

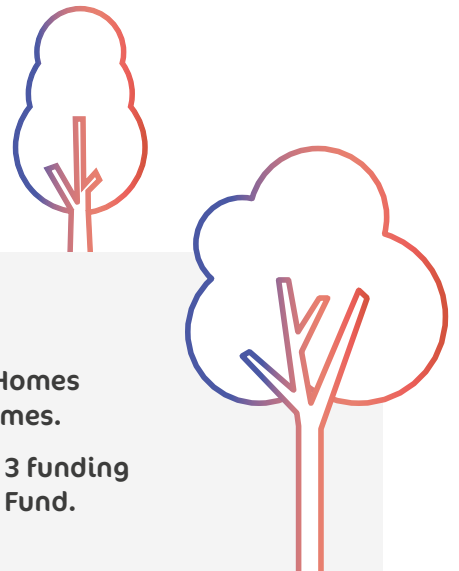
Warmer Homes Programme Launch Information Pack

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Scheme Overview

The Warmer Homes programme is funded by the Government's Green Homes Grant Local Authority Delivery (LAD) & Home Upgrade Grant (HUG) schemes.

The consortium has been successful in our bid for £15.6 million of LAD 3 funding and £16.2 million of HUG 1 funding under the BEIS Sustainable Warmth Fund.



What is the Green Homes Grant Local Authority Delivery scheme?

In July 2020 the Chancellor announced a £2 billion Green Homes Grant scheme to upgrade homes across England. Under this, funding is being allocated to local authorities through the Local Authority Delivery (LAD) scheme. The funding aims to improve the energy efficiency of homes of low-income households, help reduce fuel poverty and deliver progress towards the UK's commitment to net zero by 2050.

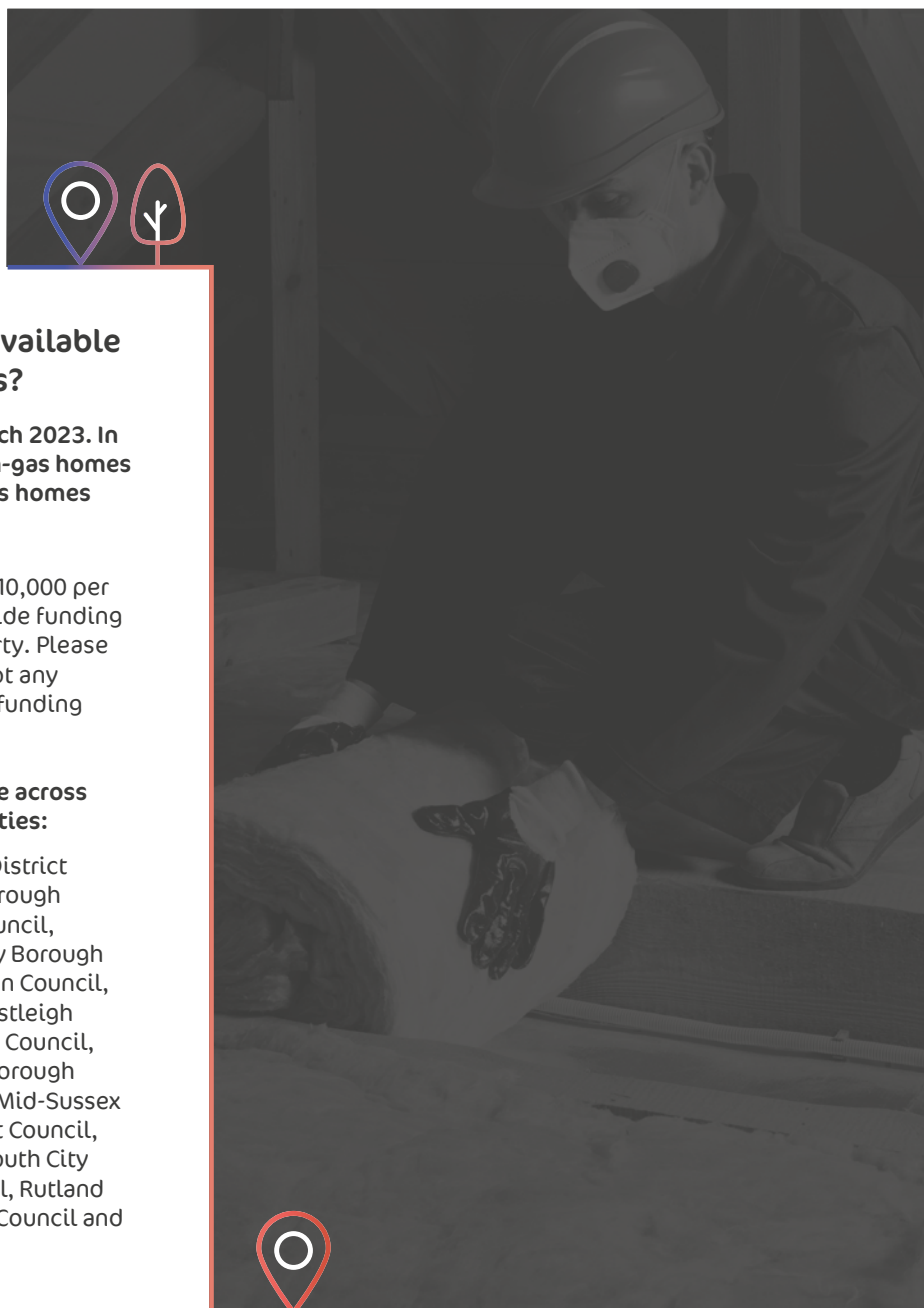
What is the Home Upgrade Grant scheme?

