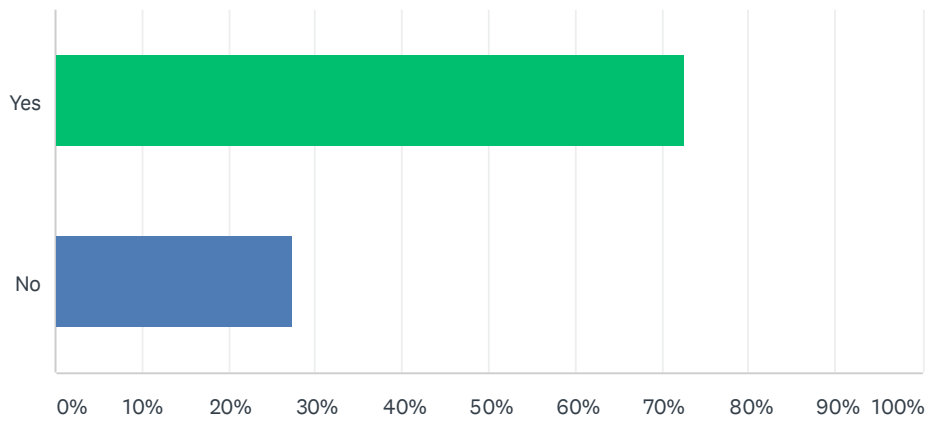


### Q1 Q1a. Have you completed or are you in the process of completing work under the Green Homes Grant?

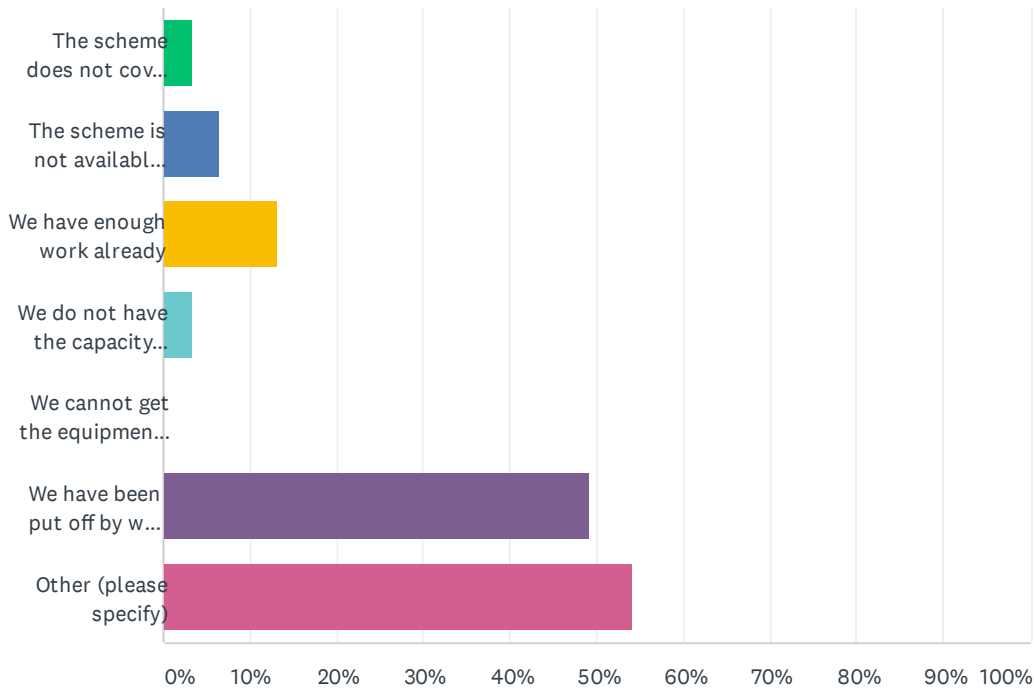
Answered: 194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.68%	141
No	27.32%	53
TOTAL		194

## Q2 Q1b. Is there a reason why you have not provided work under the Green Homes Grant?

Answered: 61 Skipped: 133



ANSWER CHOICES	RESPONSES	
The scheme does not cover our type of work	3.28%	2
The scheme is not available where we are based	6.56%	4
We have enough work already	13.11%	8
We do not have the capacity to take on additional projects	3.28%	2
We cannot get the equipment we need to take on more work	0.00%	0
We have been put off by what we hear about the scheme (please share details below)	49.18%	30
Other (please specify)	54.10%	33
Total Respondents: 61		

## Green Homes Grant - Installer Experience Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Customers not being supplied with vouchers and now they are lowering the funding	2/11/2021 1:03 PM
2	Only just got login details for the Sightline app	2/5/2021 10:42 PM
3	Lack of vouchers and payment.	2/5/2021 6:29 PM
4	Are Customers are not receiving there voucher	2/5/2021 12:37 PM
5	It has not been thought out properly. Installers needs to self fund the equipment at the risk of not being paid the vouchers. And in essence this is what's happening.	2/4/2021 8:10 PM
6	We have been questioned on the quotations for our work. These quotations are in line with market rates for the work which we normally undertake as an MCS contractor. The GHG/Trustmark or whoever is trying to run the scheme have no idea what projects should cost and are questioning costs of installations.	2/4/2021 8:10 PM
7	Slow governemnet response - Payouts to slow -	2/4/2021 4:30 PM
8	We are registered with the Scheme. Still waiting for for Customers to receive vouchers	2/4/2021 1:38 PM
9	No-one has enquired	2/4/2021 10:59 AM
10	The grant is not enough to cover the cost of a quality biomass boiler heating system	2/4/2021 10:46 AM
11	Our customer cannot gain approval for the installations	2/4/2021 9:34 AM
12	The customers are not receiving vouchers from the green homes grant scheme.	2/4/2021 5:40 AM
13	Too complicated	2/3/2021 9:30 PM
14	We have quoted and are waiting to hear back the downside to this is they question on what you have put in your quote like scaffolding when if that was needed we would put it	2/3/2021 7:58 PM
15	Too complicated	2/3/2021 7:47 PM
16	We have only just become MCS accredited	2/3/2021 7:27 PM
17	Its just not an attractive proposition	2/3/2021 6:56 PM
18	What sane business would sign up to a scheme where the terms and conditions specifically state that the administrator can delay reduce or refuse a payment and then you cannot pursue the customer for the money? It is insane.	2/3/2021 6:51 PM
19	Its too long winded for small companies.	2/3/2021 6:33 PM
20	Customers frustrated!	2/3/2021 5:30 PM
21	completed numerous quotations and not one customer receiving a voucher as yet since October	2/3/2021 5:04 PM
22	ABOUT TO START BUT NOT GOOD REVIEWS	2/3/2021 5:01 PM
23	struggled with complexity of paperwork and risk of not getting paid	2/3/2021 4:55 PM
24	We have not had any vouchers issued yet , and though our customers have chased , the help provide though polite is perthitic	2/3/2021 4:44 PM
25	We are trying to complete GG work, however the scheme has not been well implemented at all, and only got worse since the overseas administrator got involved! Client and Installer portals do not exist, emails in error being sent out, and many more hours of paperwork needed for scheme that already works under the MCS umbrella	2/3/2021 4:40 PM
26	Only a very small number of customers have been issued with vouchers and the jobs are yet to commence due to supply issues with air source heat pumps.	2/3/2021 4:39 PM
27	My clients are desperately trying to get a grant but not been successful to date.	2/3/2021 4:30 PM
28	Still waiting for vouchers to be issued	2/3/2021 4:26 PM
29	It's too difficult to operate, there is no easily contactable support line, as a result I have some fundamental questions such as "are we even registered fully", "what is the app for recording data", and more. MCS is a rigourous process that I have been involved in for 10 years and I can speak to our accreditation body for advice and assistance with MCS but they are as in the dark as I am about the GHG Scheme.	2/3/2021 4:21 PM
30	Did not know on the scheme	2/3/2021 4:20 PM

## Green Homes Grant - Installer Experience Survey

31	Has no enquirys	2/3/2021 4:19 PM
32	Awaiting completion of application	2/3/2021 4:10 PM
33	discussed costs and people have not asked for a quote	2/3/2021 4:07 PM

