

Warmer Homes programme

Terms and conditions

These terms and conditions apply to applications received after 06 October 2022.

1. Eligibility for the programme

- 1.1 Properties in which energy efficiency improvements are being installed must be located in Greater London (that is, within the 32 London boroughs or the City of London).
- 1.2 Properties must not be new build or self-built homes not previously occupied.
- 1.3 To apply to the core Warmer Homes programme, you must be:
 - the registered owner and live in the property which is your main private home and used wholly for residential purposes **OR** the tenant of a property which is rented from a private landlord who must be the registered owner of the property **OR** the private landlord of an eligible tenant
AND
 - in receipt of qualifying benefits as set out at **Appendix 1** or declared by the Greater London Authority or a borough to which it has delegated responsibility to be eligible to receive funding under the Energy Company Obligation (ECO) Flexible Eligibility scheme
- 1.4 To qualify for the Sustainable Warmth element of Warmer Homes:
 - you must be the registered owner and live in the property which is your main private home and used wholly for residential purposes **OR** the tenant of a property which is rented from a private landlord who must be the registered owner of the property **OR** the private landlord of an eligible tenant
AND
 - your net household income must not be higher than £20,000 per year after tax, National Insurance, Council Tax, and mortgage or rent costs, subject to equivalisation (see **Appendix 1**).
AND
 - the property must have an Energy Performance Certificate of D (subject to an overall programme cap), E, F or G
- 1.5 The following additional eligibility criteria apply to applicants in the private rented sector:
 - both the landlord and tenant must consent to the application being made
 - the landlord possesses a valid licence for the property, if required by either national legislation or local licensing requirements
 - the landlord is not listed on the [Mayor of London's Rogue Landlord and Agent Checker](#)
 - the landlord has not received State Aid totalling more than 200,000 Euros over the last three years
 - there is no ongoing enforcement action in relation to the property under the Housing Health and Safety Rating System (HHSRS - [link](#)) in relation to the following Category 1 hazards:
 - damp and mould growth

- excess cold
 - excess heat
 - carbon monoxide and fuel combustion products
 - uncombusted fuel gas.
 - Certain energy efficiency improvements are not available to the private rented sector – please refer to Appendix 2
- 1.6 to receive funding under the Sustainable Warmth element of the programme the landlord must fulfil their obligations under the Minimum Energy Efficiency Standards:
- if the property is rated EPC F or G the landlord must have already spent up to the cost cap or registered a high cost exemption
 - if the tenant is eligible for core Warmer Homes funding this can be used to fulfil the landlord’s cost cap (subject to funding being available)
- 1.7 The following additional criteria apply to applicants living in Houses in Multiple Occupation (HMO):
- the HMO must be licensed
 - an HMO with shared cooking facilities will be treated as a single dwelling and one with private cooking facilities as being composed of individual units
 - for core Warmer Homes funding there will be a grant maximum per individual unit (£2,000) and per HMO (£10,000). To receive a grant for the whole dwelling at least half of the individual units must be eligible
 - for Sustainable Warmth funding the average income per individual unit must be below the income threshold.
- 1.8 Any energy efficiency improvement(s) installed must be from the list of qualifying measures set out in **Appendix 2** and must meet the relevant eligibility criteria.
- 1.9 You will not be eligible for funding under Warmer Homes if you have received funding under previous Mayoral fuel poverty schemes, including Warmer Homes.
- 1.10 You will not be eligible for funding under Warmer Homes if your property is undergoing renovations.

2. Applications to the programme

- 2.1 The Warmer Homes programme is being administered and delivered by RetrofitWorks, supported by the Greater London Authority.
- 2.2 Applications to the fund must include:
- your contact details, including a telephone number and e-mail address
 - information on your home
 - information on the benefits you receive and / or
 - information on your household income, household composition (including age) and any illnesses or disabilities that a member of the household may have
 - details of your Freeholder / Managing / Letting Agent if a leasehold property – their permission will be required for most energy efficiency measures.
- 2.3 Applications from tenants or landlords in the private rented sector must also include:
- if the landlord is applying, contact details (within the rules of GDPR) of their tenant need to be provided to obtain consent for the application