The Government recently published its Sustainable Warmth strategy and within this announced a £150 million Home Upgrade Grant (HUG) scheme to help low-income households living in low energy performance off-gas-grid homes in England. The funding aims to support off-gas-grid homes with low-carbon energy, contributing to both its fuel poverty targets and the UK's commitment to net zero by 2050.

Who will be delivering the programme?

The programme will be delivered by AgilityEco and it will run as a continuation of our current LAD scheme which is available in many of our consortium areas. AgilityEco will be responsible for all customer and installer communications for the scheme, approval of all quotes and keeping applicants informed of their progression through the scheme.





How long is the funding available for and for what measures?

The programme will run until March 2023. In total, we hope to support 1,600 on-gas homes with LAD funding and 1,000 off-gas homes with HUG funding.

LAD can provide funding of up to £10,000 per on-gas property and HUG can provide funding of up to £25,000 per off-gas property. Please note, the programme cannot accept any customer contributions under the funding rules provided by BEIS.

Both LAD and HUG will be available across the consortium of 21 local authorities:

Adur and Worthing Councils, Arun District Council, Basingstoke and Deane Borough Council, Brighton and Hove City Council, Chichester District Council, Crawley Borough Council, London Borough of Croydon Council, East Hampshire District Council, Eastleigh Borough Council, Fareham Borough Council, Gosport Borough Council, Havant Borough Council, Horsham District Council, Mid-Sussex District Council, New Forest District Council, Peterborough City Council, Portsmouth City Council, Rushmoor Borough Council, Rutland County Council, Southampton City Council and Winchester City Council.

There is funding available under the programme for the following energy efficiency measures:



Solid Wall Insulation
(external or internal)



Cavity Wall Insulation



Underfloor Insulation



Loft Insulation



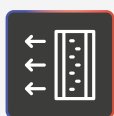
High Heat Retention Storage Heaters
(off-gas properties only)



