

**Green Homes Grant FAQs**

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**Can I get my old/inefficient boiler replaced?**

Boiler replacements are not covered, unless you wanted to look at options for low carbon heat, such as heat pumps or solar thermal.

**Can I upgrade my double glazing?**

Double (or triple) glazing is only covered if replacing single glazing, and if a primary measure (insulation or low carbon heat) is installed as well.

**Can I replace my old doors?**

Energy efficient doors are only covered if replacing single-glazed or solid doors installed before 2002, and if a primary measure (insulation or low carbon heat) is also installed.

**Can the work be done by a local installer of my choice?**

Work under the Green Homes Grant must be done by a [TrustMark](#) or [Microgeneration Certification Scheme \(MCS\)](#) accredited installer, so please [check if your local installer is accredited](#).

We are aware that there are limited local installers available for some measures, and that they are very busy with all the interest. We have also heard that there has been a delay in getting new installers accredited, so it may be that the choice increases over time.

**Our household doesn't receive any benefits, can we still apply?**

Yes! The general scheme of up to £5,000 is open to householders and landlords, regardless of income. There is a low income scheme of up to £10,000 for households that receive means-tested or disability benefits or tax credits.

**Where can I get advice on installing an air source heat pump?**

There is lots of great information online, for example: [Energy Saving Trust \(EST\)](#), [Carbon coop](#), [Centre Alternative Technology \(CAT\)](#), or ask a [MCS accredited installer](#).

**Can I combine funding from the RHI and Green Homes Grant?**

You can claim [domestic Renewable Heat Incentive \(RHI\)](#) for renewable heat installed through the Green Homes Grant, and the grant amount will be deducted from the RHI payments.

**Does the Green Homes Grant include insulation/heating for park homes?**

Park homes are eligible for both the general scheme of up to £5,000 and the low income scheme of up to £10,000, which will cover insulation and/or low carbon heat as primary measures.

**Can I get some walls (or floors) insulated but not others?**

Yes. If you are installing external or internal solid wall insulation, you must externally insulate all suitable space on that wall or internally insulate all external-facing suitable space in that room, but it is not a requirement to insulate all the external walls of your property or internally insulate all the rooms in your property. If you've already partially insulated your home, you can claim to insulate the remainder and if you have loft insulation below the recommended amount you can 'top up' to that level. More information on the [government website](#).

**How do I apply for the Green Homes Grant?**

Applications opened on 30th September. You can [apply online](#) and these are the [full terms and conditions](#). You will need a quote from an approved tradesperson. You must have a voucher approved before beginning any work.

**How many quotes do I need to get?**

It is recommended to get at least three quotes, to ensure best value for money, but you will only need your chosen one for the application.

**Are there voucher caps?**

No voucher caps have been announced. If you are a landlord the Green Homes Grant counts towards state aid, so check that applying does not exceed your state aid threshold.

**When is the deadline to apply?**

You must redeem the voucher and ensure measures are completed by 31 March 2021. So, you will need to apply in time to get the work done before that date. There is likely to be a lot of interest in this scheme and installers will be busy, so if you are interested, don't leave it too late.

**What work/measures would you recommend for my home?**

There is such a variety of needs between building types and household circumstances we can't recommend measures and would suggest you get expert advice from an accredited installer or retrofit assessor/coordinator. You can search for a retrofit assessor or coordinator on [TrustMark](#) or via their accreditation body e.g. Elmhurst, Stroma.

**What do I need to look out for in terms of measures, installers, etc.?**

[TrustMark](#) approved tradespeople will be a member of certification body or scheme registered with TrustMark and meet Trustmark criteria. These tradespeople will also likely be PAS or MCS certified.

The government have provided [guidance on what the grant does and doesn't cover in terms of measures and additional work](#). Additional work includes:

- professional services to ensure compliance e.g. design, calculations, modelling, surveys, damp and air tightness/ventilation
- contractor costs e.g. labour, materials, scaffolding, waste removal and VAT
- enabling works e.g. structural, damp, infiltration and ventilation
- low carbon heating systems e.g. pipework, pumps, valves, hot water tank, controls, underfloor heating and high capacity radiators

So, make sure to get these included in your quotes.

For insulation, please ensure that you get a guarantee for the work e.g. [CIGA](#) for cavity wall and [SWIGA](#) for solid wall.

**What would be your advice regarding potential scam activity?**

We have heard that unfortunately households have been offered work not included in the scheme, by installers not registered with the scheme, and before the scheme launched and vouchers were available. If you think you have been miss-advertised or miss-sold energy efficiency measures, please speak to your [local Trading Standards office](#). If you are concerned about whether the work you are being offered is a scam, please don't feel any pressure to agree to anything before you [check what measures are covered by the scheme](#), [check whether the installer is accredited](#), or [seek advice and support](#).