### Q3 Please share details...

Answered: 38 Skipped: 156

## Green Homes Grant - Installer Experience Survey

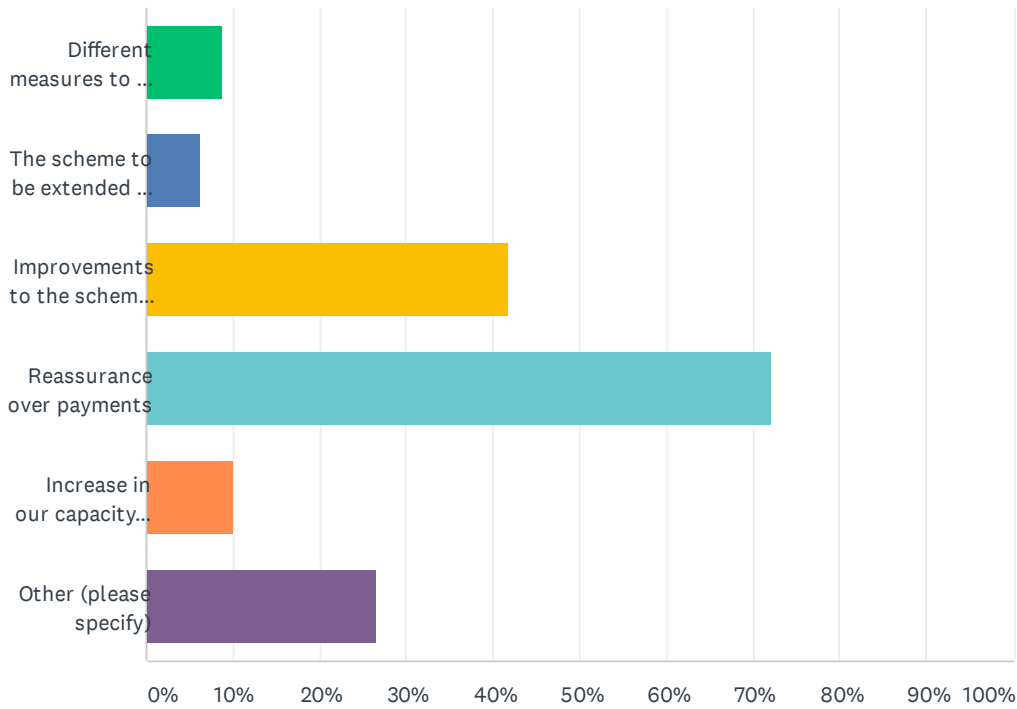
#	RESPONSES	DATE
1	I have been signed up on the scheme since september and have many quotations submitted for work but after 4 months not a single customer has received a voucher. Some applied back in september. So we cannot carry out any work under the scheme. Plus the system is overly complicated and requires us to completely change the way we quote our work just to satisfy the scheme standards. We are already conforming to MCS standards so why do we need to do this?	2/11/2021 2:32 PM
2	We have heard that a lot of company's have waited a long time to be paid and are still waiting and we didn't want to be put into that situation with things the way they are at the moment.	2/8/2021 3:07 PM
3	My clients have not received their vouchers yet, been waiting 4 bloody months!!!	2/5/2021 10:42 PM
4	No vouchers have been giving to our customers abs certainly no clarity on payment. Very scared to start a 10k voucher heat install without confidence of payment within the 14 days mentioned.	2/5/2021 6:29 PM
5	We have had several customers apply for the grant only to be told to come back to us as the cost is too high which is appalling as we price competitively	2/5/2021 9:34 AM
6	We have been questioned on the quotations for our work. These quotations are in line with market rates for the work which we normally undertake as an MCS contractor. The GHG/Trustmark or whoever is trying to run the scheme have no idea what projects should cost and are questioning costs of installations.	2/4/2021 8:10 PM
7	Quotes come back asking for more details on pricing when we already gave full details - PLUS to be honest ASHP's actually do not work well - I have one at home its not effective and cost more on electric than gas. PLUS ASHP's go wrong when working in the cold - and people freeze in their homes - its cost us a fortune in service calls. Manufacturers dont want to pay up for bad equipment. This has not been thought through by the goveremnt	2/4/2021 4:30 PM
8	Customers have made applications and have had numerous queries about their applications - a few have been told they look like they have all information and still not received. Scheme is not fit for purpose. One Customer applied on 30.09.20 and is still waiting. Most applied in October.	2/4/2021 1:38 PM
9	mainly the grant does not even start to cover the cost of installation of technology type despite it being eligible.	2/4/2021 10:59 AM
10	I have been on a number of Webinars where there have been complaints about how the scheme is being run and the onerous requirements of PAS accreditation for an already MCS'd heat pump installer, simply does not make sense.	2/4/2021 10:53 AM
11	We had numerous enquiries from interested home owners, all of which said that the grant would not be enough to cover the cost.	2/4/2021 10:46 AM
12	Installers not being paid on time. Quotes being rejected with little feedback on why	2/4/2021 10:24 AM
13	Customes advised that our prices are too expensive then when you provide a further breakdown of costings, no futher contact from Green Deal!	2/4/2021 9:34 AM
14	Voucher issue delays wanting more info on costs, clearly have no idea how much a heat pump costs to buy and install	2/4/2021 8:57 AM
15	Clients are trying to place applications for the scheme but none have been successful.	2/4/2021 5:40 AM
16	Too complicated	2/3/2021 9:30 PM
17	Very complex, as a small company makes us feel unsure when we will get our money. The same as the EV scheme Well over complicated Customers not impressed either	2/3/2021 8:02 PM
18	We have several applications but seem to be getting nowhere with them, also can't seem to get the administrator to give out the Sightline app access.	2/3/2021 7:54 PM
19	We are providing quotes and customers are experiencing unacceptable wait times	2/3/2021 7:47 PM
20	We may use it if it suits jobs in the future	2/3/2021 7:27 PM
21	None of our clients have received vouchers. The scheme is a farce currently	2/3/2021 7:23 PM
22	We waited 10 months for Olev to pay us for an ev charger installation If we have to wait the same for payment under this scheme we would be bankrupted.	2/3/2021 6:51 PM
23	Terrible	2/3/2021 6:38 PM

## Green Homes Grant - Installer Experience Survey

24	It's long winded - very slow turn around - extra information requested, delaying decisions.	2/3/2021 5:56 PM
25	I have become a bit disillusioned with MCS membership. Now some manufacturers are using the umbrella scheme it appears anyone can now install heat pumps, and they are. I have just lost a site of 14 Grant are supplying and the everyday plumber is installing them. What is the point of being MCS registered ?	2/3/2021 5:42 PM
26	Delayed payments and jumping through all the hoops. Also, have heard rumours of lead info being passed to EDF or similar. Until the scheme runs smoothly and is able to support small heat pump specialists I am staying away!	2/3/2021 5:23 PM
27	CUSTOMERS HAVE BEEN PUT OFF BY CLARITY OF WHETHER THEY ARE ELIGIBLE FOR THE VOUCHER & AN E-MAIL ADVISING OUR WORK WAS TOO EXPENSIVE!	2/3/2021 5:01 PM
28	other contractrirs not getting paid quick enough, . schem blanket approach to querying prices very offputting for a professional firm like ourselves to be told our price is high is unfair	2/3/2021 4:55 PM
29	The scheme is going to push us out of business if vouchers are not issued soon. Please help!	2/3/2021 4:54 PM
30	as above	2/3/2021 4:44 PM
31	Applications to the scheme are taking such a long time to process, only a small percentage of customers have been responded to.	2/3/2021 4:39 PM
32	Not clear on how scheme works, spoke with companies who have had delays in payments causing cash flow issues.	2/3/2021 4:33 PM
33	Vouchers taking too long to obtain, lack of knowledge for advisers.	2/3/2021 4:28 PM
34	Solar thermal is generally speaking not suitable for most domestic situations and offers poor value for money. We service systems and all too often the quality of the installation is poor, generally installed by south coast installers who sold it under the last iniative - not for me. its bad enough waiting for OLEV garnt money to come through	2/3/2021 4:28 PM
35	We have one customer who has a voucher but we are not hugely keen on working under the GHGV SCheme to actually complete the installation as we are concerned about the incredibly complicated set-up. We have also heard that other installers are waiting on large payments which haven't been received. We are experienced heat pump installers and already have a large amount of hoops to jump through and this scheme seems to be a hugely adminisitrative burden on top.	2/3/2021 4:26 PM
36	It's too difficult to operate, there is no easily contactable support line, as a result I have some fundamental questions such as "are we even registered fully", "what is the app for recording data", and more. MCS is a rigourous process that I have been involved in for 10 years and I can speak to our accreditation body for advice and assistance with MCS but they are as in the dark as I am about the GHG Scheme.	2/3/2021 4:21 PM
37	We have 300 plus quotations submitted to GHG for vouchers via customers going back to Oct 2020, we currently have 7 vouchers !!! Its just not working as is expected.	2/3/2021 4:18 PM
38	Another Ponzi scheme produced by BIAS, badly designed, overcomplicated and exceptionally expensive to operate and administer.	2/3/2021 4:17 PM

## Q4 Q1c. In your opinion, what would need to be in place for you to be able to offer the Green Homes Grant to your customers?

Answered: 79 Skipped: 115



ANSWER CHOICES	RESPONSES
Different measures to be made available	8.86% 7
The scheme to be extended to our location	6.33% 5
Improvements to the scheme accessibility	41.77% 33
Reassurance over payments	72.15% 57
Increase in our capacity to take on this work	10.13% 8
Other (please specify)	26.58% 21
Total Respondents: 79	



