



# What to expect from the Warm Front Scheme

## Dear Customer

Thank you for applying for help from the Warm Front Scheme.

The Warm Front Scheme provides government-funded grants to make your home warmer, healthier and more energy efficient.

The Scheme has now helped over 2 million households since it started in June 2000, and now the Warm Front Scheme is here to help you.

I hope you find this guide helpful and I trust your experience of the Warm Front Scheme is a positive one.

As we said in our customer promise to you, we aim to give you the highest level of service. If you feel we are not meeting our high standards, or you still have any questions after reading this guide, please contact us. Our contact details are at the end of this guide.

We hope that you find the questions and answers on pages 12 and 13 helpful.

Marsha Graham



Head of Customer Services



# Who are we and what do we do?



**Warm Front** is government-funded and designed to make homes warmer, healthier and more energy efficient.



## **DECC (Department of Energy and Climate Change)**

is the government department that provides funding for the Warm Front Scheme.



**We, Eaga,** are the UK's leading provider of residential energy-efficiency solutions. We manage the Warm Front Scheme on behalf of DECC. All our installers are fully qualified to deliver energy-efficiency improvements to your home and to meet the high standards that we set.

We will send you a letter to tell you who your installer will be, and to give you their contact details.

## **How long will it take?**

The Warm Front Scheme is extremely popular and works within a budget which the Government sets. We have to balance this budget with the high level of demand we are seeing. We aim to carry out work as quickly as possible, but the high demand for the Scheme means that where heating work is needed, this is currently taking around six to eight months to carry out. Where insulation work is needed, this is currently taking around three months to carry out. If your work will take longer than this, we will write to you and keep you fully up to date on progress.

# Contents



## Important information

This will explain how the process will work if you need to pay anything towards the cost of the recommended improvements, and information on how long the work may take.

See pages 3 and 4 for more information.



## Insulation work

This will give you more information on the insulation options that may be available to you to make your home more energy efficient.

See pages 5 and 6 for more information.



## Heating work

This will give you more information on the heating options that may be available to you to make your home more energy efficient.

See pages 7 to 9 for more information.



## Safety in your home and optional extras

This will explain how we will work safely when we're in your home. It will give you advice on options that aren't included in the Warm Front Scheme that you may be interested in.

See page 10 for more information.



## Inspections, aftercare and warranty

To make sure that the work has been carried out to our high standards, a Warm Front technical inspector may inspect the work once it is finished. This section also gives details on the aftercare service we provide for heating systems. See page 11 for more information.



## Questions and answers

We hope these questions and answers will help answer any questions you have. See pages 12 and 13 for more information.



## Contact details

This gives you details on how to contact the Warm Front team.

See the back page for more information.

## Important information

### Customer contributions

To help make sure that as many households as possible benefit from the Warm Front Scheme, from 23 April 2009 the Government has set a maximum grant level of £3,500 where gas central-heating and insulation work is recommended and £6,000 where oil central-heating work is recommended. (Both of these figures include VAT.)

In most cases, the amount available under the Warm Front Scheme 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. For example, if you have already had some work carried out under the Warm Front Scheme, this would reduce the amount of money left from the maximum grant available for your property.

If we need you to make a payment towards the cost of the work, we will give you information on how to make your payment.

In some cases there may be more than one installer available to carry out the work. When this happens you will be able to choose the installer that you would prefer.

You are under no pressure to go ahead with the work - it is entirely up to you. We will not start the work until we have your permission to carry out the work and you have made your payment.

If you rent your home from a private landlord, we will need your landlord's permission before we can carry out the work and they may make a contribution towards the work.

We realise that you may have some questions about customer contributions, so we've included some questions and answers on pages 12 and 13. We hope these will help you.

You may be able to get help towards your customer contribution. Since the year 2006 over 7,000 customers have received help with their financial contributions.

### Private work

We follow strict conditions when choosing installers and we will write to you to let you know which of our installers will carry out the work in your home. Because we have to use our own installers, we cannot make any payments for private work already carried out. We will arrange your installer and give you advice on the most appropriate system for your home.



## Important information

### What happens next?

We aim to serve everyone as quickly and as efficiently as possible. However, the Government has not set the Scheme up as an emergency service, so you may have to wait for the work to be carried out. We have a limited budget for the year. We always try to provide the help available, as quickly as we can, within that budget. We hope this table will give you a good idea of when your work will be carried out.

