

## Green Homes Wales

### Retrofit coordinator guidance

#### Scheme overview

The Green Homes Wales Scheme (“the Scheme”) is designed to help private homeowners (“Applicants”) by providing access to advice and funding to guide them on their decarbonisation journey. The Scheme enables Applicants to access a Retrofit Coordinator (“RC”) and a Retrofit Assessor (“RA”) to identify solutions for improving their home's carbon footprint.

Eligible Applicants will be able to engage with a RC who will determine potential courses of action based on their home's specific circumstances. The RC will work with the Applicant to decide on the most suitable measures based on budget, need, and preference as set out under PAS2035.

#### SECTION 1: The role of the retrofit coordinator

The Scheme requires qualified retrofit coordinators to provide applicants with end-to-end support through their decarbonisation journey. This will be completed over three phases of engagement, namely:

**Phase 1:** Whole house retrofit assessment and report;

**Phase 2:** Quotes and installations; and

**Phase 3:** Project completion and evaluation

Please note, Phases 1 and 3 are mandatory and must be completed by you. Phase 2 is optional should the Applicant choose to arrange for their own quotes and installations.

#### Phase 1: Whole house retrofits

Eligible applicants will receive support from an RC to undertake an individual home assessment comprising of a Retrofit Assessment Report, an Improvement Options Evaluation and Medium-Term Plan.

- **Retrofit Assessment Report-** Arrange for a Retrofit Assessment Report to be completed by a suitably qualified Retrofit Assessor. If this is carried out by the Retrofit Coordinator any conflict of interest must be disclosed to the Applicant and appropriately managed. Alternatively, the RC may wish to appoint an independent Retrofit Assessor to complete this work. In such circumstances the RC is responsible for the contractual relationship with the RA. The fee associated with RA’s appointment is provided for within the fee payable to the RC and the RC will therefore be responsible for paying the RA’s fees. The Scheme will not be responsible for

any payment owing to the RA. Any RA appointed to work on behalf of the Scheme must hold the relevant Retrofit Assessor qualification and be registered with TrustMark.

The Retrofit Assessment Report should be carried out in full compliance with PAS 2035 requirements including lodgment with the Trustmark Data Warehouse.

- **EPC Rating**– As part of the Report, the Scheme requires a current EPC rating to be quoted.
- **Improvement Options Evaluation and Medium-Term Plan** – Provide the Applicant with these comprehensive home reports which outlines and identifies a recommended package of appropriate measures to form the basis of a medium-term improvement plan(s) for the dwelling, in line with PAS 2035 standards. These reports must also be submitted to the Scheme.
- Please note, where you are recommending the installation of insulation, you will need to confirm the related impact on moisture within the assessed property has been properly considered in conjunction with any other Eligible Measures identified as being suitable for installation at the property.
- **Minimum required quantitative information for Recommendations Report:** - For each recommended retrofit measure, please include the following details:
  - Estimated Capital Cost (£)
  - Simple Payback Period (years)
  - Lifetime CO<sub>2</sub>e Savings (tCO<sub>2</sub>e)

Following completion of Phase 1, the Applicant will decide whether to pursue the recommended works. If the Applicant chooses to proceed and requires funding from the Scheme, further RC support will be required.

Applicants who choose to proceed will notify the RC whether they require the RC's assistance with phase 2 and phase 3, or just phase 3 support, the latter being mandatory to comply with PAS 2035.

The Scheme will make payment for Phase 1 services directly to the RC once the Applicant or RC provides the Scheme with the relevant documentation as described in Section 3.

#### **Phase 2: Quotes and installations.**

Applicants who choose to proceed may require support to identify and appoint appropriate installers and suppliers. If they do require support during Phase 2, the RC will assist with the following:

- Support the Applicant in correctly sequencing the installation of measures.

- Support the Applicant in gathering and reviewing necessary quotes from installers, suppliers and designers as required.
- Support the applicant in submitting an application for funding from the Scheme.

**Guidance regarding Installers-** To be eligible to work with a homeowner in providing installation services for their chosen Eligible Measures, Installers must meet the following criteria must be met:

**PAS 2030 Accreditation:** All installers must work to PAS 2030 requirements in the completion of the work and be TrustMark registered.

In the case of low carbon heating technology such as Solar or Heat Pump installation, it is sufficient for the installer to be Microgeneration Scheme (MCS) accredited only.

**Installer support to homeowners-** Installers will be expected to work with homeowners and/or their RC to understand their required installations works and provide them with a reasonable quote for the works.

Quotations must include the following details:

- i. Name and address of homeowner(s);
- ii. Name and address of installer;
- iii. TrustMark and/or equivalent accredited body registration number;
- iv. VAT registration number if applicable to the relevant Eligible Measures;
- v. Clearly defined Eligible Measures and associated costs; and
- vi. Confirmation of the validity period for the quotation provided.

The installer will be required to work with the RC as required, including in providing all relevant documentation for TrustMark lodgements.

Following receipt of all the relevant quotations, the homeowner may require assistance with completing Application Form B for an unsecured loan and potential further non repayable grant funding to pay towards the cost of installing the identified relevant Eligible Measures. The relevant quotations will need to be submitted along with the application.

Once received and reviewed, the Scheme will then confirm the funding offer available to the applicant, including any available grants.

**Note:** Any Project design costs required should be established as part of the quotation work and outlined in the Application for funding if the Applicant wishes to add these fees to the loan.