- if the tenant is applying, contact details (within GDPR) of their landlord or letting agent to provide consent for the application
 - a signed State Aid declaration from the landlord.
- 2.4 All the information you provide in your application must be accurate. If any of this information changes at any stage between you applying for the fund and receiving the agreed home improvements, you must notify RetrofitWorks immediately, as it may affect your right to the energy efficiency improvements.
- 2.5 RetrofitWorks will carry out the following checks on behalf of the applicant:
- benefits checks using a Department for Work and Pensions approved online process for benefits verification – you will need to consent to this before a check can take place
 - Land Registry checks to confirm the homeownership status of the homeowner or landlord
 - if the property is a privately rented property, licensing checks to determine whether a valid licence is required and a check against the Mayor of London’s Rogue Landlord and Agent Checker
 - other checks that may be required to confirm eligibility of the applicant and / or the property
 - freeholder requirements, if leasehold property.
- 2.6 If you do not meet the benefits eligibility criteria you may still be eligible for support through the Greater London Authority’s ECO Flexible Eligibility scheme. You should contact the [Warmer Homes Advice Service](#) to check whether you are eligible.
- 2.7 New applicants to the Sustainable Warmth element of Warmer Homes will have their income verified by RetrofitWorks.
- 2.8 Where you or your tenant are eligible under the ECO Flexible Eligibility scheme, RetrofitWorks will validate your application provided the following conditions have been met:
- a Land Registry check has confirmed that you or your landlord are the owner of the property named in your application **AND**
 - a local authority to which the Greater London Authority has [delegated authority](#) , has provided RetrofitWorks with a Flexible Eligibility declaration in your name (you will need to consent to the authority providing RetrofitWorks with this information). The local authority may contact you to confirm the details that you have provided.
 - other conditions that may be required to confirm eligibility of the applicant and / or the property.
- 2.9 RetrofitWorks may ask for further information to determine eligibility and you must provide this information within the specified timeframe if you wish to continue with the application.
- 2.10 If you are making an application on behalf of someone else, the person on whose behalf you are applying will still be required to sign any documentation in relation to the fund, including grant agreements, unless they have given you power of attorney and you are able to produce information to this effect.

- 2.11 The fund operates on a first come, first served basis. Even if all the eligibility criteria are met, energy efficiency improvements are subject to the availability of funds, there being eligible energy efficiency improvements to be made and accepting the proposal and recommendations made by RetrofitWorks. RetrofitWorks will carry out the allocation of funding and oversight of installations, the maximum grant funding is not awarded in all cases. There is no guarantee that applications under this fund will be successful and being eligible does not confirm allocation of any grant funding.

3. Cancelling applications

- 3.1 RetrofitWorks has the right to cancel applications or require that the cost of improvement(s) is repaid, if any one or more of the following events occur:
- 3.1.1 any information provided in your application is subsequently found to be untrue or inaccurate
 - 3.1.2 any information provided in your application is incomplete and, you fail to provide the information on request
 - 3.1.3 you were not eligible, or prior to receiving the improvement(s) you ceased to be eligible
 - 3.1.4 you fail to comply with these terms and conditions
 - 3.1.5 appointments for the survey or improvement(s) cannot be made within a reasonable timescale because you are not contactable or are unavailable over a period of greater than 21 days a month after the first time you are contacted
 - 3.1.6 the survey cannot be undertaken, or the improvement(s) cannot be carried out because you are not at home at the agreed appointed time(s), or if you have repeatedly tried to rearrange appointments at short notice
 - 3.1.7 if you do not sign a grant agreement to allow the improvements to be made (see Section 4. Energy Efficiency Improvements)
 - 3.1.8 you are not able to provide access to your home to allow the survey or the works to take place
 - 3.1.9 RetrofitWorks has concerns about the health and wellbeing of their staff or contractors working in your home
 - 3.1.10 your behaviour is vexatious, abusive or uncooperative to RetrofitWorks personnel, their sub-contractors or anyone involved in the delivery of the programme
 - 3.1.11 you do not sign all required documentation in order for RetrofitWorks to submit the grant claim
 - 3.1.12 There are no valid measure(s) to be undertaken at your property and / or there is insufficient funding to undertake the measure(s)
 - 3.1.13 The valid measure(s) do not increase the EPC rating of your home / property and / or offer good value for money.

4. Energy efficiency improvements

- 4.1 Energy efficiency improvement(s) will be managed by RetrofitWorks. RetrofitWorks will be responsible for the quality and performance of the improvement(s) and the work carried out.
- 4.2 The **maximum** amount of funding per home under the core Warmer Homes programme is £5,500 including VAT, plus any additional non-GLA funding, such as the Energy Company Obligation (ECO), unless the home is a House in Multiple Occupation (HMO).