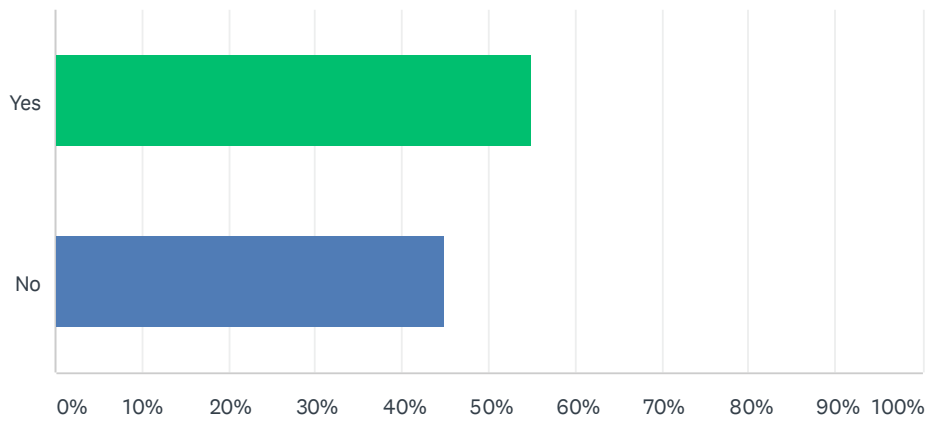
## Green Homes Grant - Installer Experience Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Add Solar pv to the scheme and make it available to all new build self builders! We want to see more heat pumps fitted so why penalise people wanting to fit them to their new efficient home. Ridiculous	2/11/2021 2:32 PM
2	For are customers to get there vouchers	2/5/2021 12:37 PM
3	Use the funding in place and put back into Renewable heat incentives	2/4/2021 8:10 PM
4	This money should have been used from March 31st 2022 to give assurances to the continued support of renewable technology. At the moment, the future is unsure and the industry is heading for a cliff edge, we are unsure whether to invest in new resource and capability as the industry may disappear overnight on April 1st 2022. Our industry is saturated with work at the moment and we did not need this ill conceived grant system to confuse already guaranteed work streams. Manufacturers will back GHG as it moves boxes for them and they are not interested in the end result of poor quality - they will just blame training and then herald themselves as saviour of the industry by hatching manufacturer led training which will again encourage a race to the bottom. Trustmark has allowed contractors to sub contract work to unskilled operatives to cover the rush people want a free ticket for things that most likely wont benefit them. It all seems to be a terrible rush to try to cover the embarrassment of a bad idea. The best idea would be to stop and think... really STOP and think about when best to spend the money - 2022 and onwards. There is a rush to become registered for these technologies by people who want to take advantage of the grant mechanism - do you really think that opportunists will make good installers and install quality systems... NO. Are you tell ing me that the government cant see the car crash that they have put in motion? A rush of unskilled and untrained operatives into a market that is trying to grow where the skill levels needed are beyond that of the average trained gas installer... BAD IDEA!	2/4/2021 8:10 PM
5	For the Scheme to be more efficient.	2/4/2021 1:38 PM
6	doesnt cover solar pv or my area	2/4/2021 11:12 AM
7	A scheme that is well devised and ready for use when launched. This scheme was rushed through, poorly thought out and does ot actually support the more costly, yet more efficient options on the renewables market. Also it does not cover windows - if wndows are over 10 years old they can become drafty,, broken and inefficient. I was told that we are not eligible for any support with our windows as we do not recieve any benefits. Despite the fact that they are over 20 years old and when its windy we get the draft indoors - you can see the curtains moving. Wjile we may not be on bebnefits, we do not have savings. We do not owe anyone anything, but manage to make ends meet. People like us fall through the net. We dont get any support.	2/4/2021 10:59 AM
8	Removal of PAS requirement for Heat pump installers	2/4/2021 10:53 AM
9	Increased grant level to cover the cost of biomass boiler systems	2/4/2021 10:46 AM
10	PAY US FOR OUR WORK	2/3/2021 8:50 PM
11	Mcs registered but not good enough have to be trustmark!!! as well.	2/3/2021 6:56 PM
12	It should be administered as an extension of the RHI with the up front payments made from the RHI which is a functioning system already in place not administered by a company in Virginia that clearly cannot administer the scheme efficiently	2/3/2021 6:51 PM
13	The majority of our work is self builds barn conversions	2/3/2021 5:42 PM
14	CLARITY TO CUSTOMER & INSTALLER	2/3/2021 5:01 PM
15	A competently run and administered scheme ,	2/3/2021 4:44 PM
16	We do offer the scheme but we do need reassurance over payments or we will not continue with the scheme	2/3/2021 4:39 PM
17	the emphasis on reducing carbon foot print is to reduce demand in the first place - every home should be better insulated.	2/3/2021 4:28 PM
18	Communication with those running the scheme by phone.	2/3/2021 4:21 PM
19	Ease of obtaining grants	2/3/2021 4:20 PM
20	A complete re-design and simplification of the scheme. It would also help if the prommies were not hollow.	2/3/2021 4:17 PM
21	The scheme needs to be run professionally	2/3/2021 4:07 PM



## Q5 Q2a. Are you planning to take on more Green Homes Grant work in the future?

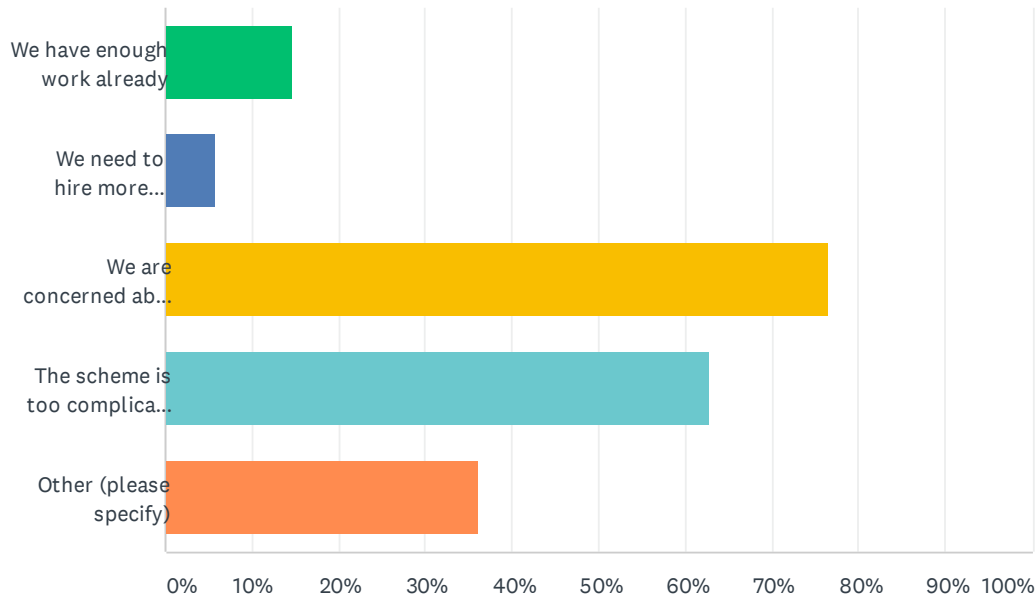
Answered: 193 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	54.92%	106
No	45.08%	87
<b>TOTAL</b>		<b>193</b>

## Q6 Q2b. what are your reasons for not taking on more Green Homes Grant work?

Answered: 102 Skipped: 92



ANSWER CHOICES	RESPONSES	
We have enough work already	14.71%	15
We need to hire more people to accommodate the increased workload	5.88%	6
We are concerned about the time it takes to receive voucher payments	76.47%	78
The scheme is too complicated to work with	62.75%	64
Other (please specify)	36.27%	37
Total Respondents: 102		

## Green Homes Grant - Installer Experience Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	No vouchers being issued, scheme rules are too complicated and add way too much extra paperwork and site time. Not being able to charge for our site surveys! As a small business i cannot afford to spend days on end carrying out quotes unpaid.	2/11/2021 2:32 PM
2	Vouchers not being issued. False promises	2/11/2021 1:03 PM
3	The delivery time for vouchers to customers is unworkable slow. We have not had payment problems yet, only because of this, but I cannot afford to take on more GHGVS-funded projects with the scheme operating as it is now.	2/10/2021 10:10 AM
4	Shambles	2/7/2021 8:44 PM
5	We have had over 150 applicatioins since September but only received 8 vouchers back to date with no explanation as to why.	2/5/2021 1:41 PM
6	We are inundated with orders based on the grant and no customer has there voucher	2/5/2021 12:37 PM
7	Questioned about the quotes we give, too much beaurocracy	2/4/2021 8:10 PM
8	we have completed heat pump still waiting for payment we have other customer waiting for work to be done	2/4/2021 5:41 PM
9	our work is not covered and we are in Scotland	2/4/2021 11:12 AM
10	We have had over 150 applicatioins since September but only received 8 vouchers back to date with no explanation as to why.	2/4/2021 11:12 AM
11	Payment concerns and lack of communication.	2/4/2021 11:09 AM
12	N-one is actually contacting us as the grants will not cover the installation cost of our technology type.	2/4/2021 10:59 AM
13	It's a waste of time with the current grant level	2/4/2021 10:46 AM
14	The goal posts within the scheme are continually moved by the administrators, PAS 2017 installers are forced to deliver to PAS 2019 to meet administrator requirements, quotations are rejected as "too expensive" yet there are not price bands that an installer is mandated to adhere to, enabling works increasing costs in older buildings are not considered by the scheme administrators, communication to end users are frightening / robotic and incorrect in 8 out of 10 cases, end users are giving up, the administrator has no SLAs to adhere to e.g. vouchers can take 5 days to 6 months to be released (if at all), evidence of pre-install tasks is requested post install without the installer previously being unaware of new evidence requirements thereby leaving installers unable to fulfil and therefore unable to get paid via GHG and having to seek recompense from end users instead, payments can take 45+ days to be made for no reason instead of the advertised 5d+. GHG (not LAD) demonstrates that BEIS has not learned at all from GDHIF and Green Deal Cashback under DECC. We are now looking to transfer our customers, approx £600k worth of GHG onto other schemes as GHG is a failure on end-user delivery and industry support / functionality. We took on extra personnell to deliver the scheme, having to make all of them redundant within 8 weeks due to non delivery of GHG.	2/4/2021 9:19 AM
15	Total lack of communication with the actual GHG administrators	2/4/2021 8:49 AM
16	The scheme is poorly administrated	2/3/2021 11:07 PM
17	Payments contribution from customer	2/3/2021 6:56 PM
18	The scheme is a disaster.	2/3/2021 6:51 PM
19	Terrible	2/3/2021 6:38 PM
20	As above	2/3/2021 5:42 PM
21	The scheme is a nightmare to deal with	2/3/2021 5:34 PM
22	The scheme is a shambles !	2/3/2021 5:28 PM
23	They haven't got a clue what they are doing.	2/3/2021 5:08 PM
24	The scheme is a complete fiasco, we have had over 100 enquiries and have not managed to deal with them all. Of those who have applied none have received vouchers. People ring us rather than going to the website as only a phone number is given so we get lots of calls from people who have no idea about the scheme and expect us to help answer their queries. We don't have time to do this.	2/3/2021 4:45 PM

