

Home Energy Grants: Quality Alert

Grant Management Tips for Contractors
Series 2023-06-001



Introduction

An essential part of all home energy upgrade works is proper management of grant documentation. Even where works have been completed to a high standard, contractors are still accumulating reworks and penalty points due to inefficient grant management practices.

Absent, incorrect or incomplete documentation remains a significant issue in relation to both processing of applications and inspections. This can result in unnecessary delays to grant payments.



We also note an increase in the number of contractors who are not keeping their company information (e.g. insurance information) up to date. Changes or updates to your registration information must be communicated to SEAI at the earliest opportunity.

We hope the following tips will support you in your administration of grant works, expedite payments and improve your compliance rate.

Before works commence

Taking some time before works commence to discuss the grant requirements with your customers can lead to a smoother journey, higher rates of customer satisfaction and faster payments.

Below are some items which you may need to discuss with homeowners before any grant works commence:

- Confirm with the homeowner that they have applied for and been approved for a grant
- ✓ Confirm the year the home was constructed and occupied to ensure grant eligibility
- Ensure the homeowner is aware of any planning implications related to works they intend to complete
- ✓ For insulation, discuss the importance of and requirement to provide adequate ventilation
- ✓ For external wall insulation works, ensure the homeowner has engaged with ESB Networks if required
- For heat pump systems, confirm that the homeowner has had a Technical Assessment completed
- Ensure the homeowner understands the requirement to grant access to their home for inspection
- ✓ Confirm that the homeowner has contacted a registered BER assessor to arrange for a post-works BER.

Declaration of insurance (DOI) forms

Contractors are required to submit a new Declaration of Insurance (DOI) form prior to the expiration of their current policy. SEAI will issue a reminder by email <u>2 months</u> in advance of your current policy's expiration date.

Failure to furnish SEAI with current insurance information will result in your company being removed from the Better Energy Homes programme and you may have to re-register and attend onboarding training prior to reactivation on the programme.

Please ensure you are monitoring your email traffic and providing up-to-date insurance details when prompted to avoid de-registration. The DOI form can be downloaded from the SEAI website here.

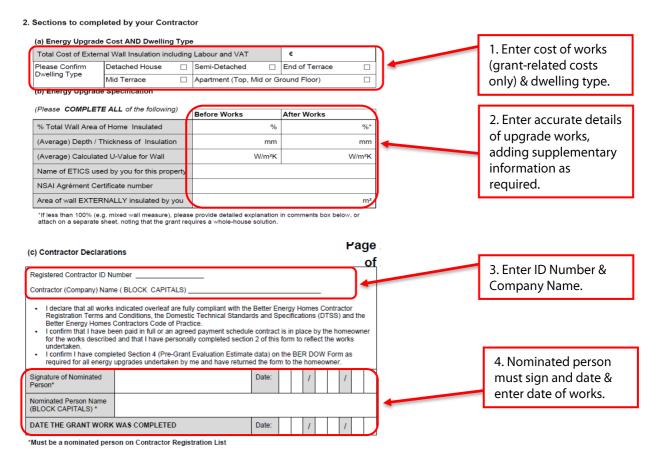


NSAI (or equivalent) Installer Registration

For those registered to install External and Cavity wall insulation, it is a requirement of the programme that you are registered on the Agrément installers register and that this registration is maintained whilst you are installing those measures. SEAI must be notified immediately of any change in the status of your registration on the Agrément installer registers.

Declaration of works (DOW) forms

A significant number of Declaration of Works forms are being returned to homeowners due to missing signatures and other essential information, resulting in delays to processing of payments. Please review the below example and ensure all DOW forms are properly completed before returning to the homeowner. Reminder: only nominated personnel are permitted to sign DOWs.



Important Note: in signing a Declaration of Works form, the nominated person is declaring that the works have been completed in full compliance with the requirements of the Better Energy Homes programme. Nominated personnel must not sign off on incomplete or non-compliant works.

Completion of reworks

Please ensure you are monitoring your emails and completing reworks as soon as possible. Failure to return reworks within the required timeframe may lead to de-registration and homeowners may have grants rescinded.

Reworks declarations

- You have <u>4 weeks</u> to return a signed reworks declaration to SEAI
- Only nominated personnel are permitted to sign reworks declarations
- We can only accept reworks declarations sent from your registered email address
- Reworks declarations must be accurately completed, see below:



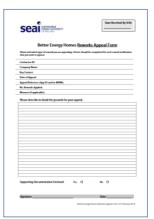


Reworks appeals

- Appeals must be submitted to <u>inspections@betterenergyhomes.ie</u>
 within <u>2 weeks</u> of receipt of the reworks notification
- Appeals must be submitted using the Better Energy Homes appeal form: https://www.seai.ie/resources/forms/Reworks-Appeal Form.rtf
- Appeals submitted after 2 weeks or not using the correct appeals form will not be accepted

Re-inspection reworks declarations

Must be accompanied by photographs of completed reworks



Handover packs for homeowners

Once works are complete and all relevant documentation has been compiled, we strongly recommend that you provide your customers with a handover pack (hard and/or soft copy) containing all relevant grant information. It must be clearly explained to homeowners that this information must be stored safely as it may be required in the event of an SEAI inspection.

Listed below are some of the documents that should be included in your **handover pack for each upgrade measure**:

Insulation and heating controls upgrades:

Roof Insulation		
\square	*Agrément certificate (or equivalent) for	
	spray foam	
\square	*Warranty	

Wall Insulation		
\square	*Agrément certificate (or equivalent)	
\square	*Warranty	
\square	MEV Safety Notice (if required)	

Heating Controls Upgrade		
Ø	*User manual	
V	Electrical Safety Notice (if required)	

Heat pump systems and solar hot water:

Heat Pump Systems		
\square	*Commissioning certificate	
\square	*RECI certificate	
\square	*User manual	
$\overline{\mathbf{A}}$	*Designer/Installer Sign-off Form	
$\overline{\Delta}$	*Eco Design Datasheets	
$\overline{\mathbf{A}}$	F-gas certificate (if required)	
$\overline{\mathbf{A}}$	GSHP design documents (if required)	

Solar Hot Water		
	*User manual	
	*Commissioning report	
	Solar Hot Water Safety Notice (if required)	
	Electrical Safety Notice (if required)	

Documents marked with an asterisk (*) denote a mandatory item.

The above list is not exhaustive and does not include documents that may be required to satisfy additional contractual or other obligations. <u>Use of contractor's own MEV Safety Notice is not permitted; the SEAI template must be used.</u>

Important Note for Heat Pump Systems: Homeowners are required to submit a copy of their Designer/Installer form and EcoDesign datasheets with their Heat Pump System DOW. <u>Designer/Installer forms may only be signed by nominated personnel.</u>

Quality management

An effective Quality Management System (QMS) can address all of the above issues and ensure a better quality of service for your customers. For further information on managing quality, please visit our Support for Contractors webpage at: https://www.seai.ie/grants/supports-for-contractors/.

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