If the home is an HMO, then the maximum amount of funding per household is £2,000 including VAT, plus any additional non-GLA funding, such as ECO. Where there are applications for multiple households in a single HMO, the maximum amount of funding per HMO is £10,000 including VAT. The maximum amount of funding is not always required or available.

- 4.3 If you received a new boiler or boiler repair under the Mayor of London's Better Boilers scheme, the maximum amount of funding available to you is £2,000 including VAT, plus any additional non-GLA funding.
- 4.4 The **maximum** amount of funding per home under the Sustainable Warmth element of the programme is £25,000 including VAT for owner-occupiers and £16,666 including VAT for private tenants. Private landlords must contribute at least one-third of the total cost of Sustainable Warmth scheme packages.
- 4.5 RetrofitWorks will be responsible for identifying which energy efficiency improvements can be funded and installed in your home/property.
- 4.6 Any improvements that are carried out are at the discretion of RetrofitWorks and subject to availability of funding, funding eligibility and technical compliance / specification.
- 4.7 **RetrofitWorks have the final decision on whether any improvements can be offered, and their decision is final.**
- 4.8 RetrofitWorks will visit your home/property to carry out a survey that will identify which energy efficiency improvements are recommended and whether these can be funded. A further survey will take place by the contractor(s) allocated to your energy efficiency improvement(s) to confirm that these are technically possible and to produce a specification for the works.
- 4.9 The list of energy efficiency improvements that can be funded and installed in your home/property will depend on several things, including the size and layout of your home/property, type of existing heating system, current insulation levels, condition of your home/property, access requirements and availability of funding.
- 4.10 The survey will also identify whether any repairs are required before energy efficiency improvement(s) can be installed. These repairs will vary depending on the condition of your home/property and the type of improvement(s) required. Funding is available for minor repairs on a case by case basis and subject to a cap.
- 4.11 There may be insufficient funding to cover the cost of additional repairs and the improvement(s). In these cases, the improvement(s) will not be eligible for the Warmer Homes fund and an alternative improvement(s) fund will be identified where possible but cannot be guaranteed.
- 4.12 The contractor will aim to leave your home/property in a similar condition to how it was before the improvements. However, it might not always be possible to restore your home to how it was exactly before the improvement was made. An example of this would be where internal wall insulation is installed; in this case it would be reasonable to expect the wall to be painted in a neutral colour, but not to match the previous colour of the wall or replace wallpaper. The same applies for replacement heating where

replacement / removed heat emitters, boilers, cylinders, pipework etc. will require redecoration by the owner / landlord. Where floor coverings / floors must be removed / altered to facilitate the improvements these will not always be restored to their previous condition and the contractor is not liable for their repair or replacement. The condition of your home / property is detailed prior to installation of the improvements and existing damage noted.

- 4.13 Following completion of the initial and technical survey, RetrofitWorks will send you an offer / grant agreement, which is a document setting out what improvement(s) to your home/property can be funded and what this work will entail.
- 4.14 Upon receipt of this offer / grant agreement, you must notify RetrofitWorks that you (if a homeowner) or the Landlord (if a tenant):
1. approve the improvement(s) through signing the offer / grant agreement / Terms and Conditions of RetrofitWorks and Express Works Permission **OR**
 2. would like to cancel your application by rejecting the offer / grant agreement.
- 4.15 Upon receiving approval of the offer / grant agreement from you, RetrofitWorks will engage qualified contractor(s) to undertake the work. The contractor(s) will then attend the property to install the improvement(s) as per the signed offer. For larger jobs, more than one contractor may need to visit. RetrofitWorks will organise such visits in a way that minimises disruption to you.
- 4.16 RetrofitWorks will provide a date(s) for the installation of the recommended measure(s) subject to availability of the allocated contractor(s) and materials required.
- 4.17 The owner of the home must sign a grant agreement before commencement of the works. The grant agreement you sign will not be with the Greater London Authority, but with RetrofitWorks who will carry out the works. For the avoidance of doubt, for private rented properties, the grant agreement must be signed by the landlord, not the tenant.
- 4.18 The amount of time it will take to complete the improvement(s) will depend on the type of improvement(s) to be installed, the condition of your home or property, and the length of time you take to agree to dates and details of the improvement(s). However, RetrofitWorks anticipates that from your acceptance of the works installation should take place within 6 – 8 weeks. In some cases, improvements will be completed quicker, in others, they will take longer to complete. If further works are required to complete an improvement, you must allow access to the property for this to take place.
- 4.19 After completion of the works, key documentation and information will be provided to you, including any relevant certification such as product guarantees and user manuals for any equipment installed. Post installation support is provided by the product manufacturer(s) guarantees. For further information, regarding qualifying improvements, please refer to **Appendix 2**.
- 4.20 All necessary planning, building and other required permissions must be granted before starting work. RetrofitWorks will not commence installation of any improvement(s) until evidence has been provided that all such requirements are in place.
- 4.21 On completion of the work, you (or your tenant) will be required to sign post-works documentation to confirm that you are happy with the work carried out. This must not be unreasonably withheld or will be subject to Clause 3.1.11.