The Warm Front Scheme stages	What happens next?
Technical survey	This is where you're up to now. We will give you five working days from today to ask us about the work we have recommended for your home before we move on to the next stage.
Heating recommendations	<p>If we are carrying out a repair to your heating system, the installer may need to order parts and come back at a later date to carry out the repair.</p> <p>Either way, we aim to carry out this work as soon as possible for you. If you are eligible for a new or replacement heating system, we will aim to install this within six to eight months of your technical survey. If the work will take longer than this, we will write to you and keep you fully up to date on progress.</p>
Insulation work	We will aim to carry out any insulation work within three months of your technical survey. This will depend on whether you are also receiving heating work.
Technical inspection	This will take place within 21 working days of us finishing the work. Please see page 11 for more details of this inspection.
Aftercare and warranty	This will vary depending on what work you have had carried out. In most cases the aftercare service and warranty will start as soon as we finish the work, please see page 11 for more information.



## Insulation work

Your Warm Front technical surveyor may have identified that your property needs new or extra insulation. When your approved installer visits, they will confirm that we can do the work the technical surveyor has recommended. This will take up to three months after your technical survey.

Under the Scheme, you may receive one or more of the following insulation improvements.

## Loft insulation

### Advantages of loft insulation

- >> Up to 20% of all heat lost in an average home escapes through the loft space, so loft insulation will reduce the amount of heat escaping and keep you warmer in your home.
- >> It will keep your home warmer in the winter and cooler in the summer.
- >> It will reduce ceiling condensation and mould growth in the rooms below.
- >> By reducing the amount of energy needed to keep your home warm you will reduce your energy bills.



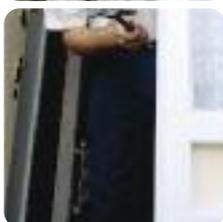
### What we will do

There are different types of loft insulation. The installer will select the most suitable type for your home, making sure that current building regulations are met. All working water tanks and pipes in the loft will be insulated to reduce the risk of them freezing, and a walkboard will be fitted from the loft hatch to the water tank where appropriate.

### What you will need to do

If you use the loft for storage, you must move your personal belongings out of the loft. You will not be able to store the items in the loft once the work has been done.





## Draughtproofing

### Advantages

Draughtproofing will reduce the amount of heat escaping from your windows and doors. This will help to keep the heat inside your home.

### What you will need to do

Your installer will need a clear space around your windows, outside doors, and the loft hatch in which to work. Please move any personal items such as ornaments and plant pots away from these areas.

### Please note

Draughtproofing is not suitable for PVC double-glazed windows and doors. We will not fit draughtproofing to these.

## Cavity-wall insulation

### Advantages

You could save up to 33% of the heat that is usually lost through walls in your home which are not insulated.

### What we will do

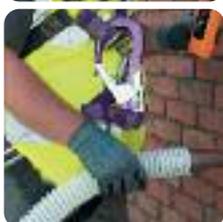
Your installer will drill a series of small holes into your outside walls and pump insulation material into the space between the inside and the outside of the wall. There will be some noise, vibration and dust.

Your installer will try to match the mortar colour when filling the drill holes, but this may not be an exact match. They will also touch up any paint work over the holes.

You will receive a 25-year guarantee for the cavity-wall insulation once the work is finished. This will be issued to you by the Cavity Insulation Guarantee Agency (CIGA). You will receive the guarantee by post, usually within three months of the work being carried out.

### What you will need to do

Your installer will tell you which walls need to be insulated and ask you to remove pictures and ornaments from the inside walls. You will also need to provide clear access to your outside walls.



## Hot-water-tank jacket

### Advantages

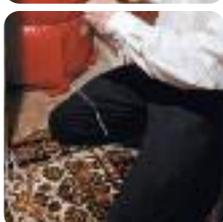
This will prevent heat from escaping from your hot-water tank and keep your water hot for longer.

### What we will do

We may recommend a hot-water-tank jacket if you are receiving any other insulation or heating work and you do not already have a hot-water-tank jacket. Your installer will fit this for you.

