



Stakeholder Pack

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THE WARM HOMES HUB

What is available?

The support offered by the Warm Homes Hub includes:

- 1st time central heating (including gas connections)
- Grants for heating upgrades and emergency heating repairs
- Advice and assistance with benefit checks and applications
- Help with home insulation
- Applying for discounts off energy bills (electricity and water)
- Help to make your home safe and secure
- Help and advice to find the best tariff for your energy bills
- Heater loans
- Help in the event of a power cut
- Support with energy tariff/provider switching
- Home energy visits

Who manages the scheme?

Warm Homes Hub is a 2 year partnership project. The partners include; Nottingham City Council and Nottinghamshire County Council, the charities Age UK Notts and Nottingham Energy Partnership and the energy company E.ON Energy Solutions.



**Nottinghamshire
County Council**



**Nottingham
City Council**



Where does the funding come from?

The Warm Homes Hub is funded by the Warm Home Fund from Affordable Warmth Solutions CIC, with additional funding from the charities Age UK and NEP and the energy company E.ON Energy Solutions.



COVID-19 UPDATE

How is the scheme running throughout COVID-19?

In response to the Coronavirus pandemic, the WHH team will focus on the promotion and delivery of its energy efficient/ health and finance related services in relation to fuel poverty to support Nottingham City and Nottinghamshire households. To comply with Government guidance, the “clinically extremely vulnerable” in society have been advised to follow NHS shielding for a period of 12 weeks and consequently avoid any face to face contact. To provide support to these households and other vulnerable people who are confined to their home WHH will integrate its services into each of the Local Authority’s resilience programmes/ Hubs via social media and traditional marketing activities.

What services are offered throughout COVID-19?

To ease the inevitable rise in energy bills, and decrease in income for households the service provision will mostly delivered remotely and centre on increasing household income, health and safety through the promotion of these key services:

- Benefit checks and applications
- Energy tariff comparison and switching
- Hardship fund applications
- Distribution of fuel vouchers
- Distribution of food bank vouchers
- Utility bill discounts - gas, electric and water bills
- Priority Services Register
- Emergency boiler replacements and repairs
- Food and prescription delivery
- Heater loans
- Energy efficiency advice

Additionally, we will be offering a friendly phone call to those most vulnerable.

Are home visits and installations continuing?

For home visits also the primary energy saving measures of 1st time central heating and insulation all potentially eligible clients that contact the programme will be encouraged to be placed on the waiting list to be able to quickly move through the survey and installation stage once the Government restrictions are lifted.

1st TIME CENTRAL HEATING

How do I apply for the scheme?

You can register your interest online at www.warmhomeshub.com/apply or call on 0115 985 3000 and speak to one of our customer service team. They are all qualified energy advisers who will answer any questions that you have and explain the different services that are available to help you stay warm in your home and not worry about your fuel bills.

Applications can be made online. The first part of the registration requires us to confirm:

- That you fulfil the HHCRO Eligibility Criteria.
- With your eligibility confirmed we will ask a few more questions about the property to complete our client assessment form.

With the above information we refer your details to the energy company.

How can I get a warmer home?

You can get a warmer home in 3 easy steps. Please note that the scheme usually takes between 6-8 weeks to reach the installation stage.



Application and eligibility check

Application to the scheme can be completed online or by phone 0115 985 3000. If you are eligible your details will be referred to E.ON. Online applications will be followed by a phone call within 48 hours to complete the full assessment and gain your consent to proceed.



Home Survey

The survey is completed by a Gas Safe registered engineer and take approximately 1.5 hours.



Installation

An A rated boiler will be installed along with a radiator in every habitable room e.g., bedrooms, bathroom, hallway, kitchen. The install will be completed in just 1 day. The boiler comes with a 2 year warranty from the manufacturer and a 1 year works warranty from E.ON.

My home is heated by electric storage heaters can I apply for a new central heating system?

Yes, households heated by solid fuel fire, electric storage heater, electric panel heaters, gas room heaters or a gas fire are encouraged to apply so that we can check your eligibility for a free central heating system.

