

welcome to
intu**eco**



About ECO Funding

The Energy Company Obligation (ECO) is a Government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty. The scheme began in April 2013, and over time it has been amended. ECO4 commenced on 1 April 2022, and applies to measures completed from 1 April 2022 and will run until 1 April 2026. We have access to ECO funding via the installers we work with, meaning we can arrange the installation of a wide range of energy efficiency measures in your home to help reduce your fuel costs.

Is it really free of charge?

Yes, so long as you meet one of the following:

1). Someone in your household is in receipt of a qualifying benefit:

Working Tax Credits

Child Tax Credits

Universal Credit

Employment and Support Allowance (Income Based)

Job Seekers Allowance (Income Based)

Child Benefit (with earnings threshold)

Pension Credit

Housing Benefit

Income Support

OR

2). Flexible Eligibility Criteria through your Local Authority:

Route 1: Low Income

- If your household earns **less than £31,000 per year** (before tax) you will qualify.

Evidence Required:

- Last 3 months bank statements are required for every adult resident in the household, to confirm you meet the earnings criteria. You are welcome to cover as much information as you like (account number/sort code etc), so long as the Council can clearly see the following: Full name and address | Date of the statement | All incoming amounts
- If you are in employment, you will also need to produce the last 3 months' payslips.
- If you receive a private pension, you will also need to produce the most recent P60.

Route 3: NHS Referral

- If you have a qualifying health condition, we may be able to complete an application and collect some basic health evidence (eg. repeat prescription slip) to send off to one of our contracted GP's. In some areas, you may have to go to your own GP for approval.

Ownership & Occupancy

If we're completing a gas boiler upgrade in your property, this is very strictly only open to **owner occupiers**. We must demonstrate that you both own the property and that you live there. For us to do this we need to do the following:

- **Land Registry search** to see who the registered owners of the property are. If you've moved into your property within the last 12 months, there's a chance Land Registry hasn't been updated yet, where we'd have to ask you for further proof. Likewise, you may have owned the property for a very long time, where your property isn't registered at Land Registry. If this is the case, we may need to take a photo of your deeds instead.
- Obtain **proof of address** dated in the last 10 months

Minimum Requirement

For us to access ECO funding for boiler/heating upgrades, we need to meet the 'minimum requirement'. This means that there must be the following:

- If walls are of cavity construction, they must be insulated
- If there is a standard loft space, there must be at least 270mm of existing loft insulation



If the walls and loft are already insulated to the above standards, we won't have to address anything else to do with the 'fabric' of the property and can simply proceed to installing the boiler/heating upgrade in your property.

Where needed, we can install both cavity wall and loft insulation, and it will be completely free of charge to yourself.

If we're having to install insulation, we will need to address **ventilation** in your property, which means we may have to do the following at the time of installation:

- **Install trickle vents** on all windows (visit www.air-box.co.uk for more information)
- **Install extractor fans** in all 'wet rooms' in your property - any room that has a sink in it (Kitchen/Bathroom/WC etc)



FAQs

What happens next?

We will book you in for a full technical survey where it involves completing a full energy assessment of your property. Prior to the survey, we will be processing your application and sending everything off to your Local Authority (if applicable) where we should receive a FLEX (funding) declaration that enables us to carry out works free of charge. After your survey, we will then pass it over to a Trustmark accredited installer to carry out the installation. You will typically hear from the installer within a couple of weeks.

Is the work guaranteed?

Each measure is installed by a Trustmark accredited installer, giving you peace of mind that they must consistently meet high levels of workmanship and quality. Boilers installed under the ECO scheme have a minimum of two-year financial protection for all works carried out in and around your home.

Will I be asked to pay anything towards the cost?

99% of the time, everything is carried out **completely free of charge**. However, there are some rare instances which may require a contribution for us to carry out the works. For instance, if you have a one pipe central heating system, we will have to upgrade your entire heating system to a two pipe system to meet building regulations. If we need to ask you for a contribution you will be contacted to advise of this before any works commence.

I've changed my mind, can I cancel?

If at any point you change your mind about having an installation you can change your mind at any time, with no cost to you whatsoever. Just contact us to let us know.

CONFIRMATION



www.intueco.co.uk
hello@intueco.co.uk

0115 822 5022

Customer Details

Name:

Address:

.....

.....

Postcode:

Qualifying Route

- LA FLEX – Route 1: Household Income less than £31,000
- LA FLEX – Route 3: NHS Referral
- Qualifying State Benefits

Free ECO Measures Discussed

- Gas Boiler Replacement/Upgrade
- Air Source Heat Pump (Electric Properties)
- Electric Storage Heater Upgrade
- Other:
- Cavity Wall Insulation
- Loft Insulation
- Solid Wall Insulation

Survey Booked

Surveyor:

Survey Date:/...../.....

Survey Time:

ECO Advisor Details

Name:

Phone:

Visit Date:/...../.....

We understand that plans change. If you are unable to make the survey appointment, please let us know as soon as possible.

PLEASE NOTE: You are under **no obligation** to proceed with any of the ECO measures and you are welcome to cancel at any time.