## Green Homes Grant - Installer Experience Survey

25	turn around of vouchers from application to acceptance/denial to the customer	2/3/2021 4:44 PM
26	the scheme encourages and creates time wasters	2/3/2021 4:43 PM
27	the Rhi appeared great at first it then attracted every double glazing salesman in the uk they then basically undercut all the reputable contractor along with the contractors being inspected under MCS by basically pen pushers that pick you up on not having the right font on the file but don't no one end from another of a heating system	2/3/2021 4:31 PM
28	for solar thermal -poorly thought through	2/3/2021 4:28 PM
29	We all know the scheme is a mess. It is hampering not helping the roll out of low carbon heating, confusing and upsetting customers, causing major problems for installers, and taking the industry backwards. It is another layer of bureaucracy, adding nothing of value but driving up costs. Why is MCS/RECC not good enough on its own?	2/3/2021 4:25 PM
30	There is no accountability with the scheme. We can't talk to anyone who has authority to advise us properly. No one can tell us how long it will take to get paid and we cannot follow up on the Trustmark Data warehouse submission to see if the submission is OK.	2/3/2021 4:22 PM
31	It is too expensive and bureaucratic.	2/3/2021 4:17 PM
32	Corruption	2/3/2021 4:10 PM
33	GHG team keep telling our customers we're not registered (we are) or that our HP quote is too high but our quotes include absolutely everything (unlike others). You cannot compare HP quotes and make that judgement.	2/3/2021 4:09 PM
34	All the software has been developed for the advantage of the scheme not the installer e.g. Once you send the info on the app it doesn't even register a receipt???? First installation completed and uploaded 3 weeks ago with no sign of a payment yet and no direct route to communicate with the department who are responsible for paying the vouchers. The scheme has not been aligned fully with MCS e.g. asking for insurance backed guarantees from specific companies as QANW not approved?!! etc. etc. etc. No joined up thinking - great idea but not very well executed	2/3/2021 4:09 PM
35	The scheme is a total mess	2/3/2021 4:07 PM
36	No one is accountable, no one to contact and no one to talk to about random emails.	2/3/2021 4:06 PM
37	takes too long for vouchers to be accepted	2/3/2021 4:05 PM

**Q7 Q3a. How many Green Homes Grant related installations have you performed or have ongoing?**

Answered: 162 Skipped: 32

## Green Homes Grant - Installer Experience Survey

#	RESPONSES	DATE
1	0	2/11/2021 2:33 PM
2	0	2/11/2021 1:03 PM
3	1	2/10/2021 5:59 PM
4	7	2/10/2021 1:28 PM
5	2	2/10/2021 10:17 AM
6	3	2/9/2021 11:05 AM
7	none	2/8/2021 3:09 PM
8	3	2/8/2021 10:46 AM
9	2	2/6/2021 2:40 PM
10	Upto 4	2/5/2021 10:43 PM
11	24 vouchers, 2 installs as rumours of slow payments	2/5/2021 8:55 PM
12	0	2/5/2021 6:33 PM
13	8	2/5/2021 1:42 PM
14	0	2/5/2021 9:35 AM
15	3	2/5/2021 9:03 AM
16	6	2/5/2021 8:02 AM
17	1 x completed & 9 more awaiting installation	2/5/2021 5:18 AM
18	5	2/4/2021 9:57 PM
19	0	2/4/2021 8:11 PM
20	0 - because of being questioned on quotes	2/4/2021 8:11 PM
21	3	2/4/2021 6:00 PM
22	we have completed one installation and got voucher for 4 more customer for work to be done	2/4/2021 5:44 PM
23	4 voucher issued, but quoting for around 60 installations currently	2/4/2021 5:09 PM
24	80	2/4/2021 4:50 PM
25	Confidential	2/4/2021 4:03 PM
26	12	2/4/2021 12:31 PM
27	3	2/4/2021 12:17 PM
28	10	2/4/2021 11:56 AM
29	38	2/4/2021 11:47 AM
30	0	2/4/2021 11:31 AM
31	37	2/4/2021 11:29 AM
32	8	2/4/2021 11:15 AM
33	0	2/4/2021 11:13 AM
34	35	2/4/2021 11:10 AM
35	5	2/4/2021 11:09 AM
36	0	2/4/2021 11:00 AM
37	0	2/4/2021 10:54 AM
38	20 vouchers all pending install	2/4/2021 10:39 AM
39	2	2/4/2021 9:43 AM



## Green Homes Grant - Installer Experience Survey

40	0	2/4/2021 9:35 AM
41	20	2/4/2021 9:33 AM
42	4	2/4/2021 9:29 AM
43	50	2/4/2021 9:22 AM
44	6	2/4/2021 8:58 AM
45	63	2/4/2021 8:54 AM
46	8	2/4/2021 8:51 AM
47	3	2/4/2021 8:42 AM
48	2	2/4/2021 8:34 AM
49	5	2/4/2021 8:33 AM
50	10	2/4/2021 8:19 AM
51	1	2/4/2021 8:07 AM
52	95	2/4/2021 7:57 AM
53	25	2/4/2021 7:39 AM
54	3	2/4/2021 7:16 AM
55	5	2/4/2021 7:04 AM
56	17 ongoing	2/4/2021 6:23 AM
57	0	2/4/2021 5:42 AM
58	40	2/4/2021 12:20 AM
59	10	2/3/2021 11:08 PM
60	Currently not started any yet	2/3/2021 10:54 PM
61	10	2/3/2021 10:18 PM
62	1	2/3/2021 10:10 PM
63	80	2/3/2021 10:02 PM
64	5	2/3/2021 9:31 PM
65	10	2/3/2021 9:18 PM
66	3	2/3/2021 9:01 PM
67	1	2/3/2021 8:50 PM
68	7	2/3/2021 8:34 PM
69	1	2/3/2021 8:18 PM
70	3	2/3/2021 8:03 PM
71	None	2/3/2021 7:56 PM
72	1	2/3/2021 7:53 PM
73	5	2/3/2021 7:48 PM
74	19	2/3/2021 7:39 PM
75	6	2/3/2021 7:33 PM
76	3	2/3/2021 7:30 PM
77	N/a	2/3/2021 7:29 PM
78	0	2/3/2021 7:24 PM
79	5	2/3/2021 7:17 PM
80	0	2/3/2021 6:52 PM

## Green Homes Grant - Installer Experience Survey

81	1	2/3/2021 6:42 PM
82	4	2/3/2021 6:39 PM
83	0	2/3/2021 6:34 PM
84	60	2/3/2021 6:33 PM
85	3	2/3/2021 6:26 PM
86	We have installed 4, have 2 booked and have c.20/30 in our pipeline	2/3/2021 6:09 PM
87	12	2/3/2021 5:49 PM
88	0	2/3/2021 5:43 PM
89	2	2/3/2021 5:42 PM
90	10	2/3/2021 5:41 PM
91	20 + installations ongoing. All types of issues with the amounts we have quoted and other problems every customer is upset with the GHG team.	2/3/2021 5:37 PM
92	None installed as yet.	2/3/2021 5:32 PM
93	0	2/3/2021 5:31 PM
94	0	2/3/2021 5:30 PM
95	0	2/3/2021 5:23 PM
96	3	2/3/2021 5:17 PM
97	3	2/3/2021 5:10 PM
98	1	2/3/2021 5:06 PM
99	5	2/3/2021 5:06 PM
100	0	2/3/2021 5:05 PM
101	0	2/3/2021 5:01 PM
102	30	2/3/2021 4:59 PM
103	0	2/3/2021 4:57 PM
104	We have applied for nearly 40 since Sept20 and had two approved.	2/3/2021 4:56 PM
105	0	2/3/2021 4:55 PM
106	Completed 1 and have another 13 Vouchers	2/3/2021 4:54 PM
107	3	2/3/2021 4:51 PM
108	1	2/3/2021 4:51 PM
109	it would be nice to get the vouchers to undertake the work,	2/3/2021 4:49 PM
110	we can't start any until clients get vouchers which they are still waiting for	2/3/2021 4:46 PM
111	1 voucher approved and being delivered with 10 in the pipeline	2/3/2021 4:45 PM
112	0	2/3/2021 4:44 PM
113	100	2/3/2021 4:43 PM
114	1 installed, 10's ongoing	2/3/2021 4:41 PM
115	0	2/3/2021 4:40 PM
116	2	2/3/2021 4:39 PM
117	1	2/3/2021 4:38 PM
118	0	2/3/2021 4:37 PM
119	10	2/3/2021 4:36 PM
120	I have no way of tracking which customers have submitted my quotation	2/3/2021 4:34 PM
121	1	2/3/2021 4:33 PM

## Green Homes Grant - Installer Experience Survey

122	0	2/3/2021 4:33 PM
123	1	2/3/2021 4:32 PM
124	3	2/3/2021 4:31 PM
125	0	2/3/2021 4:28 PM
126	0	2/3/2021 4:27 PM
127	2 completed, 1 just about done and around 12 pending	2/3/2021 4:27 PM
128	We have 1 customer with a voucher but haven't started that job	2/3/2021 4:27 PM
129	6	2/3/2021 4:27 PM
130	5	2/3/2021 4:26 PM
131	5	2/3/2021 4:25 PM
132	Still waiting for vouchers to be process	2/3/2021 4:25 PM
133	5	2/3/2021 4:24 PM
134	Zero	2/3/2021 4:24 PM
135	18	2/3/2021 4:24 PM
136	4	2/3/2021 4:23 PM
137	10,000	2/3/2021 4:22 PM
138	3	2/3/2021 4:21 PM
139	0	2/3/2021 4:21 PM
140	None	2/3/2021 4:20 PM
141	4	2/3/2021 4:20 PM
142	0	2/3/2021 4:20 PM
143	1	2/3/2021 4:19 PM
144	Non	2/3/2021 4:15 PM
145	1 completed, 1 in progress, 6-8 lined up not planning to start until payment for first one is received	2/3/2021 4:14 PM
146	5	2/3/2021 4:13 PM
147	1	2/3/2021 4:12 PM
148	1	2/3/2021 4:12 PM
149	0	2/3/2021 4:11 PM
150	0	2/3/2021 4:11 PM
151	3	2/3/2021 4:10 PM
152	None - can't get through the first stage	2/3/2021 4:10 PM
153	5	2/3/2021 4:09 PM
154	2	2/3/2021 4:09 PM
155	40	2/3/2021 4:09 PM
156	None	2/3/2021 4:08 PM
157	2	2/3/2021 4:08 PM
158	0	2/3/2021 4:08 PM
159	4 if the vouchers ever get approved	2/3/2021 4:07 PM
160	40	2/3/2021 4:07 PM
161	15	2/3/2021 4:06 PM



Q8 Q3b. What would you estimate to be the total value of Green Homes Grant vouchers your completed installations have attracted to date?

