

National Home Energy Upgrade Scheme

Scheme Guidelines

Version 4.0



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1 Terms used on the Scheme

AHB	Approved Housing Body, as listed on the Approved Housing Bodies Register, managed by the Irish AHB Regulator
Batch	Collective term for all the projects submitted for payment by an OSS ahead of a payment run deadline
BER	Building Energy Rating
Client	The homeowner or Approved Housing Body who is receiving an HEA or Works grant under the NHEUS
DOW	Declaration of Works, the document signed by Client and OSS following completion of the grant-aided Works
DTSS	SEAI's Domestic Technical Standards and Specifications, available online: SEAI Contractors Code of Practice
HEA	Home Energy Assessment, i.e., the grant-supported survey and report as described in detail in HEA in these guidelines and the minimum requirements document
Inspections Unit	Internal SEAI department responsible for selection of sites for inspection
Managing Agent	The company contracted by SEAI to inspect projects against the QA checklist
NHEUS	National Home Energy Upgrade Scheme, the official name for what is commonly referred to as the One Stop Shop Scheme, and referred to in this document as the Scheme
OSS	SEAI-registered One Stop Shop
QA Checklist	Quality Assurance checklist developed for SEAI domestic retrofit schemes and used by the Managing Agent to assess the quality and compliance of completed OSS projects
QBR	Quarterly Business Review – meeting between SEAI and OSS representatives
RFP	Request for Payment, the process by which an OSS submits a claim for an HEA or Works grant
Scheme	The NHEUS
Traditional building	Generally includes those built with solid masonry walls of brick, stone or clay, using lime-based mortars, often with a lime or earthen-based render finish, single-glazed timber or metal-framed windows and a timber-framed roof usually clad with slate but often with tiles, copper, lead or corrugated iron or thatch. It is usually assumed that homes built before about 1940 are "traditional" buildings.
Web Portal	The web-based system by which Works and HEA applications are submitted and paid
Works	The grant-supported energy upgrades carried out under the NHEUS

2 Introduction

This document provides an overview of the National Home Energy Upgrade Scheme (NHEUS, or 'the Scheme') including the key documents, Scheme requirements and grant administration. It should be read in conjunction with the documents listed in Section 4.

3 Scheme objectives

The Scheme is designed to use One Stop Shops (OSSs) to deliver retrofits and engage with homeowners and the supply chain. Application for grant funding on behalf of individual Clients will be the sole responsibility of the OSS. This will take the form of a two-step process where the applications for an HEA grant and a Works grant will form separate parts of the overall customer journey. The intention of step one is that the incentive to have a full Home Energy Assessment (HEA) performed will encourage more people to engage with the process and serve to make the process more understandable for the Client. However, it will still be important to convert as many HEAs as possible into upgrade works. Note that the HEA is not mandatory, but it is recommended.

The principles of the application process are to ensure the lowest possible level of friction for both the Client and the OSS. Grant applications will be managed and submitted by the OSS on the Client's behalf. Grant applications and payment processes are based on individual homes. Work can start on a particular home on receipt and deemed acceptance of a grant offer from SEAI. The OSS can request payment of the grant once the upgrade works on the individual home are complete and all Scheme requirements are met.

4 Scheme Terms, Conditions & Documents

OSSs are required to adhere to all guidelines, processes and rules as set out in this and other supporting Scheme documentation to ensure appropriate use of the system and management of grant related paperwork. Failure to adhere to these may result in grant applications or payment requests being declined. It may also lead to SEAI rescinding the OSS's (or the OSS's agent/contractors) access to the Scheme.

OSSs must ensure that the Terms and Conditions of the Scheme are thoroughly understood by all staff members, and agents/contractors acting on their behalf who are involved directly or indirectly in delivering Scheme works to Clients. This includes, but is not limited to, staff involved in call centres, sales, installation, administration, quality and finance. OSSs should also ensure that the Terms and Conditions are reviewed with, understood by, and fully accepted by the Client and any changes or amendments understood.

These Terms and Conditions may change from time to time and SEAI will engage with OSSs prior to any substantive changes to Scheme guidelines. However, it is ultimately the OSS's responsibility to ensure that the most up to date terms and conditions are applied and supplied to staff and the Client at all times.

