

## Fact sheets for the Green Deal

The Department of Energy and Climate Change (DECC) is producing fact sheets to provide impartial information and advice about the Green Deal programme to consumers and stakeholders.

All of the fact sheets produced by DECC will use plain English and a consistent tone throughout. The fact sheets are designed to help consumers and stakeholders get a simple understanding of:

- the Green Deal programme
- types of improvements available under the programme
- journey the consumer will go on if they get a Green Deal
- responsibilities for landlords and tenants
- consumer protection measures
- benefits for businesses looking at becoming Green Deal advisors, providers and/or installers.

The fact sheets will be made available for Green Deal advisors, providers and installers to use with their customers. They will also be made available to consumers directly via the DECC website and the Energy Saving Advice Service (ESAS).

The basic information in the fact sheets will be supported by more detail information available online, through ESAS and the customers advisors, providers and installers.

It is expected that many participants will also develop their own material.

### Research

The Green Deal fact sheets takes into consideration the findings in the DECC Research Report: "How to explain the Green Deal" and feedback from various stakeholders involved in the Green Deal programme.

### Scope

The following tables show the fact sheets being produced by DECC.

Other materials, such as industry guidance, online content and scripts for ESAS are also being produced.

### *Customer journey*

<b>Name</b>	<b>Type</b>	<b>Audience</b>	<b>Purpose</b>
The Green Deal	A4 fact sheet	Potential Green Deal participants (advisors, providers and installers)	<ul style="list-style-type: none"><li>• Explain the Green Deal to businesses who are unfamiliar with it.</li><li>• Provide direction on where businesses can get approved to deliver the Green Deal</li></ul>
Introduction to the Green Deal	A4 fact sheet	Residential customers	<ul style="list-style-type: none"><li>• Provide residential customers with basic information on the Green Deal, the customer journey process and the types of improvements available.</li><li>• Assist with advice on arranging an assessment.</li></ul>

Assessment	A4 fact sheet	Customers who have booked an assessment	<ul style="list-style-type: none"> <li>• Explain to customers who have booked an assessment what they can expect from their advisor.</li> </ul>
Quoting	A4 fact sheet	Customers who have had an assessment	<ul style="list-style-type: none"> <li>• Explain to customers who have had an assessment how they can arrange and select quotes.</li> </ul>
ECO Leaflet	DL leaflet / brochure	Residential customers	<ul style="list-style-type: none"> <li>• Encourage customers to contact ESAS and see if they are eligible for extra help under the Energy Company Obligation.</li> </ul>
Moving into a Green Deal home	A4 fact sheet	People looking at buying or renting a Green Deal home	<ul style="list-style-type: none"> <li>• Explain to people looking at buying or renting a Green Deal home that they will need to make repayments.</li> </ul>
Introduction to the Green Deal	A4 fact sheet	Private rented sector landlords	<ul style="list-style-type: none"> <li>• Explain the Green Deal and how tenants can (with landlords permission) make home improvements.</li> <li>• Explain that landlords are liable for repayments during vacant periods.</li> <li>• Explain that landlords need to ensure the tenants are aware of the Green Deal before they move in.</li> <li>• Explain that landlords can make Green Deal home improvements during vacant periods and the tenant will take on repayments when they move in.</li> </ul>
Introduction to the Green Deal	A4 fact sheet	Non-domestic customers	<ul style="list-style-type: none"> <li>• Explain how the Green Deal can benefit business customers.</li> <li>• Explain the customer journey process and types of improvements available.</li> <li>• Assist with advice on arranging an assessment.</li> </ul>
Introduction to the Green Deal	A4 fact sheet	Social housing tenants	<ul style="list-style-type: none"> <li>• Scoping now underway</li> </ul>
Introduction to the Green Deal	A4 fact sheet	Social housing landlords	<ul style="list-style-type: none"> <li>• Scoping now underway</li> </ul>
Consumer protection	A4 fact sheet	All customers of the Green Deal	<ul style="list-style-type: none"> <li>• Explain the consumer protections measures in place.</li> </ul>

### **FAQ's**

<b>Name</b>	<b>Type</b>	<b>Audience</b>	<b>Purpose</b>
FAQ's for residential occupiers	FAQ's	Home owners	<ul style="list-style-type: none"> <li>• Answer frequently asked questions specific to people occupying a Green Deal home.</li> </ul>
FAQ's for social housing tenants	FAQ's	Social housing tenants	<ul style="list-style-type: none"> <li>• Answer frequently asked questions specific to social housing tenants.</li> </ul>
FAQ's for private rented sector	FAQ's	Tenants and landlords in private rented sector	<ul style="list-style-type: none"> <li>• Answer frequently asked questions specific to tenants and landlords.</li> </ul>
FAQ's for non-domestic	FAQ's	Non-domestic customers	<ul style="list-style-type: none"> <li>• Answer frequently asked questions specific to non-domestic customers.</li> </ul>