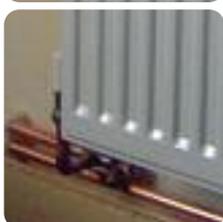
### What you will need to do

You will need to make sure that the installer has clear access to your hot-water tank.



## Heating work

The technical surveyor will decide exactly what work your home needs. They will have discussed this with you when they visited your home and would have recommended one of the following options for you.



1

If we recommend that your heating system can be repaired, your installer will try to fix your heating system during their first visit. If they need to order more parts to fix your boiler, they will arrange to come back and carry out the repair at a time that is convenient for you.



2

If we are unable to repair your heating system, our technical surveyor will have already recommended a replacement heating system and discussed with you the best position for the new boiler. Your installer will replace your boiler with a similar model so, for example, if you currently have a standard boiler we would replace it with another standard boiler which is just as (or more) efficient.



3

If you had no form of heating when our technical surveyor visited your home, they will have recommended a new heating system.



They will have explained that we can install gas, oil and electric heating systems under the Warm Front Scheme and will have recommended the most suitable type for you.

The technical surveyor will have already explained and made a note of the most suitable position in your home for the boiler, radiators and necessary pipework to be fitted. We will try to use existing pipework if this is available in your home. This will mean less disruption to your home while we do the work.



If we are installing a new gas central-heating system, we will fit up to five radiators in the five main living areas of your home. If one radiator is not enough to heat a room, we may fit another radiator. Your technical surveyor will assess whether this is necessary. We cannot install radiators in conservatories, loft spaces, utility areas, toilets, cloakrooms or porches. We also do not install towel radiators.

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. This will have been discussed with you during the technical survey.



### We will install radiators in the following rooms.

- >> The room where the thermostat is
- >> Your main living room
- >> Your main bedroom
- >> Another living area, for example, the dining room or kitchen-diner



You will have agreed with your technical surveyor which other room may need a radiator.

These may have been:

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



In some cases you may need to arrange for a qualified electrician to update your electrics before we can start the Warm Front work as it is not included in the Scheme.

We will order the materials needed for the new heating system and our installer will bring these with them on the day they have arranged to start the work. 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 up to two working days to install your gas heating system, and up to four days to install an oil central-heating system. When they have finished the work, the installer will show you how to use the controls and will answer any questions you have about using your new heating system.





## Thermostatic radiator valves

Your installer will only fit thermostatic radiator valves to the new radiators they install themselves. These will allow you to vary the temperature in different rooms. They are usually placed 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 installer.

We will not fit a thermostatic radiator valve to the radiator which is in the same room as the thermostat. This will normally be the radiator in the hallway. Your installer will show you how to use the thermostatic radiator valves.



## Electric storage heating

If the installer recommends this, the Warm Front Scheme will provide up to three electric storage heaters. Electric storage heaters store heat during the night when electricity is cheaper and release it the following day. You will need to contact your electricity supplier to ask for an Economy 7 meter to be fitted beforehand. We cannot fit the meter and if you do not have it fitted already, it may cause the work to be delayed.

We will only fit heaters in living spaces you use regularly such as the main living room or bedroom.

## Water pressure

Because of the change in water pressure, some shower systems will not work the same as they did before we installed the central-heating system. Gravity showers may need a new mixer unit for them to work correctly. If this happens, you will need to buy a new mixer unit and have it installed separately as this is not covered by the Scheme. Your installer will be able to give you advice on this.

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 to make sure there aren't any drips.





## Making sure you are safe

We believe health and safety is very important. All of our installers have to go through a detailed and thorough examination where we check their safety practices, reliability and the quality of work before they are registered on the Scheme. We make sure that all Warm Front work is carried out safely and meets all legal requirements. This is to protect you, our employees and our installers.



- >> Only fully qualified members of the Gas Safe Register will carry out work on your gas heating system.
- >> Only fully qualified, OFTEC-registered installers will carry out work on your oil heating system.
- >> Only qualified electricians (for example NAPIT or NICEIC approved) will carry out electrical work on your home.



Everyone who carries out work under the Warm Front Scheme has attended asbestos awareness sessions to help them to identify potential dangers. This means that they can identify asbestos if it is present in your home. **We will only remove asbestos if it is necessary for the work to go ahead.** We make sure that we keep to legal requirements when removing asbestos and that we remove it safely. The cost of this will be covered by the Scheme.

