



# What to expect from Warm Front.



Defra, is the government department that funds the Warm Front Scheme.  
eaga plc manage the Warm Front Scheme on behalf of Defra.



## Dear Warm Front customer

Thank you for applying for a Warm Front Grant. This guide aims to tell you, step by step, what is going to happen over the coming months. Keep this guide somewhere safe.

The Warm Front Scheme provides the energy-efficient insulation and heating materials and the qualified Warm Front approved installers to carry out your work.

## We take care of every step.

If you need help reading through this guide, please ask a friend or relative to help you. Or, if there is anything you want to discuss, please phone a Warm Front advisor free on

**0800 316 6011.**

Lines are open Monday to Friday from 8am to 6pm, and from 9am to 5pm on Saturdays.

As with any popular grant, there are waiting times. This guide will give you an idea of how long you may have to wait.

Best regards

**Warm Front Team**

(To be signed by Warm Front assessor)

# Warm Front, a few steps away from a warmer home

## Step 1



You have made your application.

## Step 2



You have been welcomed as a Warm Front customer and we have arranged for a Warm Front assessor to visit you.

## Step 3



Your assessor has visited you. They have given you advice on how to be energy-efficient and have recommended the improvements that Warm Front can provide you with.

## Step 4

You will receive a letter from the Warm Front Team to tell you who your approved Warm Front installer will be, and their contact details in case you need to contact them.

Your Warm Front approved installer will explain any work that will be done. They will tell you what is going to happen, what the work involves and what it will look like once it is finished.

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## Step 4 continued Improvements you can expect as a Warm Front customer

### Insulation work

Your Warm Front assessor will have discussed with you any insulation work they are recommending. When your approved installer visits, they will confirm that the work the assessor has recommended can be done safely.

**Following your assessor's visit, you may expect to wait between two and three months for insulation work.**

You may receive one or more of the following insulation improvements.

- Loft insulation
- Cavity-wall insulation
- Draughtproofing
- Hot-water-tank jacket

**Double glazing is not provided by the Warm Front Grant.**

Your assessor will explain to you where your installer will need to work. You, or a friend or relative, will need to clear those areas so that the installer can carry out the work safely.

No improvements can be carried out without mess, but your installer will make as little mess as possible. Your installer will clear up when they have finished their work.

### Loft insulation

Your installer will have different types of loft insulation and will recommend the most suitable for your home. The insulation is around 27cm thick and is fitted in two layers. The insulation is fitted in a way as to reduce ceiling condensation and mould growth in the rooms below. All working water tanks and pipes in the loft will be insulated to stop them from freezing.

If you use the loft space for storage, you must empty it before the installer starts the work. If you cannot do this yourself, you can contact your local advice centre and they will put you in contact with organisations that can help. You will not be able to store items in the loft once the work has been done. If you do not have a loft hatch to get into the loft space, the installer will fit one for you. Ask your assessor about this.

Loft insulation will help stop the heat escaping through your roof, and keep you warmer in your home. You should also see savings on your energy bill.

### Draughtproofing

Your installer will need a clear space around your windows, your outside doors and the loft hatch in which to work. They will have different types of draughtproofing and will recommend the best for your home. Draughtproofing is not suitable for PVC double-glazed windows and doors, so we will not fit draughtproofing to these.

The draughtproofing will help stop the warm air escaping through gaps in the doors and windows and will keep the heat in your home.

### Cavity-wall insulation

Your installer will need clear access to your outside walls. Your installer will drill a series of small holes into your outside walls and pump insulation material into the cavity. There will be some noise, vibration and dust. Your installer will explain which walls need to be insulated and ask you to remove pictures and ornaments from those inside walls. Your installer will try to match the mortar colour when filling the drill holes but this may not be an exact match.

You will receive a 25-year guarantee for the cavity-wall insulation once the work is finished. This will arrive by post, usually within three months of the work being carried out. We do not issue this, it will come from CIGA, the regulating body.

The insulation in the cavities will help stop heat escaping through the walls and will help keep heat in your home.

### Hot-water-tank jacket

You will receive a hot-water-jacket if it's recommended and you are receiving any other insulation or heating work. The jacket wraps around the hot-water tank.

This will stop heat from the hot water in your tank escaping.

### Heating work

**If you qualify for heating improvements, you may receive one of the following**

- Repairs to your heating system
- A replacement boiler
- A new heating system

All heating work will need a technical survey. This is carried out by your Warm Front installer and they will decide exactly what is needed for your home. They will discuss this with you when they visit.

**You can expect to wait up to eight weeks for your installer to carry out a technical survey.**

We will order the materials and tell your installer when to collect them. The installer will bring the heating system with them on the day they have arranged to install it. In some cases, they may need to leave the heating system or some equipment with you beforehand, but they will only do this with your permission.

It usually takes around two working days to fit a heating system.

For all heating improvements, the installer will show you how to use the controls and will answer any questions you have.

**Following your assessor's visit, you can expect to wait between four to six months for your heating work.**

### Repair

If your heating system needs to be repaired, your Warm Front installer will check it thoroughly. Your installer may be able to fix your heating system during the first visit. Or, they may have to order parts to fix your boiler and arrange to come back and carry out the repair at a time that is convenient to you. If the installer feels that the boiler or heating system cannot be repaired, they will recommend a replacement unit.

### Replacement boiler

During the technical survey, the installer will discuss a replacement boiler and the best position for the boiler within your home.

### New heating system

During the technical survey your installer will explain to you the new central-heating system that will be installed and the most suitable position for the boiler, radiators and necessary pipework.

