&E) to be carried out by a Retrofit Coordinator. However, if the M&E process does not flag ongoing problems with your installation *and the Scheme Coordinator and/or Installer are unable to assist you further to your satisfaction, then please follow the advice given under the heading 'Dispute Resolution Process' found below;*

https://www.trustmark.org.uk/homeowner/support/consumer-protection
https://www.trustmark.org.uk/homeowner/support/complaints-process

Q16. I'm a landlord and rent out a property, can I benefit from this scheme?

A. Absolutely! As the property owner, you can utilise the scheme *(subject to tenant and property qualification)* for all eligible properties. Your tenant, I'm sure, will appreciate and benefit from the fuel savings and increase in energy efficiency and effectiveness of living in a warmer home, resulting from installation of energy efficiency improvements.

TERMS OF ENGAGEMENT

I, the customer/s, have thoroughly read the Scheme's ***Frequently Asked Questions*** and Answers and understand and accept the explanations, principles and subsequent terms and conditions, including any necessary fees set out above. This includes assigning the carbon trading rights for your property to the Warm Powys Scheme administrators *(New Direction Energy & Financial Ltd)* in exchange for your grant funding. Abortive cancellation costs may apply after the technical survey, but only if you sign the final contract, in accordance with its terms and conditions. If this engagement is not signed, acceptance of your funding offer and installation will also constitute agreement to the above terms and conditions.

Name:		Tel:	
Signed:		Email:	
Address:			
		Postcode:	

Customer Referral Scheme

Here at Warm Powys, we are very proud of the Scheme and would like as many people as possible in Powys to benefit from this fantastic opportunity while it is still available. As a thank you, we will provide each customer with;

£100 for every referral you give that subsequently qualifies and goes to install! *Spread the word and tell all your family & friends and get paid for it!* Please list their **name, address and contact details** below please.

Name:		Tel:		Email:	
Address:					

Name:		Tel:		Email:	
Address:					

Name:		Tel:		Email:	
Address:					

Name:		Tel:		Email:	
Address:					

Name:		Tel:		Email:	
Address:					

Registered Office: 3rd Floor, Royal Welsh Warehouse, Old Kerry Road, Newtown, Powys, SY16 1BP
Administration: 22a Cringleway, Great Ponton, Grantham, Lincolnshire, NG33 5DL
Warm Powys *(Scheme Coordinator):* **TEL:** 08000 24 24 56; **WhatsApp** *(Send Docs only):* 07950 312264
Email: applications@warmpows.uk
Warm Wales (Head Office) TEL: 08000 91 17 86 & 01656 747622