Room-in-Roof Insulation



Air Source Heat Pumps



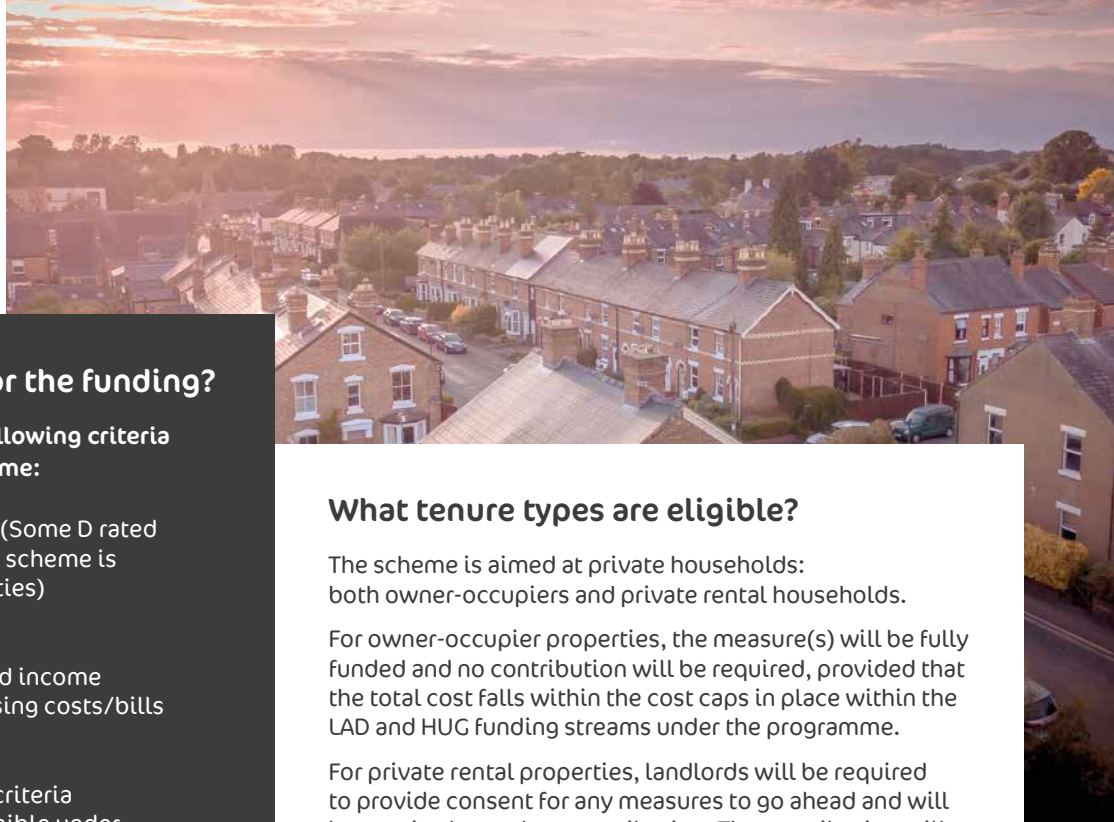
Park Home External Wall Insulation



Solar PV Panels



Heating Controls



Who will be eligible for the funding?

Households must meet the following criteria to be eligible for the programme:

Have an EPC rating of E, F or G. (Some D rated properties are allowed but the scheme is limited to 30% D rated properties)

AND

Have an annual total household income of £30,000 or less, before housing costs/bills

OR

Be eligible under ECO HHCRO criteria (means-tested benefits) or eligible under the LA's ECO flexible eligibility statement of intent criteria.

What tenure types are eligible?

The scheme is aimed at private households: both owner-occupiers and private rental households.

For owner-occupier properties, the measure(s) will be fully funded and no contribution will be required, provided that the total cost falls within the cost caps in place within the LAD and HUG funding streams under the programme.

For private rental properties, landlords will be required to provide consent for any measures to go ahead and will be required to make a contribution. The contribution will differ on a case-by-case basis depending on the measures required. As a reminder, eligibility is based on the tenant, so there needs to be a permanent tenant residing in the property who is happy to confirm their eligibility.

Please see below examples of the contribution landlords may have to make, depending on the level of funding required and which funding stream (LAD or HUG) is being used.



Examples of landlord contributions

Local Authority Delivery (LAD) for on-gas homes: the total amount a private rental home can receive from LAD funding is £5,000. Where a measure costs more than £7,500, the landlord will have to pay the excess above £5k, see example table below:

LAD Phase 3 Funding	Minimum Landlord Contribution	Total Cost
£1,000	£500	£1,500
£2,000	£1,000	£3,000
£3,000	£1,500	£4,500
£4,000	£2,000	£6,000
£5,000	£2,500	£7,500

Home Upgrade Grant (HUG) for off-gas homes: the landlord will be required to fund one third of the cost of the upgrades. Below is an example table of the landlord contributions if the maximum funding was provided, in accordance to the home's EPC rating and heating type:

EPC Rating						
Heating Type	F & G		E		D	
	Landlord Contribution	HUG funding	Landlord Contribution	HUG funding	Landlord Contribution	HUG funding
Electric	£6,667	£13,333	£5,000	£10,000	£3,333	£6,666
Off-gas grid oil fossil fuel (oil, LPG, coal)	£8,333	£16,666	£6,667	£13,333	£5,000	£10,000



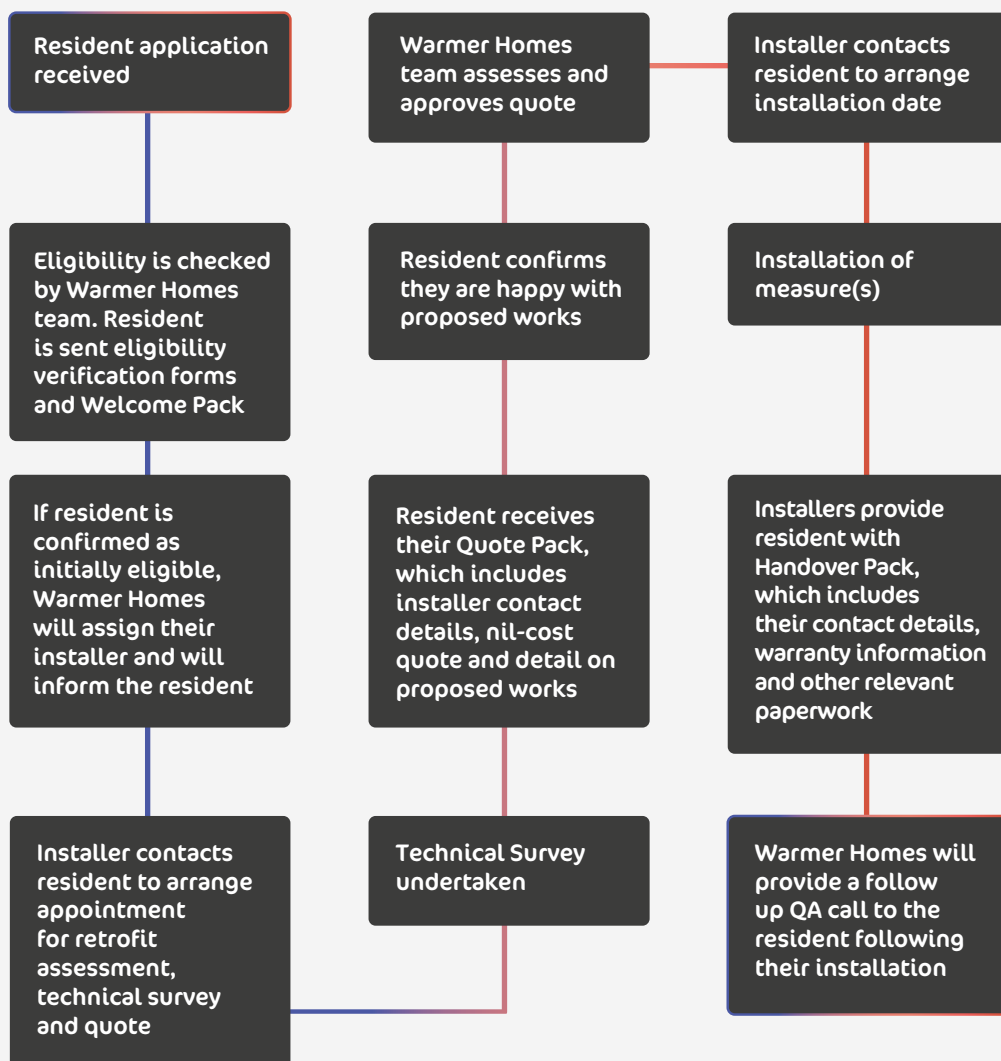
Customer journey

Residents are able to apply online via the online application form or over the phone:

Online: www.warmerhomes.org.uk

Phone: 0800 038 5737

Please note, when entering the Warmer Homes website, applicants will be asked to choose which measure they are interested in and this will take them to the relevant information pages and application form.



Customer queries & complaints

We are working hard to ensure that every resident has a great experience through the Warmer Homes programme and is kept informed throughout the process. However, if you receive a resident query or complaint, please use the following channels to submit this to us, so that we can resolve this swiftly:

Customer queries

If you receive a query from a resident about the Warmer Homes programme, please email: retrofit@warmerhomes.org.uk

Customer complaints

If you receive a complaint about the programme, an installer etc. then please email: customersupport@warmerhomes.org.uk.