Answered: 151 Skipped: 43

## Green Homes Grant - Installer Experience Survey

#	RESPONSES	DATE
1	0	2/11/2021 2:33 PM
2	0	2/11/2021 1:03 PM
3	0	2/10/2021 5:59 PM
4	None completed yet	2/10/2021 1:28 PM
5	0	2/10/2021 10:17 AM
6	20k	2/9/2021 11:05 AM
7	none	2/8/2021 3:09 PM
8	£25,000	2/8/2021 10:46 AM
9	0	2/6/2021 2:40 PM
10	15k	2/5/2021 8:55 PM
11	30	2/5/2021 6:33 PM
12	60000	2/5/2021 1:42 PM
13	0	2/5/2021 9:35 AM
14	15000	2/5/2021 9:03 AM
15	25000	2/5/2021 8:02 AM
16	£10,000 for the single install completed so far	2/5/2021 5:18 AM
17	£10,000	2/4/2021 9:57 PM
18	0	2/4/2021 8:11 PM
19	10,000	2/4/2021 8:11 PM
20	9000	2/4/2021 6:00 PM
21	50,000	2/4/2021 5:44 PM
22	£20,000	2/4/2021 5:09 PM
23	50,000	2/4/2021 4:50 PM
24	Confidential	2/4/2021 4:03 PM
25	£140000	2/4/2021 12:31 PM
26	16000	2/4/2021 12:17 PM
27	52000	2/4/2021 11:56 AM
28	£15000	2/4/2021 11:31 AM
29	74400	2/4/2021 11:29 AM
30	60000	2/4/2021 11:15 AM
31	0	2/4/2021 11:13 AM
32	60000	2/4/2021 11:10 AM
33	40,000	2/4/2021 11:09 AM
34	0	2/4/2021 11:00 AM
35	0	2/4/2021 10:54 AM
36	None completed	2/4/2021 10:39 AM
37	10000	2/4/2021 9:43 AM
38	0	2/4/2021 9:35 AM
39	£75,000	2/4/2021 9:33 AM
40	5000	2/4/2021 9:29 AM

## Green Homes Grant - Installer Experience Survey

41	£450,000	2/4/2021 9:22 AM
42	£30000	2/4/2021 8:58 AM
43	600,000	2/4/2021 8:54 AM
44	10,000	2/4/2021 8:51 AM
45	20000	2/4/2021 8:42 AM
46	18000	2/4/2021 8:34 AM
47	3737	2/4/2021 8:33 AM
48	0	2/4/2021 8:19 AM
49	£3000	2/4/2021 8:07 AM
50	30000	2/4/2021 7:57 AM
51	7	2/4/2021 7:39 AM
52	0	2/4/2021 7:16 AM
53	100k	2/4/2021 6:23 AM
54	0	2/4/2021 5:42 AM
55	300,000	2/4/2021 12:20 AM
56	50000	2/3/2021 11:08 PM
57	£0 completed, £30k pending	2/3/2021 10:54 PM
58	100000	2/3/2021 10:18 PM
59	0	2/3/2021 10:10 PM
60	600000	2/3/2021 10:02 PM
61	50000	2/3/2021 9:31 PM
62	60,000	2/3/2021 9:18 PM
63	£18000	2/3/2021 9:01 PM
64	10000	2/3/2021 8:50 PM
65	35000	2/3/2021 8:34 PM
66	8000	2/3/2021 8:18 PM
67	15k	2/3/2021 8:03 PM
68	None	2/3/2021 7:56 PM
69	£50000	2/3/2021 7:48 PM
70	£15000	2/3/2021 7:39 PM
71	£20k	2/3/2021 7:33 PM
72	£0 we referred our clients to GHG	2/3/2021 7:30 PM
73	N/a	2/3/2021 7:29 PM
74	00	2/3/2021 7:24 PM
75	30000	2/3/2021 7:17 PM
76	0	2/3/2021 6:52 PM
77	£5000	2/3/2021 6:42 PM
78	£5000	2/3/2021 6:39 PM
79	0	2/3/2021 6:34 PM
80	100000	2/3/2021 6:33 PM
81	10,000	2/3/2021 6:26 PM

## Green Homes Grant - Installer Experience Survey

82	£30,000	2/3/2021 6:09 PM
83	£85,000	2/3/2021 5:49 PM
84	0	2/3/2021 5:43 PM
85	10000	2/3/2021 5:42 PM
86	50k	2/3/2021 5:41 PM
87	Lots of attractions unfortunately it's not lead to many installations	2/3/2021 5:37 PM
88	We have received 2 vouchers to date, we have submitted 500+ quotations, we have 2/300+ ongoing application queries. Customers have lost patience, are fed up of submitting and re submitting applications. Being told differing things, the quote is too expensive, your installer is not registered etc etc	2/3/2021 5:32 PM
89	0	2/3/2021 5:30 PM
90	25000	2/3/2021 5:17 PM
91	£30,000	2/3/2021 5:10 PM
92	100,000	2/3/2021 5:06 PM
93	?	2/3/2021 5:06 PM
94	0	2/3/2021 5:05 PM
95	58500.00	2/3/2021 4:59 PM
96	£400,000 of which 1 job has been installed, the rest waiting months	2/3/2021 4:56 PM
97	0	2/3/2021 4:55 PM
98	£5000	2/3/2021 4:54 PM
99	15880	2/3/2021 4:51 PM
100	0	2/3/2021 4:51 PM
101	none	2/3/2021 4:49 PM
102	None as no vouchers received by clients	2/3/2021 4:46 PM
103	5,000	2/3/2021 4:45 PM
104	0	2/3/2021 4:44 PM
105	160000	2/3/2021 4:43 PM
106	10,000	2/3/2021 4:41 PM
107	10000	2/3/2021 4:39 PM
108	9100	2/3/2021 4:38 PM
109	£0	2/3/2021 4:37 PM
110	50000	2/3/2021 4:36 PM
111	Alot	2/3/2021 4:34 PM
112	11144	2/3/2021 4:33 PM
113	0	2/3/2021 4:33 PM
114	5	2/3/2021 4:32 PM
115	Could be a lot if clients could get the grant	2/3/2021 4:31 PM
116	0	2/3/2021 4:27 PM
117	30,000	2/3/2021 4:27 PM
118	£0	2/3/2021 4:27 PM
119	£35000	2/3/2021 4:27 PM
120	£40,000	2/3/2021 4:26 PM



## Green Homes Grant - Installer Experience Survey

121	£50000	2/3/2021 4:25 PM
122	N/A	2/3/2021 4:25 PM
123	£25,000	2/3/2021 4:24 PM
124	Zero	2/3/2021 4:24 PM
125	160000	2/3/2021 4:24 PM
126	56K	2/3/2021 4:23 PM
127	0	2/3/2021 4:22 PM
128	9960	2/3/2021 4:21 PM
129	0	2/3/2021 4:21 PM
130	0	2/3/2021 4:20 PM
131	20k	2/3/2021 4:20 PM
132	0	2/3/2021 4:20 PM
133	0	2/3/2021 4:19 PM
134	Non	2/3/2021 4:15 PM
135	£10,000	2/3/2021 4:14 PM
136	£40,000.00	2/3/2021 4:13 PM
137	5000	2/3/2021 4:12 PM
138	10000	2/3/2021 4:12 PM
139	0	2/3/2021 4:11 PM
140	0	2/3/2021 4:11 PM
141	15,000	2/3/2021 4:10 PM
142	0	2/3/2021 4:10 PM
143	£30,000	2/3/2021 4:09 PM
144	0	2/3/2021 4:09 PM
145	30000	2/3/2021 4:09 PM
146	None	2/3/2021 4:08 PM
147	£15k	2/3/2021 4:08 PM
148	0	2/3/2021 4:08 PM
149	500000	2/3/2021 4:07 PM
150	Value of voucher £5k X 15 projects	2/3/2021 4:06 PM
151	50000	2/3/2021 4:05 PM

Q9 Q4. What percentage of payments are overdue by more than 40 days?

Answered: 151 Skipped: 43

## Green Homes Grant - Installer Experience Survey

#	RESPONSES	DATE
1	0	2/11/2021 2:33 PM
2	0	2/11/2021 1:03 PM
3	0	2/10/2021 5:59 PM
4	N/A	2/10/2021 1:28 PM
5	0	2/10/2021 10:17 AM
6	0	2/9/2021 11:05 AM
7	N/A	2/8/2021 3:09 PM
8	0%	2/8/2021 10:46 AM
9	N/A	2/6/2021 2:40 PM
10	2	2/5/2021 8:55 PM
11	0 none installed as of yet	2/5/2021 6:33 PM
12	100% so far	2/5/2021 1:42 PM
13	0	2/5/2021 9:35 AM
14	0	2/5/2021 9:03 AM
15	0	2/5/2021 8:02 AM
16	GHG scheme took 7 weeks to pay after completion	2/5/2021 5:18 AM
17	0	2/4/2021 9:57 PM
18	0	2/4/2021 8:11 PM
19	0 - we haven't started any	2/4/2021 8:11 PM
20	0	2/4/2021 6:00 PM
21	0	2/4/2021 5:44 PM
22	not claimed a voucher yet	2/4/2021 5:09 PM
23	0	2/4/2021 4:50 PM
24	50%	2/4/2021 4:03 PM
25	0	2/4/2021 12:31 PM
26	0	2/4/2021 12:17 PM
27	100	2/4/2021 11:56 AM
28	I haven't started any installs that have been issued vouchers	2/4/2021 11:31 AM
29	100	2/4/2021 11:29 AM
30	100% so far	2/4/2021 11:15 AM
31	0	2/4/2021 11:13 AM
32	20	2/4/2021 11:10 AM
33	none	2/4/2021 11:09 AM
34	0	2/4/2021 11:00 AM
35	0	2/4/2021 10:54 AM
36	No vouchers redeemed	2/4/2021 10:39 AM
37	n/a	2/4/2021 9:43 AM
38	0	2/4/2021 9:35 AM
39	none	2/4/2021 9:33 AM
40	100	2/4/2021 9:29 AM