The gas central-heating system we install will give you heating in at least five main living areas, and with up to six radiators. (One radiator in each of the five main living areas plus one extra radiator if a room cannot be heated by one radiator alone). Your installer will assess whether this is necessary.

We cannot install radiators in conservatories, loft spaces, utility areas, toilets, cloakrooms or porches.



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## Step 4 continued

### New heating system continued

Most of the pipes from the new boiler to the radiators **will be surface mounted**, as this is the most economical way to fit them. This means that they will not be hidden under floorboards, inside walls, or boxed in. However, your installer will try to make the pipes look as tidy as possible by running them along skirting boards, or at ceiling level, or in the corner of rooms.

The rooms that must have a radiator are:

- the room where the thermostat is;
- the main living room;
- the main bedroom; and
- another living area, for example, the dining room or kitchen-diner.

You can choose the other room that may need a radiator. This may be:

- the hall;
- the bathroom; or
- another bedroom.

If your electrics need updating, you will need to arrange for a qualified electrician to complete the necessary work before Warm Front work can start.

If your installer discovers asbestos materials which need to be removed before the work can start, the grant will cover the cost of removing this.

### Hidden or boxed-in pipework, extra radiators and hidden wiring

If you want the pipes to be hidden, or boxed in, this may cost around £10 to £15 a metre.

If you want the wiring to be hidden, this may cost around £5 to £15 a metre.

If you would like more radiators fitted, you must ask your installer. The extra radiators and associated pipework is not covered by the grant and will form a private agreement between you and your installer.

If you want an additional small radiator, this may cost around £200 to £250.

If you want an additional large radiator, this may cost around £250 to £300.

Please remember that these are guide prices only and may vary. Please ask your installer about this. (Not all installers will do this).

### Thermostatic radiator valves

Your installer will only fit thermostatic radiator valves the radiators they fit. They are usually fitted at the top of the radiator to make them easier for you to reach. If you would like them to be fitted at the bottom of the radiators, please discuss this with your assessor or installer.

The radiator in the room where the room thermostat is fitted will not have a thermostatic radiator valve fitted. This will normally be the radiator in the hallway.

### Showers and taps

Because of the change in water pressure, some shower systems will not work the same as they did before the central heating was installed. Gravity showers will need a new mixer unit for them to work correctly. If this happens you will need to buy a new mixer unit - this is not covered by the grant. Installer will advise.

If we have recommended a new heating system and the boiler is different to your old boiler, there may be a rise or fall in hot-water pressure which may lead to water dripping from your tap. After carrying out the work, the installer will check your taps and repair any drips they find. You will need to fix any drips that happen after the installer has left your home.

### What happens if the cost of the work is more than the amount of the grant?

The Warm Front Grant provides improvements up to the value of £2700, or £4000 if your home needs oil central heating. In most cases, the Warm Front Grant will cover the cost of the improvements that have been recommended, but in some cases you may need to pay a contribution towards the cost of the work. This is because there may not be enough funds available for the improvements and we will ask you to pay the difference.

If this happens, we will send you a letter to explain what work is needed for your home and you can decide whether or not you want the work to go ahead. The installer cannot give you an approximate idea of the costs, we will work this out for you.

We will not go ahead until we have your permission to carry out the work and you have made your payment. If you privately rent your home from your landlord and you have their permission to have Warm Front work carried out, they may make a contribution towards this work depending on your tenancy agreement.

If you would like to discuss this, please phone a Warm Front advisor free on 0800 316 6011.

If you need independent advice, contact your local advice centre and they will put you in contact with organisations that may be able to help.

## Step 5

### Quality check

The Warm Front Scheme makes sure the installer's work is of a high standard. We may contact you to inspect their work.

### Insulation

We will inspect the homes of 5% of Warm Front customers who receive insulation.

### Heating

Within a few weeks of your heating work being finished, a Warm Front inspector will arrange to visit you to make sure that the heating system is working properly. They will also make sure that you understand how to use the heating controls. This is also your chance to ask any questions.

### Gas central heating **WarmSure** KEEPING PEOPLE WARM

Once all gas central heating work is finished, the Warm Front Scheme provides you with a two-year support package called WarmSure. You receive a WarmSure pack around one month after our inspection.

### Electric

We will inspect 5% of properties that have received electric heating.

You will have a two-year warranty with your installer and the heater manufacturer. If you have any problems with your electric heating, please contact your installer.

Steps continued over the page.

## Step 5 continued

### Oil

Within a few weeks of your oil heating work being finished, a Warm Front inspector will arrange to visit you to make sure that your heating system is working properly. They will also make sure that you understand how to use the heating controls.

You will have a two-year warranty with your installer and the boiler manufacturer. If you have any problems with your oil heating, please contact your installer.

## Step 6

### Energy-efficient light bulbs

The Warm Front Grant also provides energy-efficient light bulbs which we will post to you. They may arrive after all the other work has been carried out. These light bulbs are suitable for bayonet and screw light fittings.

You may need to ask a friend or relative to help you fit them. Or, you can ask your local advice centre and they may be able to put you in contact with organisations that can help.



## Contact details

**If you have any questions about Warm Front, call us free on 0800 316 6011.**

Lines are open Monday to Friday from 8am to 6pm.

**Or e-mail us at [enquires@eaga.com](mailto:enquires@eaga.com).**

**Or write to us at**

Warm Front, eaga plc, Freepost NAT13708, Newcastle upon Tyne NE2 1ZL.

**Warm Front installer**

We will send you your installer's contact details.

Feel free to contact them if you have any questions.