The key documents for the Scheme are listed below, and may be found on the OSS SharePoint, or by contacting adminoss@seai.ie

- OSS Registration Guidelines
- OSS Marketing Guidelines
- OSS Appointment Agreement
- OSS Registration Form and related documentation
- OSS Qualification – Eligibility List
- OSS Application – Strategic Plan
- OSS GD 001 National Energy Upgrade Scheme Guidelines
- OSS GD 002 HEA Guidance
- OSS GD 002a Home Energy Assessment Sample
- OSS GD 003 Works Guidance
- OSS GD 004 Quality Management Guidance
- OSS GD 006 Homeowner Contract Minimum Requirements
- OSS GD 007 Web Portal User Guide
- OSS GD 008 Introduction to OSS Quarterly Business Reviews
- OSS REF 002 Technical Guidance for OSSs registered with SEAI
- OSS REF 003 Technical Support for Contractors registered with SEAI
- OSS CHK 001 Inspections Checklist per measure
- OSS REF 001 National Home Energy Upgrade Scheme T&Cs
- One Stop Shop Privacy Notice
- Domestic Technical Standards and Specifications (DTSS)
- SEAI Customer Charter
- S.R. 54:2014&A1:2019 Code of practice for the energy efficient retrofit of dwellings

Traditional Homes Pilot

- Traditional Homes Pilot Application Guide for One Stop Shops (including guidance for Traditional Building Professionals) (the "Traditional Homes Pilot Application Guide").
- DHLGH Guidance document - [Improving Energy Efficiency in Traditional Buildings: Guidance for Specifiers and Installers \(DHLGH\) 2023](#)

5 Requirements

The following items are key requirements and conditions of the Scheme. This is not an exhaustive list and items will be considered in further detail in the relevant sections below. OSSs must, at all times, be familiar with the current terms and conditions of the Scheme. OSSs must ensure that all relevant staff members, sub-contractors, partners, and relevant Clients are aware of the up-to-date guidelines of the Scheme.

5.1 General requirements

- **One Stop Shop:** The Scheme is only open to Client's who apply through registered OSSs. OSSs will have to be registered by SEAI in advance of making any applications on the Scheme.
- **Ownership:** The Scheme is only available to private homeowners and homes owned by Approved Housing Bodies. Private landlords may avail of the Scheme on behalf of their tenants, but corporate landlords are not eligible.
- **Age of property:** Year of construction of the relevant home must be prior to 2011 (i.e., constructed in 2010 or earlier).
- **Expiry:** All offers will expire 12 months after the date of the grant offer issued by SEAI.
- **OSS Registration Guidelines:** The OSS will be required to comply with all requirements and terms set out in its OSS appointment agreement and SEAI's OSS Registration Guidelines.
- **Two Stage Process:** An OSS can apply (on behalf of Client) for an HEA grant and/or a Works grant.
- **Previous grant support:** measures and HEAs cannot have been incentivised previously in the particular home under any other SEAI or other grant programme. All grant-supported measures must be for newly fitted materials/ products.
- **Application and Payment:** The application and payment will be through SEAI's online web portal, which is accessible to OSSs throughout the year.
- **A fundamental requirement of the Scheme is that HEAs and Works cannot commence before the date of**

For applications under the **Traditional Homes Pilot**, this document should be read in conjunction with the Traditional Homes Pilot Application Guide. In the case of any conflict or inconsistency between these two documents the Traditional Homes Pilot Application Guide shall take precedence.

the grant offer for the individual home.

5.2 HEA requirements

- For full details on the HEA requirements please review the OSS GD 002 HEA Guidance and the OSS GD 002a Home Energy Assessment Sample.
- Undertaking a Home Energy Assessment (HEA) is not mandatory; however, it is recommended.
- The HEA **must be transferrable** between multiple One Stop Shops; the Client must not be required to get a second HEA if they choose to work with a different OSS.
- If a Client is getting an HEA, the HEA must be completed before the Works application is submitted.
- Where a home has a BER of B2 or better the Client is still eligible for grant support for the HEA.
- The BER assessment must be completed by an independent party.
- The BER must not be more than 1 year old if it is carried out as part of the HEA.
- Where a Client is not getting a heat pump installed, the HEA must still include a Heat Pump Technical Assessment. This promotes the pathway to decarbonisation.
- The heat pump [technical assessment form](#) can be completed by a person employed directly by the OSS, provided that they are registered with SEAI as a Technical Advisor.

5.3 Works requirements

- For full details on the Works requirements please review the OSS GD 003 Works Guidance.
- **Pre and post-works BER:** In order to qualify for the Works grant, each home will be required to have a pre- and post-works BER assessment completed and published. In order to qualify for an HEA grant, each home will be required to have a pre-works BER assessment completed and published as part of the HEA.

- **Minimum Post-Works BER:** the minimum requirement under the Scheme is that each home has reached a post works BER rating of B2 or better. Homes that fail to reach this post-Works BER will not be eligible for grant payment.
- **Minimum Energy Uplift:** All homes must deliver a primary energy uplift of at least 100 kWh/m²/year.
- **Quality Management System:** Each OSS participating in the Scheme must maintain a quality management system in line with OSS requirements. The Scheme will be managed using a quality management approach. This is described in further detail in OSS GD 004 Quality Management Guidance and in the detailed OSS Operational and Quality Requirements Guide.
- **Standards:** The OSS must ensure compliance with all relevant technical guidance, including SEAI's Domestic Technical Standards and Specifications ("DTSS") and current Building Regulations.