## Green Homes Grant - Installer Experience Survey

41	10	2/4/2021 9:22 AM
42	20%	2/4/2021 8:58 AM
43	0 - Only completed one installation to date	2/4/2021 8:54 AM
44	100%	2/4/2021 8:51 AM
45	0 - non completed yet as vouchers taking 2 months to come through	2/4/2021 8:42 AM
46	0	2/4/2021 8:34 AM
47	0	2/4/2021 8:33 AM
48	0	2/4/2021 8:19 AM
49	100%	2/4/2021 8:07 AM
50	0	2/4/2021 7:39 AM
51	0	2/4/2021 7:16 AM
52	0 but i hVe real concerns of pursuing the ghg due to others having not being paid	2/4/2021 6:23 AM
53	0	2/4/2021 5:42 AM
54	85%	2/4/2021 12:20 AM
55	not started yet	2/3/2021 11:08 PM
56	0	2/3/2021 10:54 PM
57	0	2/3/2021 10:18 PM
58	0	2/3/2021 10:10 PM
59	8	2/3/2021 10:02 PM
60	100	2/3/2021 9:31 PM
61	30%	2/3/2021 9:18 PM
62	0	2/3/2021 9:01 PM
63	0	2/3/2021 8:50 PM
64	70	2/3/2021 8:34 PM
65	0	2/3/2021 8:18 PM
66	All	2/3/2021 8:03 PM
67	None	2/3/2021 7:56 PM
68	All	2/3/2021 7:48 PM
69	0	2/3/2021 7:39 PM
70	All	2/3/2021 7:33 PM
71	Do you have to wait for your wage 40 days ?	2/3/2021 7:30 PM
72	N/a	2/3/2021 7:29 PM
73	0	2/3/2021 7:24 PM
74	80	2/3/2021 7:17 PM
75	0	2/3/2021 6:52 PM
76	0	2/3/2021 6:42 PM
77	100	2/3/2021 6:39 PM
78	0	2/3/2021 6:34 PM
79	unknown	2/3/2021 6:33 PM
80	0	2/3/2021 6:26 PM
81	0	2/3/2021 6:09 PM

## Green Homes Grant - Installer Experience Survey

82	90%	2/3/2021 5:49 PM
83	0	2/3/2021 5:43 PM
84	NA	2/3/2021 5:42 PM
85	80	2/3/2021 5:41 PM
86	Unknown	2/3/2021 5:37 PM
87	None as yet, but we are expecting it.	2/3/2021 5:32 PM
88	N/A	2/3/2021 5:30 PM
89	n/a	2/3/2021 5:17 PM
90	100%	2/3/2021 5:10 PM
91	0	2/3/2021 5:06 PM
92	0	2/3/2021 5:06 PM
93	0	2/3/2021 5:05 PM
94	0	2/3/2021 4:59 PM
95	0	2/3/2021 4:56 PM
96	0	2/3/2021 4:55 PM
97	NA	2/3/2021 4:54 PM
98	0	2/3/2021 4:51 PM
99	0	2/3/2021 4:51 PM
100	none , and contractors were promised 5 working days ?	2/3/2021 4:49 PM
101	not yet applicable	2/3/2021 4:46 PM
102	N/A - Being installed this week	2/3/2021 4:45 PM
103	0	2/3/2021 4:44 PM
104	50	2/3/2021 4:43 PM
105	100	2/3/2021 4:41 PM
106	0%	2/3/2021 4:40 PM
107	100	2/3/2021 4:39 PM
108	0	2/3/2021 4:38 PM
109	50	2/3/2021 4:36 PM
110	None yet!	2/3/2021 4:34 PM
111	0	2/3/2021 4:33 PM
112	0	2/3/2021 4:33 PM
113	100%	2/3/2021 4:32 PM
114	none	2/3/2021 4:31 PM
115	0	2/3/2021 4:27 PM
116	0 as yet but we are supposed to be paid within 5 days. That is what we were led to believe but have recently been told that its 5 days from when they accept that all date is correct - and they have no statutory target for how long they can take to do that. i.e. they have no requirement from government to pay us in any particular timeframe - ironic when only last week the government was announcing that they have made large companies pay small suppliers promptly but their own scheme doesn't even have internal targets.	2/3/2021 4:27 PM
117	£0	2/3/2021 4:27 PM
118	None as yet	2/3/2021 4:27 PM
119	None yet	2/3/2021 4:26 PM

## Green Homes Grant - Installer Experience Survey

120	40	2/3/2021 4:25 PM
121	N/A	2/3/2021 4:25 PM
122	£0	2/3/2021 4:24 PM
123	Zero	2/3/2021 4:24 PM
124	No installations complete uet	2/3/2021 4:24 PM
125	100%	2/3/2021 4:23 PM
126	0	2/3/2021 4:22 PM
127	0	2/3/2021 4:21 PM
128	0	2/3/2021 4:21 PM
129	0	2/3/2021 4:20 PM
130	None, 1 payment in 30 days approx	2/3/2021 4:20 PM
131	0	2/3/2021 4:20 PM
132	0	2/3/2021 4:19 PM
133	Non	2/3/2021 4:15 PM
134	0	2/3/2021 4:14 PM
135	0	2/3/2021 4:13 PM
136	100	2/3/2021 4:12 PM
137	0	2/3/2021 4:12 PM
138	0	2/3/2021 4:11 PM
139	0	2/3/2021 4:11 PM
140	1	2/3/2021 4:10 PM
141	What?!!!	2/3/2021 4:10 PM
142	None (yet)	2/3/2021 4:09 PM
143	N/a	2/3/2021 4:09 PM
144	3	2/3/2021 4:09 PM
145	N/A	2/3/2021 4:08 PM
146	None but we have deliberately held back due to concerns	2/3/2021 4:08 PM
147	0	2/3/2021 4:08 PM
148	0 as takes four months and still vouchers not issued	2/3/2021 4:07 PM
149	100%	2/3/2021 4:07 PM
150	so far the first we have only just started to complete them.	2/3/2021 4:06 PM
151	3	2/3/2021 4:05 PM

Q10 Q5. How old is your most overdue Green Homes Grant voucher payment? (x days)

Answered: 141 Skipped: 53

## Green Homes Grant - Installer Experience Survey

#	RESPONSES	DATE
1	N/a	2/11/2021 2:33 PM
2	0	2/11/2021 1:03 PM
3	0	2/10/2021 5:59 PM
4	N/A	2/10/2021 1:28 PM
5	0	2/10/2021 10:17 AM
6	0	2/9/2021 11:05 AM
7	N/A	2/8/2021 3:09 PM
8	0	2/8/2021 10:46 AM
9	N/A	2/6/2021 2:40 PM
10	38	2/5/2021 8:55 PM
11	0	2/5/2021 6:33 PM
12	49 days and couting	2/5/2021 1:42 PM
13	0	2/5/2021 9:35 AM
14	0	2/5/2021 8:02 AM
15	n/a	2/5/2021 5:18 AM
16	10	2/4/2021 9:57 PM
17	0	2/4/2021 8:11 PM
18	0	2/4/2021 8:11 PM
19	2	2/4/2021 6:00 PM
20	15	2/4/2021 5:44 PM
21	not claimed a voucher yet	2/4/2021 5:09 PM
22	7	2/4/2021 4:50 PM
23	44	2/4/2021 4:03 PM
24	first payment to be submitted tomorrow	2/4/2021 12:31 PM
25	15	2/4/2021 12:17 PM
26	49	2/4/2021 11:56 AM
27	I haven't started any installs that have been issued vouchers	2/4/2021 11:31 AM
28	50	2/4/2021 11:29 AM
29	49 days and couting	2/4/2021 11:15 AM
30	0	2/4/2021 11:13 AM
31	60	2/4/2021 11:10 AM
32	10	2/4/2021 11:09 AM
33	0	2/4/2021 11:00 AM
34	0	2/4/2021 10:54 AM
35	No voucher redeemed	2/4/2021 10:39 AM
36	n/a	2/4/2021 9:43 AM
37	0	2/4/2021 9:35 AM
38	20	2/4/2021 9:33 AM
39	40 days	2/4/2021 9:29 AM
40	50	2/4/2021 9:22 AM



## Green Homes Grant - Installer Experience Survey

41	45	2/4/2021 8:58 AM
42	N/A	2/4/2021 8:54 AM
43	57	2/4/2021 8:51 AM
44	0 - non completed yet as vouchers taking 2 months to come through	2/4/2021 8:42 AM
45	0	2/4/2021 8:34 AM
46	0	2/4/2021 8:33 AM
47	0	2/4/2021 8:19 AM
48	?	2/4/2021 8:07 AM
49	20	2/4/2021 7:57 AM
50	20	2/4/2021 7:39 AM
51	0	2/4/2021 7:16 AM
52	0	2/4/2021 5:42 AM
53	60	2/4/2021 12:20 AM
54	not started yet	2/3/2021 11:08 PM
55	0	2/3/2021 10:54 PM
56	0	2/3/2021 10:18 PM
57	0	2/3/2021 10:10 PM
58	45	2/3/2021 10:02 PM
59	45	2/3/2021 9:31 PM
60	40 days	2/3/2021 9:18 PM
61	20	2/3/2021 9:01 PM
62	15	2/3/2021 8:50 PM
63	54	2/3/2021 8:34 PM
64	0	2/3/2021 8:18 PM
65	-	2/3/2021 8:03 PM
66	None	2/3/2021 7:56 PM
67	0	2/3/2021 7:48 PM
68	25	2/3/2021 7:39 PM
69	60 days	2/3/2021 7:33 PM
70	21	2/3/2021 7:30 PM
71	N/a	2/3/2021 7:29 PM
72	0	2/3/2021 7:24 PM
73	50	2/3/2021 7:17 PM
74	0	2/3/2021 6:52 PM
75	0	2/3/2021 6:42 PM
76	180	2/3/2021 6:39 PM
77	0	2/3/2021 6:34 PM
78	unknown	2/3/2021 6:33 PM
79	7	2/3/2021 6:26 PM
80	N/A	2/3/2021 6:09 PM
81	60	2/3/2021 5:49 PM

