

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 **2 months** 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](#).



Contractor Declaration of Insurance		seai
<p>This form must be completed by a Registered Insurance Broker or Agent, or an Insurance Company licensed to issue cover in the Republic of Ireland, as approved by the Financial Regulator.</p> <p>We hereby verify that the under-insured contractor holds the indicated insurance, including the minimum standards as indicated, required by the Sustainable Energy Authority of Ireland (SEAI) for participation in a Registered Contractor under the Better Energy Homes scheme. Policy documents and current renewal receipts must be available for inspection.</p>		
Contractor / Insured Details		
Name of Contractor / Insured		
Address of Contractor / Insured		
Full Business description (as per website)		
The Contractor / Insured is covered under the policy to carry out the following work:		
Roof Insulation	<input type="checkbox"/>	
Cavity Wall Insulation	<input type="checkbox"/>	Dry-brick Insulation (DIBI) <input type="checkbox"/>
External Wall Insulation	<input type="checkbox"/>	
Please tick ALL appropriate boxes:	Heating Controls Upgrade <input type="checkbox"/> Solar Thermal <input type="checkbox"/>	
	Heat Pump Systems <input type="checkbox"/>	
Number of Persons Employed		
Employers' Liability Insurance		
Policy No.	Policy No.	
Cover start date:	Expiration date:	
<ul style="list-style-type: none"> • Policy provides an indemnity limit of not less than €1,000,000 any one event • Jurisdiction includes Republic of Ireland • Indemnity includes accidents occurring anywhere worldwide • Policy is current and the premium has been paid 		
Public / Products Liability Insurance		
Policy No.	Policy No.	
Cover start date:	Expiration date:	
<ul style="list-style-type: none"> • Policy provides an indemnity limit of not less than €1,000,000 any one event for Public Liability and not less than €100,000 in the aggregate for Products Liability • Jurisdiction includes Republic of Ireland • Indemnity includes accidents occurring anywhere in Ireland • Policy is current and the premium has been paid 		
Insurance Company or Broker's or Agent's Details		
Name:	Insurable Company of Broker or Agent's Stamp	
Signature:		
Position:		
Date:		

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.

2. Sections to completed by your Contractor

(a) Energy Upgrade Cost AND Dwelling Type

Total Cost of External Wall Insulation including Labour and VAT		€	
Please Confirm Dwelling Type	Detached House <input type="checkbox"/>	Semi-Detached <input type="checkbox"/>	End of Terrace <input type="checkbox"/>
	Mid Terrace <input type="checkbox"/>	Apartment (Top, Mid or Ground Floor) <input type="checkbox"/>	

(b) Energy Upgrade Specification

(Please COMPLETE ALL of the following)

	Before Works	After Works
% Total Wall Area of Home Insulated	%	%*
(Average) Depth / Thickness of Insulation	mm	mm
(Average) Calculated U-Value for Wall	W/m²K	W/m²K
Name of ETICS used by you for this property		
NSAI Agrément Certificate number		
Area of wall EXTERNALLY insulated by you	m²	

*If less than 100% (e.g. mixed wall measure), please provide detailed explanation in comments box below, or attach on a separate sheet, noting that the grant requires a whole-house solution.

(c) Contractor Declarations

Page _____ of _____

Registered Contractor ID Number _____

Contractor (Company) Name (BLOCK CAPITALS) _____

- I declare that all works indicated overleaf are fully compliant with the Better Energy Homes Contractor Registration Terms and Conditions, the Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractors Code of Practice.
- I confirm that I have been paid in full or an agreed payment schedule contract is in place by the homeowner for the works described and that I have personally completed section 2 of this form to reflect the works undertaken.
- I confirm I have completed Section 4 (Pre-Grant Evaluation Estimate data) on the BER DOW Form as required for all energy upgrades undertaken by me and have returned the form to the homeowner.

Signature of Nominated Person*	Date: / /
Nominated Person Name (BLOCK CAPITALS) *	
DATE THE GRANT WORK WAS COMPLETED	Date: / /

*Must be a nominated person on Contractor Registration List

1. Enter cost of works (grant-related costs only) & dwelling type.

2. Enter accurate details of upgrade works, adding supplementary information as required.

3. Enter ID Number & Company Name.

4. Nominated person must sign and date & enter date of works.

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 **4 weeks** 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:

VENTILATION No background vent fitted in kitchen living area	Background vent not fitted but required	SEV 1
VENTILATION No mev in utility room with washing machine and tumble dryer and no advisory notice given to homeowner	Mechanical extract ventilation advisory note not available	SEV 3

yes no*
yes no*

Ensure each rework has been circled 'yes' once complete

Contractor Nominated Person signature	Print Name	Date
Homeowner signature	Print Name	Date

Declaration must be signed & dated by you and the homeowner

Reworks appeals

- Appeals must be submitted to inspections@betterenergyhomes.ie within **2 weeks** 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	
<input checked="" type="checkbox"/>	*Agrément certificate (or equivalent) for spray foam
<input checked="" type="checkbox"/>	*Warranty

Heating Controls Upgrade	
<input checked="" type="checkbox"/>	*User manual
<input checked="" type="checkbox"/>	Electrical Safety Notice (if required)

Wall Insulation	
<input checked="" type="checkbox"/>	*Agrément certificate (or equivalent)
<input checked="" type="checkbox"/>	*Warranty
<input checked="" type="checkbox"/>	MEV Safety Notice (if required)

Heat pump systems and solar hot water:

Heat Pump Systems	
<input checked="" type="checkbox"/>	*Commissioning certificate
<input checked="" type="checkbox"/>	*RECI certificate
<input checked="" type="checkbox"/>	*User manual
<input checked="" type="checkbox"/>	*Designer/Installer Sign-off Form
<input checked="" type="checkbox"/>	*Eco Design Datasheets
<input checked="" type="checkbox"/>	F-gas certificate (if required)
<input checked="" type="checkbox"/>	GSHP design documents (if required)

Solar Hot Water	
<input checked="" type="checkbox"/>	*User manual
<input checked="" type="checkbox"/>	*Commissioning report
<input checked="" type="checkbox"/>	Solar Hot Water Safety Notice (if required)
<input checked="" type="checkbox"/>	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. Use of contractor's own MEV Safety Notice is not permitted; the SEAI template must be used.

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. Designer/Installer forms may only be signed by nominated personnel.

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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e: info@seai.ie
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