For applications under the **Traditional Homes Pilot**, The OSS must ensure compliance with the DHLGH doc [*Improving Energy Efficiency in Traditional Buildings: Guidance for Specifiers and Installers \(DHLGH\) 2023*](#) and the Traditional Homes Pilot Application Guide.

- **Contractors:** For measures for which an SEAI contractor register is available, the OSS must ensure that the installation is carried out by an SEAI-registered contractor. For those measures for which no contractor register is available, the OSS must ensure that the installation is carried out by a competent contractor.
- **Available Measures:** The measures listed below are available for grant support under the Scheme. This list, as well as the applicable grant levels available for each measure, may be subject to change:
 - Home Energy Assessment
 - Ceiling insulation or rafter insulation
 - Wall Insulation: Cavity, External, Internal
 - Windows
 - External doors
 - Floor insulation
 - Heat Pump, or Air-to-Air Heat Pump
 - Central Heating System for heat pump (radiators or underfloor heating)
 - Heating controls
 - Solar hot water
 - Solar PV
 - Mechanical Ventilation
 - Air tightness
 - Project management
 - Heat Pump Bonus

5.4 OSS – Client contract

- The Scheme is open to private homeowners, Approved Housing Bodies and non-corporate landlords.
- Only applications made by the OSS on the behalf of the Client will be accepted as part of the Scheme.
- The OSS must enter into a contract with the Client in advance of grant application and commencement of the grant aided work on the HEA or Works. The OSS will have to ensure that it is legally entitled to apply on the Client's behalf. The minimum requirements with respect to the Client contract are given in full in [insert name of document].
- The OSS must ensure that the Client owns the property in question.
- The OSS must ensure that accurate Client details are collected on application.
- Although the OSS is expected to manage the entirety of grant journey SEAI may wish to contact the Client in relation to the Scheme and will be contacting them in relation to grant offers and grant payments.
- It is a requirement that the OSS discounts the full value of the HEA and/or Works grant (including project management) to the Client in a clear and understandable way.
- The Client will only be required to pay the cost of the works net of the grant. Payments will be made directly to the OSS on behalf of the Client.
- It is the responsibility of the OSS to ensure that the Client is fully aware of the terms, conditions and requirements within the Scheme and that the Client is aware of these in advance of commitment to proceed with grant applications.

5.5 Contractors and subcontractors

5.5.1 Requirements

All contractors engaged by OSSs to carry out HEAs or Works must meet all applicable requirements in the DTSS and be either be registered with SEAI where there is a specific registration requirement for that measure/technology (e.g., Better Energy Home scheme or Solar PV scheme) or be competent to complete the works. Requirements for competence are defined within the DTSS.

Note that the DTSS is subject to change and the document in force at the time of undertaking of the Works is the relevant version of the guidance.

5.5.2 Unregistered and deactivated contractors

Use of unregistered or incompetent contractors may give rise to serious sanctions for the OSS. From time to time, a contractor's registration with SEAI may cease or be deactivated. For example, contractors may be deregistered automatically if certain details aren't renewed. OSSs are responsible for managing and monitoring the relevant lists of SEAI registered contractors to ensure that their selected contractors are fully registered and compliant, where such registration is required. Works may be deemed ineligible for grant payment if a deactivated or unregistered contractor is used for works where such registration is required. In these situations, SEAI will expect that each OSS addresses the matter of a rejected grant payment with the Client. Issues arising in relation to contractors will be dealt with as part of the OSS's Quality Management process.

6 Grant Administration

The process of grant application, grant offer and payment is made on an individual home basis and is automated through the Web Portal. This provides instant decision-making on grant offers and clarity on grant support available by home.

6.1 Grant Dashboard

Grant applications and requests for payment are made via a Web Portal. The OSS will have access to a grant dashboard on the Web Portal that provides the status for each grant application submitted by that OSS. This will also highlight those applications which are within 8 weeks of expiry and require action. It is the responsibility of the OSS to ensure they are up to date with all applications and/or grant works in progress and grant offers which are nearing expiry.

6.2 Segregation of Duties

Good governance on the Scheme requires segregation of duties whereby the individual OSS personnel using the Web Portal will not have responsibility for both the application and the Request for Payment process. Access to the Web Portal is configured so that there are separate logins for individual OSS personnel completing a grant application on behalf of the OSS and requesting grant payment once the HEA or Works are complete. Each nominated OSS contact/ project lead will only have access to those areas of the grant portal that relate to them.