The Scheme will make payment for Phase 2 services once the Applicant provides the Scheme with the relevant documentation as described in Section 3.

### **Phase 3: Project completion and evaluation**

Following acceptance of the funding offer by the Applicant, RC support will be required for project completion and evaluation in alignment with PAS 2035 standards. This will include:

- overseeing the installation of measures;
- ensuring the installer adheres to the plan;
- completing an overall evaluation of the project;
- ensuring that all relevant data is lodged with the Trustmark Data Warehouse;
- Arranging completion and registration of a post project EPC report.

The Scheme will make payment for Phase 3 services once the Applicant provides the Scheme with the relevant documentation as described in Section 3.

## **SECTION 2: Applicant engagement process**

### **Phase 1 engagement**

**Application for Retrofit Coordinator support-** Applicants that have determined that Green Homes Wales is an appropriate option for them will complete an application form to the Scheme for Phase 1 support. If successful, this will result in the provision of funding for a Retrofit Assessment Report and Recommendations Report.

As part of the Application, applicants will be required to provide details of the dwelling including location and verification of ownership, as well as income and expenditure information to allow the Scheme to establish what level of funding could potentially be made available. This aims to support in the planning of appropriate measures for the home.

Once the application has been approved, the Applicant will be able to choose an RC to work with from the Scheme's approved provider list. It is at the discretion of the Applicant who they wish to work with and the Scheme will not be responsible for allocating or promoting RCs to Applicants.

**Contracting with the Applicant-** The contract for work will be directly between the Applicant and the RC. On engagement, the RC should provide the Applicant with their standard terms and conditions for providing the services required.

**Notifying the Scheme-** Once instructed by the Applicant, they will inform the Scheme of your appointment. You will then receive a letter of instruction from the Scheme, which will confirm that the work can be initiated. No work must commence until the RC has received our letter of instruction.

**Completion of the work-** Once the above has been confirmed, Phase 1 work can be completed. Please refer to Section 3- Terms of service for payment arrangements.

### **Phase 2 engagement**

**Existing customer-** Applicants supported in Phase 1 may require support in identifying installers, gathering quotes and developing an application for funding. If this is required, the Applicant will notify this to the Scheme and an instruction letter will be issued to the nominated RC. Full details of the Applicants' application process can be found in the Scheme Guidance.

Please refer to Section 3- Terms of service for payment terms

**New customer-** In some circumstances Applicants may engage with RC's that did not support them during Phase 1 requirements. If this is the case the same process should be followed as noted above for existing customers.

### **Phase 3 engagement**

**Application for funding-** As part of the application for funding the Applicant will identify which RC they are engaging with to support with project completion and evaluation requirements. The Scheme will approve the RC as part of the loan offer approval process and a further instruction letter will be issued for phase 3.

**Contracting with the Applicant-** this may have already been captured in earlier phase contracting arrangements with the Applicant. If not, standard terms and conditions should be agreed with the Applicant.

Please refer to Section 3- Terms of service for Payment terms

## SECTION 3: Terms of service- Retrofit Coordinator participation in the Green Homes Wales scheme

**Approved List-** To be a participating RC you must apply to the Scheme to be listed on the Green Homes Wales Retrofit Coordinator approved list (the “Approved List”).

To apply the RC should complete the Retrofit Coordinator Supplier Questionnaire. The application will be reviewed by Green Homes Wales and on approval, the RC will receive confirmation that they have been accepted to work with the Scheme. The Approved List will be accessible to Applicants following application approval for funding for Phase 1. As noted above, it is at the discretion of the Applicant who they chose to work with. We will not allocate RCs to Applicants.

**Accreditation and registration-** To be an approved RA and RC for the Scheme you must hold the relevant Retrofit Coordinator qualification and be registered with TrustMark.

**Quality assurance-** All work undertaken must be fully compliant with the PAS 2035 standards. Sample testing will be undertaken to ensure compliance. Any instances of non-compliance will result in the RC being removed from the Approved List at the discretion of the Scheme.

**Service arrangements-** Service arrangements will be undertaken as follows:

**Contract for services-** this will be directly between the RC and the Applicant. The Scheme will not be part of individual contract arrangements.

**Payment for services-** The payment for each phase of work will be as follows:

**Phase 1: Up to £500** - covering the cost of completion of a Retrofit Assessment Report by an RA (or RC where relevant), completion of the Recommendations Report which includes the Improvement Option evaluation and medium-term plan and providing the current EPC rating.

**Phase 2: Up to £200** - support and guidance on identifying installers and gathering quotes to support a funding application.

**Phase 3: Up to £300** - covering the costs of overseeing project completion and end of project evaluation (inc. registration of post project EPC report).

If it is anticipated that costs will exceed the fee cap as described above, particularly for more complex projects where design work might be required, the Applicant may apply for these to be included in the loan offer or pay from own resources.

**Invoicing for services-** RC costs will be covered by a grant from the Scheme to the customer. RC's invoices can be submitted by the Applicant or the RC after completion of each phase of work or can be submitted at the end of the project for all phases undertaken.

Each RC invoice should be submitted directly to the scheme and clearly state the following:

- Be on letterheaded paper
- The name of the Applicant and address of the property supported
- The phase of work being claimed for; and
- Confirmation of the RC payment details

The Scheme will aim to make all payments within 10 business days.

The Green Homes Wales team is on hand to support with any questions throughout the Retrofit Coordination work. If you need to contact the team please email [info@greenhomes.wales](mailto:info@greenhomes.wales).