

The National Energy Foundation (NEF) are delivering the Better Housing, Better Health scheme in partnership with Local Authorities across Oxfordshire and Buckinghamshire. The scheme provides home energy checks and grants of up to £2,500 for energy efficiency improvements where someone's health is being impacted by living in a cold or damp home. The funding for the scheme, including the grants, is being provided by the British Gas Energy Trust. The scheme runs until December 2016.

Frequently Asked Questions

Where is the grant available?

The grant is available to householders living in the following Local Authority Areas:

- Aylesbury Vale
- South Oxfordshire
- Vale of White Horse
- Cherwell
- West Oxfordshire
- Chiltern
- Wycombe
- South Bucks
- Oxford City

Who is funding and managing this Grant Programme?

This grant programme is being funded by the British Gas Energy Trust following a successful bid made by NEF on behalf of a partnership of Local Authorities. NEF have been appointed as Project Manager.

How much grant funding is available?

The maximum grant available to householders is £2,500 for energy efficiency measures or, in some cases, damp alleviation work. Top up funding may be available from other sources in some circumstances where the cost of the measures exceeds the maximum grant available.

Who qualifies for these grants?

To qualify for a grant someone within the households needs to have a cardiovascular disease or a respiratory illness, and a referral form must be completed by a health or social care professional to confirm their health condition. The grant is only available for homeowners.

How are the measures to be funded chosen?

In most cases a local authority officer will visit the property to identify which measures are likely to most improve health, increase comfort and reduce energy use. NEF will agree with the householder which of the measures identified is to receive funding.

How many quotes are required?

In the majority of cases we will only ask for a quote from one installer. We are dealing with vulnerable residents and we know that having any strangers in your home can be disruptive. However, NEF reserves the right to ask for alternative quotes if they so choose and especially in cases where they feel that the quoted cost is excessive for the work proposed.



What is the process for providing a quote?

Quotes should be sent directly to NEF by emailing BHBH@nef.org.uk or posting to BHBH Quotations, National Energy Foundation, National Energy Centre, Davy Avenue, Knowlhill, Milton Keynes MK5 8NG. They must include the following information:

- householders name and address
- measures to be installed, including product (where known) and quantity
- cost to include all materials and installation and to leave the site clean and tidy with all waste disposed of
- cost prior to VAT, VAT (at 5% or 20% as applicable) and total charge

The quote must also include your full company details including company registration and VAT number (if applicable).

What happens after a quote is provided?

NEF will review the quote and determine whether the grant funding can be used to pay for the works. If the grant funding can be used to pay for the works, NEF will send the customer a formal offer of grant and a grant application form confirming the measures to be installed, the grant amount to be paid direct to the installer and the grant terms and conditions. The householder will need to complete and return the application form to NEF before NEF contacts the installer to confirm that the quote has been accepted and that the installation can be completed.

No increase in the quoted cost will be paid by NEF unless we have been notified of this in advance of the work being carried out and formally agreed to this increase in writing. No work should be started on the customer's home until the customer has accepted the formal grant offer by completing and returning the grant application form to NEF. The installer arranges to do the work with the householder and completes the install.

At all times the contract for the installation work on the customer's home is between the householder and the installer.

If the grant funding cannot be used to pay for the works (e.g. if the quote exceeds the funding available), NEF will try to find alternative or additional funding and will notify the installer.

How is the installer paid?

Customers are asked to provide an authority for NEF to pay the installer direct on the completion of the install and the submission by the installer of the documents set out below. NEF will pay the installer within 30 days of receiving a copy of the customer's invoice and all the supporting documents.

What are the supporting documents required?

For NEF to make payment to the installer the following documents are required:

- a. Evidence of a contract being in place with the customer, e.g. a copy of a signed quote or order form prior to the works being carried out
- b. A copy of the quotation and evidence of NEF's agreement to any increase on the quoted sum (if applicable)
- c. A customer invoice on the template set out in Annex A below
- d. Evidence that the installation has been carried out to the satisfaction of the customer (see customer sign off template set out in Annex B below)

The measures below will need the following additional evidence:

1. New Gas Boiler – Gas safety certificate
2. Windows & doors – FENSA certificate
3. Cavity and solid wall insulation – an appropriate insurance backed guarantee applied for (e.g. CIGA ,QANW,SWIGA)
4. Solid Wall Insulation – manufacturer’s guarantee
5. Other energy efficiency measures – Building Compliance Certificate or evidence that the install has been carried out by a Competent Person working through a Competent Person Scheme (if applicable).e.g. OFTEC, HETAS

Please note: The installer does not need to invoice NEF for the Better Housing, Better Health grant money; we pay the grant from the customer’s invoice.

Annex A

Template Invoice

[Company Name]
 [Address & Contact Details]
 [Customer name & Address]

INVOICE

Invoice No:

Invoice Date:

VAT Registration

Company Registration No

Invoice Detail

<p>To invoice for the installation of xxx [system manufacturer] (state measure installed) for the above mentioned property address, as detailed on the quote previously provided.</p> <p>Breakdown of Costs Total Cost of Works: VAT: Total including VAT: Balance Due [should match total amount under ‘Total amount’ below]</p>	
<p>Please note that this invoice is to be paid from the Better Housing, Better Health grant. As per the terms and conditions of the grant, the balance will be paid directly to ourselves as the installer and so this invoice is for your information purposes only</p>	
<p>Bank Details: Sort Code: Account No:</p>	<p>[full cost] VAT Total amount</p>

Annex B

Template Customer Sign Off

Customer Sign Off

Installer Name	
Customer Reference	
Customer Name	
Customer Address	
Measure(s) installed	

I confirm that any installation work required by myself has been completed to my satisfaction and I am happy for the National Energy Foundation to pay the above named installer the full amount for the works conducted.

Signature of Customer	
Date	