Our installers will remove all leftover materials from your home. If you do want to keep anything, you should tell your installer.

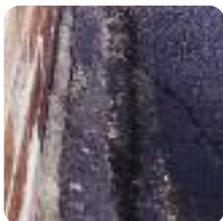
## Optional extras

There are some extra services you can choose but you will have to pay for these as they are not covered by the Warm Front Scheme. These include extras such as:

- >> boxing in or hiding pipework or wiring;
- >> laying boards on your loft floor;
- >> fitting extra radiators. (The extra radiators and associated pipework are not covered by the Scheme and will form a private agreement between you and your installer.)

You can ask your installer for prices for any extra work, but not all installers will be able to carry out this extra work.





## Technical inspections

We will make sure our installer carries out the work to the high standards we set. After the work is finished, we may contact you to carry out a quality assessment of the work.

### Gas and oil heating

We carry out a quality assessment on all homes where we have carried out a repair, replaced your heating system or put in a new one.

### Insulation

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

### Electric heating

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

## Aftercare



If you have received a new gas central-heating system or a new gas boiler under the Warm Front Scheme, you are entitled to an aftercare service. The company that provides this service is WarmSure.

Once we have finished the work on your system, WarmSure will cover the repairs against breakdown for up to two years. This cover also includes servicing the boiler each year to make sure that your system is working safely and efficiently.

WarmSure also provide a 24-hour breakdown and repair helpline which is available seven days a week. Your calls will be answered by staff who are trained to give advice on simple checks and repairs over the phone. In many cases heating or hot water can be restored to a property without an engineer needing to come out.

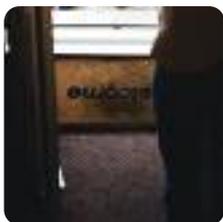
If an engineer is needed, WarmSure will aim to visit you within 48 hours of you reporting the fault. Our engineers are available between 8am and 6pm. We also have engineers available outside of these hours for calls involving serious water or gas leaks in order to make the leaks safe.

The contact details for WarmSure are on the back page and we will send you an information pack approximately one month after we finish the original work. Your Warm Front technical inspector will also have more details on this.

In the meantime - if you have any problems, please contact your installer. Their contact details are on the sticker they will place on your boiler.

## Warranty

If we have installed oil or electric storage heating, you will receive a two-year warranty with your boiler or appliance manufacturer. If you have any problems with your heating system, please contact your installer who will be able to help you.



# Questions and answers

## 1 **How come I've had to wait so long for the work to be carried out?**

The Warm Front Scheme is not an emergency service. It is a very popular scheme that the Government has designed to provide a package of measures to help make your home warmer, healthier and save you energy. As with any popular scheme, you may have to wait for the work to be carried out.

We will try to help you as quickly as possible, but in the periods of high demand you may experience more of a delay.

## 2 **Why have I been asked to make a financial contribution towards the cost of the work that has been recommended?**

The Government want to help as many people as possible through the Warm Front Scheme so they have set a grant maximum of £3,500 for each household for gas central heating and £6,000 for oil central heating. In most cases, the amount available under the Warm Front Scheme will cover the cost of the improvements that have been recommended. However, in some cases the work will cost more than the grant maximum, and this is why we may need to ask you for a financial contribution towards the cost of the work.

## 3 **How did you work out how much I need to pay towards the cost of the work?**

The letter you have received will show the amount you need to pay. We have taken account of whether you have had work carried out under the Scheme before, contractors' quotes for carrying out the work and the cost of materials. In some cases, if there is more than one installer available, you will have to choose one. Depending on the installer you choose, we will work out how much grant you have not yet used, and take this amount from the cost of the work to give the amount we need to ask you to pay.

## 4 **How do I pay my financial contribution?**

You can call us on 0800 316 6011 to make a payment with your debit or credit card, or you can pay using one of the other methods shown in the letter we sent you. We will send you a receipt within 14 working days of us receiving your payment.

## 5 **I can't afford to pay the financial contribution, is there anything I can do?**

We will work with you to look for help to meet the cost. As it is not always possible to get financial help, we may not be able to carry out all of the work that has been recommended on your property.