## Green Homes Grant - Installer Experience Survey

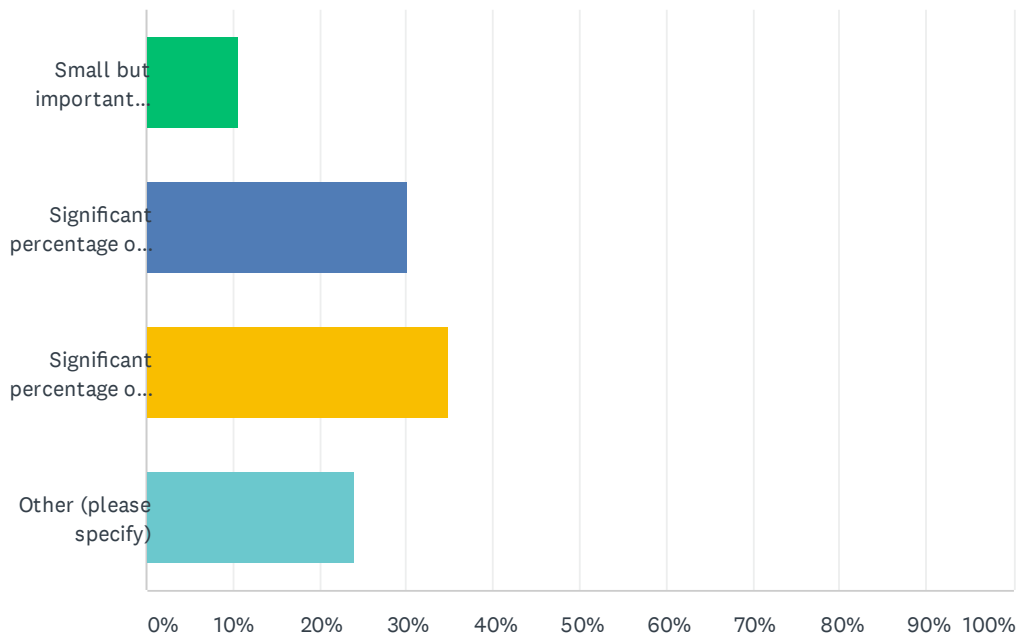
82	0	2/3/2021 5:43 PM
83	NA	2/3/2021 5:42 PM
84	Unknown	2/3/2021 5:37 PM
85	N/A	2/3/2021 5:30 PM
86	n/a	2/3/2021 5:17 PM
87	45 days	2/3/2021 5:10 PM
88	0	2/3/2021 5:06 PM
89	0	2/3/2021 5:06 PM
90	0	2/3/2021 5:05 PM
91	24	2/3/2021 4:59 PM
92	0	2/3/2021 4:56 PM
93	0	2/3/2021 4:55 PM
94	NA	2/3/2021 4:54 PM
95	9	2/3/2021 4:51 PM
96	0	2/3/2021 4:51 PM
97	N/A	2/3/2021 4:49 PM
98	not yet applicable	2/3/2021 4:46 PM
99	N/A	2/3/2021 4:45 PM
100	0	2/3/2021 4:44 PM
101	50	2/3/2021 4:43 PM
102	Dec 2020	2/3/2021 4:41 PM
103	55	2/3/2021 4:39 PM
104	0	2/3/2021 4:38 PM
105	30	2/3/2021 4:36 PM
106	3 days	2/3/2021 4:33 PM
107	0	2/3/2021 4:33 PM
108	47	2/3/2021 4:32 PM
109	n/a	2/3/2021 4:31 PM
110	0	2/3/2021 4:27 PM
111	5	2/3/2021 4:27 PM
112	0	2/3/2021 4:27 PM
113	None as yet	2/3/2021 4:27 PM
114	65	2/3/2021 4:25 PM
115	N/A	2/3/2021 4:25 PM
116	14	2/3/2021 4:24 PM
117	None redeemed yet	2/3/2021 4:24 PM
118	we are in the middle of apply for our first 2 5K jobs, which has been confusing	2/3/2021 4:23 PM
119	0	2/3/2021 4:22 PM
120	4	2/3/2021 4:21 PM
121	0	2/3/2021 4:21 PM
122	0	2/3/2021 4:20 PM

## Green Homes Grant - Installer Experience Survey

123	Should be 5 days, 25 days	2/3/2021 4:20 PM
124	0	2/3/2021 4:20 PM
125	Non	2/3/2021 4:15 PM
126	21 days	2/3/2021 4:14 PM
127	26	2/3/2021 4:13 PM
128	30	2/3/2021 4:12 PM
129	0	2/3/2021 4:12 PM
130	0	2/3/2021 4:11 PM
131	0	2/3/2021 4:11 PM
132	45	2/3/2021 4:10 PM
133	None yet claimed	2/3/2021 4:09 PM
134	N/a	2/3/2021 4:09 PM
135	80	2/3/2021 4:09 PM
136	N/A	2/3/2021 4:08 PM
137	N/A	2/3/2021 4:08 PM
138	0	2/3/2021 4:08 PM
139	60 days	2/3/2021 4:07 PM
140	10 days so far	2/3/2021 4:06 PM
141	4 weeks	2/3/2021 4:05 PM

### Q11 Q6. How critical to the viability of your business are any overdue payments under the GHGVS?

Answered: 149 Skipped: 45



ANSWER CHOICES	RESPONSES	
Small but important percentage of our total turnover	10.74%	16
Significant percentage of our total turnover which may mean we have to withdraw from the scheme	30.20%	45
Significant percentage of our total turnover that could threaten our business success	34.90%	52
Other (please specify)	24.16%	36
<b>TOTAL</b>		<b>149</b>

## Green Homes Grant - Installer Experience Survey

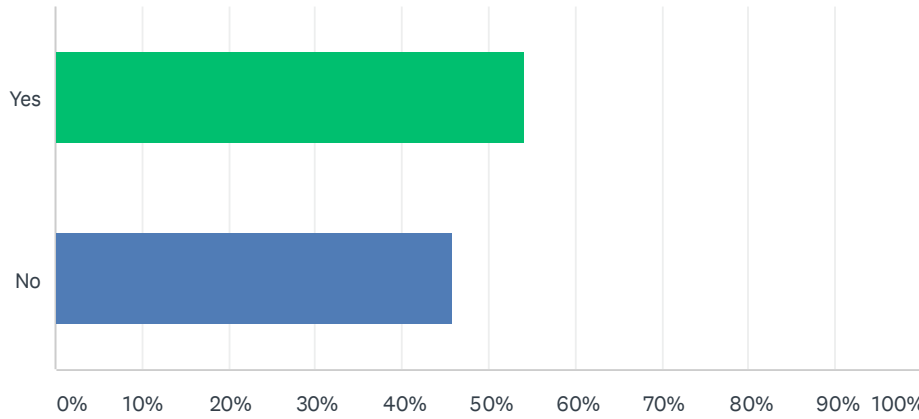
#	OTHER (PLEASE SPECIFY)	DATE
1	We have purposefully not taken many on	2/10/2021 5:59 PM
2	None ready yet, still because of slow rollout of vouchers, but this is an important concern going forward	2/10/2021 10:17 AM
3	N/A	2/8/2021 3:09 PM
4	The voucher so significant decrease our natural RHI heat pump installs as customers are opting and eating for the voucher. We have been successful with heat pump and the Rhi in the past but since the announcement of the voucher this has threatened our business. I we thought this scheme was to help the Industry and create jobs.	2/5/2021 6:33 PM
5	We have over 1000 emails now requesting quotations, I would rather let the emails rot in the junk folder than take on ant GHG work	2/4/2021 8:11 PM
6	na	2/4/2021 11:13 AM
7	0	2/4/2021 11:00 AM
8	We could not take on GHGVS work with the current state of the scheme administration	2/4/2021 10:54 AM
9	N/A	2/4/2021 10:47 AM
10	No installs completed yet	2/4/2021 10:39 AM
11	See above	2/4/2021 9:35 AM
12	The works we're on with are in progress so we don't have any issues with late voucher payments yet - we do have concerns though as on both projects as there often is there are some supply chain issues so we can't invoice yet - we have good credit with our suppliers BUT without deposits and advance payments we don't have any security	2/4/2021 8:34 AM
13	We have not got the problem of not being paid yet. We are still awaiting vouchers from October and the few we have had are no in the process of installing.	2/4/2021 7:57 AM
14	We are advising customers to use the RHI scheme because of the delay in receiving vouchers.	2/4/2021 5:42 AM
15	These questions have now put me off total	2/3/2021 7:56 PM
16	I've not had a voucher to start a job!	2/3/2021 7:24 PM
17	We saw that the scheme was potentially ruinous so did not participate	2/3/2021 6:52 PM
18	We have many application pending since September and only 3 vouchers issued. The scheme scheme so far fails on every level. We have vulnerable customers that can not get vouchers and we are unable to support due to poor coms. We have no idea when we will get paid and the 2 installs completed appear lost in the ether and no comms yet again!! If we relied on this scheme we would be out of business by now.	2/3/2021 6:26 PM
19	Its huge! We fit ASHP and on any £10k vouchers we have to cashflow all kit and labour until the vouchers lands with us. If we fitted 5 x £10k voucher jobs in a week and that money was delayed it would hold up our whole operation. £5k vouchers aren't too bad as the customer will have a contributions meaning we can use that "deposit" to buy the kit etc.	2/3/2021 6:09 PM
20	NA	2/3/2021 5:43 PM
21	N/a	2/3/2021 5:32 PM
22	N/A	2/3/2021 5:30 PM
23	Small company so difficult cash flow issues with delays	2/3/2021 4:51 PM
24	all payments are important , this scheme needs to be making payment within 30 days ( 22 working days ) maximum	2/3/2021 4:49 PM
25	The fact that there are payment delays has made us wary of doing any GHG installations	2/3/2021 4:46 PM
26	Not at present, but if we were to do more, the risk increases	2/3/2021 4:45 PM
27	We don't have any overdue payments but it is a concern.	2/3/2021 4:38 PM
28	iam not prepared to get court up in a spiral of late payments	2/3/2021 4:33 PM
29	The clients are finding it difficult to receive communication from the Green Home Grant provider	2/3/2021 4:31 PM