I have an old central heating system that is not working can I get it replaced?

No, we are only able to install a central heating system where if there is not currently one installed in your home. Help might be available to you through other schemes – see the question “Is there any other help available if I do not fulfil the HHCRO eligibility criteria?”

How much do I have to pay?

The central heating system is FREE if you meet our eligibility criteria so you will not have to pay. The good news is that gas central heating is a cost effective way to heat your home that should save you money on your monthly bills of up to £350 per annum. There is no obligation to proceed if you change your mind.

My home does not have a central heating system can I apply for one?

Yes you can apply. We will check your eligibility and if your home is connected to or in close proximity to the mains gas network.

I do not have gas in my home, can I get a free gas connection?

If you meet the eligibility criteria the gas connection will be free.

I am a social housing tenant, can I apply for a new central heating system?

Yes, you can apply if your home has an Energy Performance Certificate (EPC) rating of E, F or G and your home does not have central heating or is heated by solid fuel fire, electric storage heater, electric panel heaters, gas room heaters or a gas fire. Click on the [EPC Register](#) to check your EPC.

I am privately renting, can I apply?

Yes, but we will need to obtain written approval from your landlord. Your landlord will be required to make a payment of £500 towards the cost of the install of the central heating system.

I am a landlord can I apply for a central heating system for my tenant?

Yes, you can apply if you are a private landlord. You can call the Hub on the dedicated line 0115 985 3000, or we can make the referral for you. The install will not be able to take place without your permission but we will need to speak with your tenants to ensure they meet eligibility criteria.

Neither you or your tenant need to be an E.ON customer to apply for this offer.

ELIGIBILITY

Is there a cost for the survey?

The survey is always free and there is no obligation to proceed if you decide not to proceed with the installation.

My boiler is broken – can I apply?

You **cannot apply** for a new central heating system. Warm Homes Hub Crisis Support may be able to help you if you are unable to afford a repair, or offer a short term loan of heaters.

Alternatively, you can apply for a boiler upgrade. See the question “Is there any other help available if I do not fulfil the eligibility criteria?” for more information.

These services are subject to survey, availability and eligibility.

TECHNICAL DETAILS OF THE SCHEME

What are the benefits of a gas central heating system?

Gas is cheaper than electricity or oil and has the lowest carbon dioxide emissions apart from wood. Your new central heating system will include an A' rated boiler, thermostatic radiator valves to better control your heat for each room, as well as a programmer to help you keep your home at a comfortable temperature without wasting fuel or heat.

What are the benefits in upgrading my boiler?

New A-rated boilers have rated efficiencies of 90 per cent or more meaning that they use less fuel, resulting in lower CO₂ emissions and running costs. If you currently have a G-rated boiler and replace it with an A-rated one, your household heating bill should drop by about a quarter - a saving, on average, of around £260 up to £300 a year.

What do I need to do before the telephone assessment?

You will need to have ready a document which confirms the benefits you receive. If you are a tenant, you will also need a signed consent form from your landlord.

How long does the survey take?

The survey takes approximately 2 hours.

How long will it take before the gas central heating install is completed after the survey?

It usually takes between 4-6 weeks to reach the installation stage. If you require a new gas connection then this process can take up to 3 months as we will need to apply to carry out works with the Highways Agency.

Who carries out the installation?

E.ONs' team of heating engineers complete the install. The engineers are Gas Safe registered. All engineers will carry ID badges with them.

OTHER QUESTIONS

Is there any other help available if I do not fulfil the eligibility criteria?

NEP currently runs two separate schemes as a complement to the HHCRO Boiler Replacement Scheme; the Boiler Health Check, where you can book in a free or subsidised service of your boiler, and the Boiler Scrappage Scheme where you can receive a £400 voucher when replacing your boiler. Both of these schemes are subject to survey, availability and eligibility.

There is also help available through through the Warmth scheme. To qualify for that scheme you need to be a homeowner with a long-term health condition made worse by living in a cold home and your heating has to be broken. Your income has to be less than £26,000 if you're a single household or £32,000 if you are a couple household. Any savings in the bank need to be less than £8,000.