- 4.22 A post-installation Retrofit Evaluation / Technical Inspection(s) of these works will take place and you **must** allow access to the property for this to take place.

5. Record keeping and inspections

- 5.1 You must keep a record of all relevant documentation that you obtain in relation to the improvements to your home for six years, including any warranties that are given to you by RetrofitWorks, or for the length of warranty if this is longer than six years.
- 5.2 If asked to do so, subject to a reasonable amount of notice, you must also allow authorised representatives of the Greater London Authority (GLA) to have access to your home/property in order to inspect the improvements and verify that you have complied with these terms and conditions. Failure to allow reasonable access will be classed as a breach of these terms and conditions and may lead to the recovery of any funding that may have been allocated to your energy efficiency improvements.
- 5.3 Upon completion of your journey you will be asked to respond to a questionnaire providing feedback on the process. You may also be asked to respond to a further short questionnaire after some months to gather feedback on the upgraded home.
- 5.4 You must maintain and service any improvement works provided through Warmer Homes as per manufacturer's instructions and recommended servicing intervals. This must be evidenced through receipts / invoices for the maintenance and servicing works. Failure to do so will invalidate any warranties provided by the manufacturer or RetrofitWorks.**
- 5.5 You must not remove the improvements works from the property without the prior written consent of RetrofitWorks. Consent will only be provided in exceptional circumstances. If improvements are found to have been removed from the property, the full amount of any funding provided will become immediately repayable.**

6. Government schemes

- 6.1 Warmer Homes funding can operate in conjunction with any existing Energy Company Obligation (ECO) funding although this is subject to change outside of the GLA's control. You will be required to share your details, agree to a technical inspection and sign acceptance of the works with the ECO provider for any ECO funding provided.
- 6.2 Warmer Homes funding can operate in conjunction with other national funding schemes, but these will typically have differing eligibility criteria and may not permit funds to be combined.
- 6.3 The GLA reserves the right to change elements of the scheme at will, including (but not exclusively) overall eligibility for the grant, the grant amount available per household, the types of measures available through the scheme and specific eligibility for each.

7. English law

- 7.1 The grant agreement between you or your landlord and RetrofitWorks in relation to this fund will be governed by English law.

8. Personal Data and Privacy

- 8.1 The GLA and RetrofitWorks are committed to protecting your privacy and this section sets out the privacy practices in accordance with the European Union General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018.
- 8.2 Your personal data is required in order to process your application and undertake energy efficiency improvements. Personal data held by RetrofitWorks will be shared with the GLA, other funders, agencies confirming eligibility, utility / network companies, sub-contractors, your local authority, government departments and other organisations as required for these purposes.
- 8.3 All personal data collected in relation to this fund will be collected by RetrofitWorks in accordance with its Privacy Policy, which can be found [here](#).
- 8.4 Where you are not in receipt of a qualifying benefit, but may be eligible for ECO Flexible Eligibility, RetrofitWorks will pass your data to the relevant local authority to enable them to check your eligibility, but only where you have indicated on your application form that you are happy for them to do so.
- 8.5 Where you have been referred to the fund by your local authority, the GLA and/or RetrofitWorks may share data about the progress of your application with your local authority for the purposes of reporting, but only where you have indicated on your application form that you are happy to do so.

Appendix 1: Eligibility criteria

a. Qualifying benefits for the Warmer Homes fund

Income-Related Employment and Support Allowance
Income-Based Job Seeker's Allowance
Income Support
State Pension Credit (In receipt of Pension Credit Guarantee Credit or both Guarantee Credit and Savings Credit)
Working Tax Credit
Child Tax Credit
Universal Credit
Housing Benefit,
Pension Credit Savings Credit

b. Child Benefit income thresholds for core Warmer Homes

Type of claim	Number of children or qualifying young persons for which the person is responsible			
	1	2	3	4 or more
Single claim	£20,000	£24,800	£29,600	£34,500
Member of a couple	£27,500	£32,300	£37,200	£42,000

c. Sustainable Warmth Equivalisation

Composition	Income threshold after deductions
1 adult	£20,000
2 adults	
1 adult, one child	
1 adult, two children	
Subsequent adults	+£8,400
Subsequent children	+£4,200

Children are considered those under 16 or aged 16-18 in full time education. All other individuals should be considered as adults.