Any complaints received will be acknowledged within 1 working day of receipt and we aim to have a resolution in place within 10 working days. Please note that urgent complaints will be given priority.

Please ensure where possible that you provide us with their name, address and Warmer Homes reference number (if provided to you), so that we can deal with their enquiry effectively.



Reporting & statistics

You will be provided with an individual login to access an online dashboard which will provide you with near real-time statistics and information regarding the progress of the programme in your area, including the number of applications, installations and so on. This dashboard links to the CRM system Zoho which AgilityEco use to manage the programme. AgilityEco will be in touch with you shortly to provide you with your individual login information.

Alongside the online dashboard, you will be provided with a monthly update report containing information regarding the installations in your area through the programme. Please contact the report provider should you have any questions regarding the information provided to you in the report.

Funding for marketing & promotion in your area

As a member of the Warmer Homes consortium, we ask that you are able to assist us with promoting the programme to your residents. To support your promotion, we have made available a marketing budget for which you are welcome to submit a proposal.

The marketing budget available per local authority area will be weighted according to the population size and Absolar assessment results (which will inform us of the potential number of measures in each area). We will be in touch with you separately regarding the marketing budget available for your area and the brief proposal required. Once agreed the payment will be made upfront, directly from Portsmouth City Council via BACs.





Marketing & promotion activity

We are aiming to use four key areas of marketing to promote the programme:

Targeted mailouts:

Our main method of promotion will be through targeted mailouts to selected properties. We will use data provided by Absolar which analyses publicly available energy efficiency and property data to find properties we believe will be suitable for the programmes and the measures it offers. These mailouts will be organised centrally by AgilityEco and we will be in touch to confirm the content of the letters, use of your council logo and when the letters will be sent out, as/when each mailout arises.

Social media campaign:

We welcome promotion via your social media channels as appropriate. We can provide messaging/images where required for this. You are welcome to use your marketing budget towards social media marketing and please speak to AgilityEco if you need any advice on targeting/paid-for campaigns.

Private Rental Sector promotion:

As the programme is open to private rental tenants as well as owner occupiers, we would appreciate your support in raising awareness of the programme with your residential landlords through your internal/external channels.

Referral organisations in your area:

We appreciate your support in providing key messaging regarding the programme to both your internal teams and organisations in your local area that may be in contact with potentially suitable residents. We are able to support with briefings and promotional messaging as appropriate, so please get in touch with us if needed.

Please note, if you wish to use your own content for any promotion, please ensure you check the content with AgilityEco or Portsmouth City Council prior to release, so we can ensure the information being provided is accurate.

Installers involved in the programme

A list of participating installers that have been onboarded into the Warmer Homes programme to deliver measures will be available on the Warmer Homes website: www.warmerhomes.org.uk. This allows us to continually update the list of participating installers, as/when new installers join the installer network for the programme.

If you receive an enquiry from a resident regarding installer legitimacy and they are not listed, please email us at: retrofit@warmerhomes.org.uk for clarification.

Onboarding installers into the programme

AgilityEco are actively looking for new installers to join the installer network for the LAD 3 & HUG 1 funding available under the programme.

We would appreciate your support in putting us in touch with any local installers that you are aware of, or that you may have worked with in the past. Alternatively, you may have installers that approach you directly following awareness of this new funding opportunity.

Please could we ask that you direct any installers interested in delivering measures under the Warmer Homes programme to Shueb Ali, Chief Commercial Officer at AgilityEco: shueb.ali@agilityeco.co.uk



Key contacts

As a reminder, for individual customer queries, please use the contacts provided on the 'Customer queries and complaints' page.

Portsmouth City Council

For Portsmouth City Council, please contact Antonia Craze, Graduate Energy Officer:

Email: antonia.craze@portsmouthcc.gov.uk.

Please cc: energysaving@portsmouthcc.gov.uk into your email.

Phone: 023 9283 4255

AgilityEco

For AgilityEco, please contact Katherine Shadwell, Partnerships Development Manager:

Email: katherine.shadwell@agilityeco.co.uk

Phone: 07398 282336