## 6 **Why am I being charged a higher VAT rate for the financial contribution?**

Under current VAT law, the standard rate of VAT applies to the cost of installing central-heating equipment. However, a reduced rate of VAT (5%) applies to the proportion of the cost of the installation that is funded by a qualifying grant.

You will have to pay the standard rate of VAT on the remaining amount that is not covered by the Warm Front Scheme.

## 7 **If I rent my home from a private landlord, do I need their permission to carry out any recommended work on the property?**

Yes. We will send them a letter when we receive your application for help. The letter explains what you have applied for, and asks your landlord for permission to carry out the work on their property. We will not be able to continue with your application until we have received their permission so this may cause a delay in the process.

## 8 **Who is responsible for the heating system once it has been installed, me or my landlord?**

You will be responsible for the heating system for the first two years after it is installed. After this time it becomes your landlord's responsibility.

**9 How can I check that people visiting my home are really from the Warm Front Scheme?**

All of our technical surveyors, installers and inspectors carry ID cards that they will show you. We also use a password scheme so if you set up a security password when you applied for our help, you can ask them for this.

**10 I would prefer to use my local plumber to carry out the work as they will be a lot cheaper. Would that be OK?**

We appoint Warm Front installers according to very strict selection conditions which demand the highest standards of safety practices, quality and customer care. Our installers must keep to relevant health and safety laws, be active members of professional organisations such as Gas Safe Register, CIGA and OFTEC and have the appropriate public liability and employer's insurance. Not all companies will be able to meet these standards and this is why only Warm Front installers can deliver the improvements under the Warm Front Scheme.

**11 If I have been recommended to have heating and insulation work, will you carry out this work at the same time?**

In most cases we will carry out the heating improvements first and the insulation work will follow.

**12 I've decided that I no longer want to have the work carried out. What should I do?**

If you no longer want us to carry out the work, please contact us. Our contact details are on the back page of this booklet.

**13 If my property does not have gas connected, but I want gas central heating, will you still be able to help?**

We can provide a gas supply as long as there is a gas main within 23 metres of your home. The costs will usually come out of the Scheme funding, but there may be some cases where you have to make a financial contribution towards the cost.

**14 What if I'm not totally satisfied with the work that's been carried out?**

We will make sure that the installer's work is of a high standard, and we may contact you to inspect their work.

However, if you're not fully satisfied with the standard of the work, please let us know as soon as possible so we can arrange for our installer to come out and put it right for you. We value your feedback and your comments help us to improve our level of service.

**15 I've been offered a Benefit Entitlement Check (BEC). What is this and why have I been offered it?**

A Benefit Entitlement Check is a confidential service that we offer to every customer who applies for help under the Warm Front Scheme.

We can carry out the check over the phone or we can send you a short questionnaire if you'd rather fill it in in your own time.

From the answers you give, we will be able to tell if you are claiming all of the benefits you are entitled to, and how to claim any others that you may be entitled to.

We've carried out over 260,000 Warm Front Benefit Entitlement Checks since 2004, and many of these have resulted in customers receiving an increase in the benefits they receive.

**16 I'm a private tenant, and my boiler is not working. Can you repair it?**

You may still qualify to have your boiler repaired or replaced, but we need your landlord's permission before we start any work.

# Contacting us

We hope this booklet has been useful. If you have any questions about the Warm Front Scheme please read the questions and answers on pages 12 and 13 as they may be able to help you. If not, please call us on one of the numbers below.

## The Warm Front Scheme

If you have a question about the Warm Front Scheme, call us free on 0800 316 6011.

(Lines are open Monday to Friday from 8am to 6pm and Saturdays from 8am to 5pm.)

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

Or write to us at: The Warm Front Scheme, Eaga, Freepost NAT13708, Newcastle upon Tyne NE2 1ZL.

You do not need to use a stamp.

## Benefit Entitlement Check

If you would like a Benefit Entitlement Check, please call us free on 0800 072 9006. (Lines are open Monday to Friday between 9am and 5pm.)

## Warm Front installer

We will send you your installer's contact details. Feel free to contact them if you have any questions.

## WarmSure

You can contact our WarmSure team free on 0800 408 1437.



**Please note:** The images are for illustration only. The appliances shown may not be the actual item you will receive.