SEAI expects an OSS to implement proportionate segregation of duties along with sufficient oversight and review procedures to ensure that individual staff members do not have full responsibility for the end-to-end grant administration process, particularly with regard to grant offers and payment requests. Key controls may be reviewed from time to time and remediation plans will be expected where any issues are identified in line with the Quality Management approach. OSS management are responsible for implementing key controls relevant to the Scheme.

6.3 Data collection

The OSS will be required to gather application information for grant administration purposes and provide this to SEAI. This will include Client's names, address, telephone number, email and MPRN. The Client's email address will be used to communicate with the Client on administration and processing of the grant.



All personal Client data will be processed in accordance with the Scheme Privacy Notice, which is available on SEAI's One Stop Shop webpage. It is the responsibility of the OSS to ensure that the Client has read and accepted the Privacy Notice.

6.4 Document management

SEAI requires that OSSs will put in place adequate processes and rules to ensure that document flow is appropriately controlled. This includes ensuring that:

- All required documents are securely retained.
- All grant documents are actioned in a timely manner by the OSS administrator.
- Clients are given the appropriate documents in electronic and paper form as required.
- All documents requested as part of any grant application must be provided in electronic form to SEAI. In the event that documents were originally in paper form these should be securely retained.
- Contractors/installers engaged by OSSs to carry out grant aided HEAs or Works are sent the documents and information relevant to their works before works commence.
- All Designers, Technical Advisers/ Assessors and BER Assessors or any other individuals engaged by OSSs are provided with the information and documents they require (e.g., grant documents signed by the contractor and Client after all HEA or Works are completed).
- All processed documents are scanned, uploaded and stored.
- All supporting documentation must be retained by the OSS for the term of the relevant contract to which they relate plus a period of 7 years.
- The OSS is responsible for retention and document management for every item associated with each individual grant application, even where it engages agents/subcontractors to carry out certain works etc.
- Each OSS should ensure that the relevant business systems and operational processes are in place to allow for efficient document transfer.

7 Marketing

OSSs shall meet all applicable marketing requirements or guidelines issued by SEAI. In addition:

- Any marketing activities should acknowledge the funding received from SEAI.
- Where signage or displays are being created in relation to particular buildings or events, then the OSS should request the SEAI logo from SEAI for inclusion accordingly.
- SEAI should be provided with copies of any relevant press releases or promotional materials prior to finalisation.

Please review the information in the Marketing SharePoint folder for more information. To access the folder, please contact admin@seai.ie

8 Performance and compliance issues

The maintenance of an effective and collaborative ongoing working relationship between SEAI and the OSS will be key to management of the Scheme. The OSS will be subject to reviews to ensure compliance with Scheme requirements as set out in this document and any other terms and conditions or requirements of the Scheme. This process will also review broader items to ensure effective operation as a registered OSS.

The OSS is expected to remedy any items identified as not in line with the relevant requirements and/or guidelines for the Scheme, OSS Registration Guidelines or the OSS appointment agreement. Where an OSS's performance falls

outside of the required performance levels then appropriate guidance will be provided by SEAI or sanctions levied. Any issues will be communicated to the OSS.

Any performance related issues identified in relation to any agent, partner or subcontractor of an OSS is the responsibility of the OSS to remedy. The OSS will be expected to provide a remediation plan and timelines to remedy any identified issues.

Minor issues identified will be addressed through the OSS's Quality Management system and the creation of a remediation plan. In cases of health & safety, fraud or serious non-compliance, the OSS may be subject to sanctions, details of which are set out within relevant section of the OSS appointment agreement and OSS Registration Guidelines. Cases of fraud may also be referred to An Garda Síochána. In summary, these serious issues or continued issues of poor performance or quality management may give rise to the following sanctions:

- **Remedial Plan Process:** OSS is required to agree and implement a remedial plan to address identified issues.
- **Partial Suspension:** Suspension of OSS from creating new applications. Payment of grant works in progress may still be possible. Clients affected by the suspension may be notified.
- **Full Suspension:** Suspension of OSS from creating new applications, making further requests for grant payments or receiving grant payments where works have been completed. Clients affected by the suspension may be notified.
- **Termination:** Termination of OSS appointment agreement. OSS can no longer act as One Stop Shop. Clients affected by the termination may be notified.

9 Document History

Revision	Date	Reason for change	Change Owner
1.0	10/01/24	Document combined into OSS Operational Grant Rules 2024 document	HW
2.0	10/09/24	Document split back into individual documents and named OSS GD 001 Operational Grant Rules & Guidance	FF
3.0	18/10/24	Document renamed OSS GD 001 National Energy Upgrade Scheme Guidelines and section on Traditional Homes Pilot added.	FF
4.0	13/11/24	Document updated to include Traditional Homes Pilot Guidance.	SW



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