

WELCOME THE WARMTH:

MAKING YOUR HOME WARMER, GREENER AND MORE EFFICIENT.

Thank you for your interest in Welcome the Warmth. If you have received this pack either by email or by post, it means that you have applied for funding for energy efficiency improvements to your home. These improvements will make your home warmer in the colder months, greener and more energy efficient, saving you money on your energy bills.

Please read this pack carefully as it contains information about your application and what to do next. Oxfordshire County Council has secured grant funding through the Sustainable Warmth Home Upgrade Grant to improve the energy efficiency of certain homes within Oxfordshire. Both homes and applicants will need to fulfil specific criteria in order to qualify for the funding. Further details about this eligibility criteria can be found in the FAQs [p4]. Residents in all Oxfordshire local authorities will be able to apply for the funding. This funding is available until the 31st March 2023.

WHAT IS THE HOME UPGRADE GRANT (HUG)?

The Government recently published its 'Sustainable Warmth' strategy and within this announced a £150 million 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 the Government's fuel poverty targets and the UK's commitment to meet the net zero target by 2050.

HOW DOES WELCOME THE WARMTH WORK?

Welcome the Warmth aims to raise the energy efficiency of low-income and low energy performance homes.

There is funding available for the following energy efficiency measures:

- Solid Wall Insulation
- Cavity Wall Insulation
- Underfloor Insulation
- Loft Insulation
- High Heat Retention
- Air Source Heat Pumps
- Solar PV Panels
- Park Home Insulation
- Room-in-Roof Insulation

WHAT HAPPENS NOW?

Our team has now started to process your application for the measure or measures you have applied for. You can follow the steps your application will take in the diagram below. Please note, some response times could be affected if any permissions are required, for example if your landlord needs to give us their permission or we have to apply for planning permission from your local council.



YOUR PERSONAL GUIDE TO THE WELCOME THE WARMTH PROGRAMME

Once we receive your eligibility verification documents, we will check your eligibility and if successful, you will be assigned to an appropriate installer within 4 working days.

Your installer will then be in touch within 4 working days to arrange your technical survey and Energy Performance Certificate (if required).

Following your survey, you will receive a 'Quote Pack' from your installer which will include a no-cost quote and details of the proposed work. The no-cost quote provides confirmation that the measure(s) are fully funded. If you live in a private rental property, the landlord will be provided with a quote which will detail the landlord contribution required.

The Welcome the Warmth team will assess the information provided by the installer within 4 working days of receiving this from your installer.

If approved, the installer will be in touch to arrange your installation date. Your installation date will depend on your installer's availability.

Once your measure(s) have been installed, your installer will provide you with a 'Handover Pack' which will include your warranty information and any other relevant paperwork. This should be provided to you within 10 working days following your installation.

The Welcome the Warmth team will be in touch following your installation to ensure you are happy with the service provided. This should occur within 15 working days through your preferred method of contact.



WELCOME THE WARMTH:

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE ELIGIBILITY REQUIREMENTS?

You may qualify for the funding if the following statements apply:

- Your home has an Energy Performance Certificate (EPC) rating of E, F or G (limited funding is available for EPC D rated properties)

And either:

- You have a total household annual income of £30,000 or less (before housing costs/bills)

Or:

- You meet the eligibility criteria specified in your local authority's ECO flexible eligibility 'statement of intent' or you receive a means-tested benefit (please see below)

The following benefits are eligible for the programme:

- Child Tax Credit (CTC)
- Working Tax Credit (WTC)
- Housing Benefit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment & Support Allowance (ESA)
- Income Support (IS)
- Pension Guarantee Credit
- Pension Savings Credit
- Universal Credit (UC)

HOW MUCH FUNDING IS AVAILABLE UNDER THE PROGRAMME?

Funding is prioritised for all insulation measures and the amount available depends on your property's EPC rating and the current fuel used to heat your property. Welcome the Warmth can provide funding of up to £25,000 per property. Please note, if the cost of a suitable measure exceeds these funding limits, the installation will not be able to be funded by the

programme. Also, the programme is unable to accept any contributions from owner-occupiers.

WHAT HAPPENS AFTER I RETURN MY ELIGIBILITY VERIFICATION DOCUMENTS?

Once we receive your eligibility verification documents, the Welcome the Warmth team will assess your application and if successful, you will be assigned to an appropriate installer. The Welcome the Warmth team will then contact you to confirm the installer you've been assigned. If we are unable to check your eligibility or you do not meet the criteria for the programme, your application will be cancelled and you will receive a letter confirming this.

I DON'T KNOW MY HOME'S EPC RATING, OR IT DOESN'T HAVE AN EPC RATING.

The Welcome the Warmth team can arrange for an EPC to be carried out at your property, if your home doesn't already have one or it's expired. If your EPC rating doesn't qualify you for funding through the programme, we may be able to direct you to another suitable programme, if available.

WHAT IF I HAVE ANY QUESTIONS ABOUT THE SURVEY OR THE INSTALLATION?

If you have any questions about your upcoming survey or installation (if approved), please speak with your assigned installer who will be able to provide you with more detail.

WHERE CAN I FIND MORE INFORMATION ABOUT THE MEASURE I'M HAVING INSTALLED?

Your assigned installer will be able to provide you with more information about the measure being installed and will also provide you with a factsheet related to the measure(s) you are interested in. You can find further information on other websites such as the Energy Saving Trust: energysavingtrust.org.uk

WHO WILL OWN THE ENERGY EFFICIENCY MEASURES ONCE INSTALLED?

The homeowner/owner-occupier of the property will own the energy efficiency measure(s) once installed. For private rental properties the ownership will be with the landlord.

DO I NEED TO GET ANY PERMISSIONS?

If you are a private rental tenant:

You will need the permission of your landlord before any measure(s) can be installed in your property.

If you are a homeowner/owner occupier:

If your measure will affect the external appearance of your property (e.g. solid wall insulation or solar panels), we recommended contacting your local council to see if you need to apply for planning permission. We also recommend that you inform your home insurer to check that you have sufficient cover in place.

WHO IS RESPONSIBLE FOR ANY FUTURE MAINTENANCE AFTER MY MEASURE(S) HAVE BEEN INSTALLED?

The homeowner/owner-occupier or private rental landlord will be responsible for any future maintenance responsibilities/costs once the measure(s) have been installed. Details of your warranty cover will be provided by your installer following your installation.





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