Appendix 2: List of qualifying energy efficiency improvements

Note: The improvements that can be installed in a property will depend on many things, including: age and size of property; condition of property; available funding; access etc. For each home, RetrofitWorks will undertake a survey and technical survey to identify what improvements can be installed and funded. **Any improvements that are undertaken are solely at the discretion of RetrofitWorks and subject to funding.**

Qualifying Improvements	Restrictions (suitability of improvements subject to survey, availability of funding, funding compliance, EPC score improvement, specification of works and value for money)
Building fabric improvements	
Loft insulation	– if does not meet current recommendations and accessible
Cavity Wall insulation	– Cavity is suitable to be filled and external walls are accessible for equipment. Area is safe for operatives
Flat roof insulation	<ul style="list-style-type: none"> - Does not meet current recommendations. Roof is suitable for insulation and is accessible for equipment and safe for operatives - Subject to size of flat roof to be insulated, compliance and available funding
Floor insulation	<ul style="list-style-type: none"> Does not meet current recommendations. Underfloor / floor is accessible, suitable for insulation and is accessible for equipment and safe for operatives - Subject to size of area to be insulated, compliance and available funding
Draught proofing	<ul style="list-style-type: none"> - Must be installed alongside at least one other improvement, i.e. not on its own Only for single glazed windows - Subject to compliance and available funding
Double glazing	Only to be installed on single glazed windows and must be installed alongside at least one other improvement subject to available funding. Installation is entirely at the discretion of RetrofitWorks
Secondary glazing	Only to be installed on single glazed windows and must be installed alongside at least one other improvement subject to available funding. Installation is entirely at the discretion of RetrofitWorks
Replacement windows and doors	<ul style="list-style-type: none"> Only to be installed to replace single glazing after all other insulation fabric measures. Replacement is entirely at the discretion of RetrofitWorks - Subject to compliance and available funding
Solid wall insulation (internal and external)	<ul style="list-style-type: none"> External wall insulation may be subject to planning permission and will not be possible in Conservation Areas and Listed Buildings. Internal wall insulation is an invasive process with room clearance required. - Subject to area to be insulated, enabling works required, property type, compliance and available funding
Heating measures	

Boiler replacements and repairs	<p>Replacement boilers must meet qualifying criteria for ECO funding and must meet NOx emissions standard of <40mg/kW</p> <p>Can only be funded if the boiler is broken and installed prior to 1 January 2013.</p> <p>If the boiler is broken, then boiler replacements and/or repairs cannot be funded if the home is rented from a private landlord as it is the landlord's responsibility to provide a functioning heating system except in the cases of F and G rated rented properties where a boiler can be replaced by a renewable heating system.</p> <p>Subject to enabling works, compliance and available funding</p>
Heat Pumps, hybrid heat pumps and enabling works for retrofitting heat pumps in the future	Subject to heat pump survey, planning restrictions, available funding and savings achieved.
Electric heating improvements	Faulty appliances may be replaced, if irreparable, judged on a case by case basis.
Heating controls	Only to be installed on suitable heating systems depending on age / condition etc.
Heating cylinder improvements and replacements	Can be installed as part of a heating upgrade or as a standalone measure if improves the EPC rating of the property or as enabling works for future heat pumps / solar PV installations.
New central heating system	Eligible where no central heating system is currently installed in the home – all required insulation will need to be undertaken to the property first including all roofs, lofts and cavity walls
Other measures	
Ventilation	<p>May be installed where:</p> <p>One or more building fabric measure is installed or at least one other qualifying improvement is installed and there is clear evidence of condensation, damp or mould (documentation to be provided)</p> <p>Entirely at the discretion of RetrofitWorks as evidenced by the Technical and Energy Performance Assessment</p>
Enabling works	Can be carried out where necessary to enable installation of a qualifying improvement, at discretion of RetrofitWorks and subject to available funding
Smart technologies (for example meters, controls or monitoring devices)	Depending on individual property
Renewable technologies and battery storage	Depending on individual property, available funding, EPC rating of property, compliance.
Low energy lighting	Depending on individual property, available funding, EPC rating of property compliance, percentage of low energy lighting already present.

Private Rented Properties only qualify for funding if EPC and other requirements are met.
Some improvements are the legal responsibility of the Landlord.