

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.