## Green Homes Grant - Installer Experience Survey

30	We have taken the decision already - after only 3 installations to postpone any further work. 2 of our first 3 installes are £10,000 vouchers so we have all equipment and costs already incurred and the customers have paid us £60 and £300 in total with £20,000 outstanding from the GHG scheme. No one can support that level of unpaid debt. So we have no option to continue. We are trying to persuade customers who can afford it to use the RHI or we are having to tell them we can't do the work until the system is working smoothly.	2/3/2021 4:27 PM
31	We have none	2/3/2021 4:27 PM
32	N/A	2/3/2021 4:25 PM
33	Are you seious about this question. If you cannot get paid, installations will not happen, The private sector is not stupid and is not a charity	2/3/2021 4:20 PM
34	not applicable	2/3/2021 4:19 PM
35	Haven't completed any installation	2/3/2021 4:09 PM
36	none undertaken to date	2/3/2021 4:08 PM

### Q12 Q7. Have you made an investment in any new equipment for your business, based on the work that you have expected the Green Homes Grant to generate?

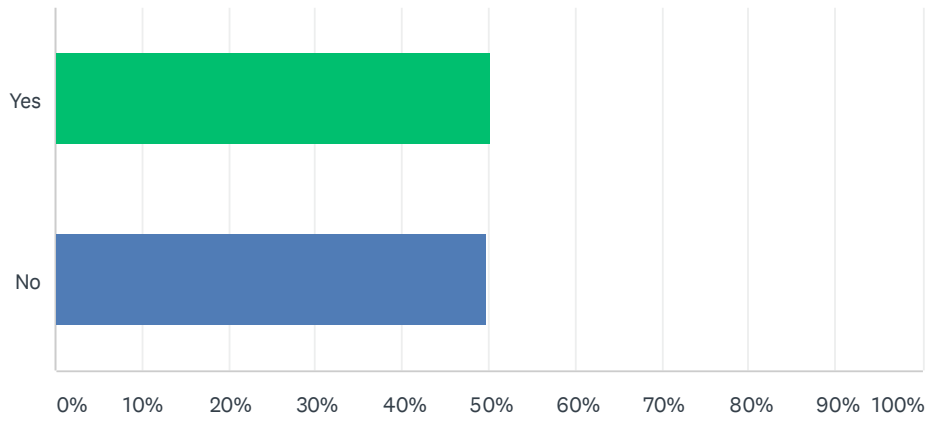
Answered: 166 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	54.22%	90
No	45.78%	76
<b>TOTAL</b>		<b>166</b>

### Q13 Q8a. Have you employed extra staff as a direct result of the Green Homes Grant?

Answered: 165 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	50.30%	83
No	49.70%	82
TOTAL		165



## Q14 Q8b. How many extra staff have you employed?

Answered: 85 Skipped: 109

## Green Homes Grant - Installer Experience Survey

#	RESPONSES	DATE
1	3	2/11/2021 1:04 PM
2	1	2/9/2021 11:06 AM
3	1	2/8/2021 3:11 PM
4	1	2/6/2021 2:40 PM
5	6	2/5/2021 8:56 PM
6	2	2/5/2021 6:36 PM
7	1	2/5/2021 9:04 AM
8	2	2/4/2021 9:58 PM
9	one	2/4/2021 5:44 PM
10	Skilled staff are not available.	2/4/2021 5:11 PM
11	1	2/4/2021 4:52 PM
12	Confidential	2/4/2021 4:03 PM
13	3	2/4/2021 12:32 PM
14	5	2/4/2021 12:21 PM
15	1	2/4/2021 12:20 PM
16	2	2/4/2021 11:57 AM
17	8	2/4/2021 11:17 AM
18	2	2/4/2021 11:10 AM
19	1	2/4/2021 10:56 AM
20	1	2/4/2021 9:36 AM
21	3	2/4/2021 9:34 AM
22	12	2/4/2021 9:24 AM
23	2	2/4/2021 9:06 AM
24	2	2/4/2021 8:54 AM
25	1	2/4/2021 8:52 AM
26	1	2/4/2021 8:44 AM
27	1	2/4/2021 8:36 AM
28	1	2/4/2021 8:20 AM
29	3	2/4/2021 8:03 AM
30	3	2/4/2021 7:40 AM
31	1	2/4/2021 7:16 AM
32	5	2/4/2021 6:24 AM
33	8	2/4/2021 12:21 AM
34	1	2/3/2021 10:19 PM
35	1	2/3/2021 10:11 PM
36	10	2/3/2021 10:04 PM
37	0	2/3/2021 9:32 PM
38	7	2/3/2021 9:19 PM
39	1	2/3/2021 8:51 PM
40	1	2/3/2021 8:38 PM

## Green Homes Grant - Installer Experience Survey

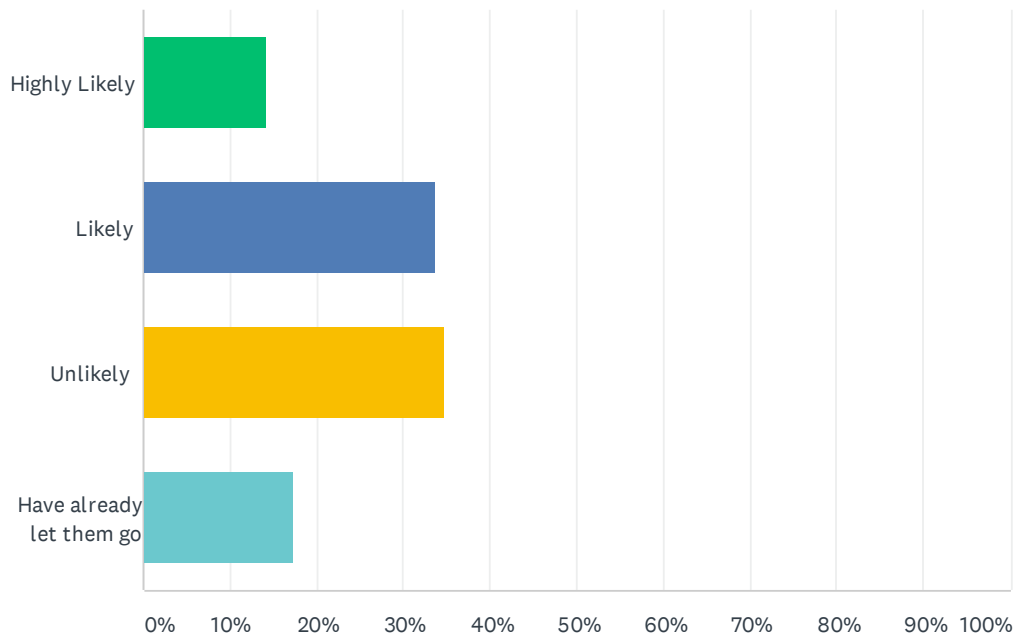
41	3	2/3/2021 8:34 PM
42	1	2/3/2021 8:04 PM
43	3	2/3/2021 7:53 PM
44	0	2/3/2021 7:49 PM
45	2	2/3/2021 7:40 PM
46	4	2/3/2021 7:17 PM
47	20	2/3/2021 6:34 PM
48	1. But have now laid them off. only 3 vouchers. Scheme in present state is a cost to business.	2/3/2021 6:34 PM
49	we have employed 4 new members of staff and plan to grow our team further if the scheme is successful. We will also be looking to take advantage of the kick-start scheme.	2/3/2021 6:11 PM
50	4	2/3/2021 5:50 PM
51	2	2/3/2021 5:42 PM
52	1	2/3/2021 5:38 PM
53	9	2/3/2021 5:33 PM
54	3	2/3/2021 5:10 PM
55	1	2/3/2021 5:02 PM
56	2	2/3/2021 5:00 PM
57	5	2/3/2021 4:57 PM
58	2	2/3/2021 4:55 PM
59	1	2/3/2021 4:52 PM
60	1	2/3/2021 4:51 PM
61	n/a	2/3/2021 4:47 PM
62	23	2/3/2021 4:43 PM
63	2	2/3/2021 4:43 PM
64	2	2/3/2021 4:40 PM
65	2	2/3/2021 4:37 PM
66	3	2/3/2021 4:35 PM
67	3	2/3/2021 4:30 PM
68	1	2/3/2021 4:29 PM
69	2	2/3/2021 4:26 PM
70	2	2/3/2021 4:26 PM
71	2	2/3/2021 4:24 PM
72	1	2/3/2021 4:23 PM
73	2	2/3/2021 4:22 PM
74	0	2/3/2021 4:21 PM
75	0	2/3/2021 4:21 PM
76	We are advertising for staff in Sept for GHG, we have this on hold	2/3/2021 4:21 PM
77	2	2/3/2021 4:17 PM
78	1	2/3/2021 4:15 PM
79	1	2/3/2021 4:14 PM
80	18	2/3/2021 4:13 PM

## Green Homes Grant - Installer Experience Survey

81	2	2/3/2021 4:11 PM
82	4	2/3/2021 4:09 PM
83	1	2/3/2021 4:08 PM
84	1	2/3/2021 4:08 PM
85	4	2/3/2021 4:08 PM

### Q15 Q8c. How likely are you to retain these new staff over the coming year?

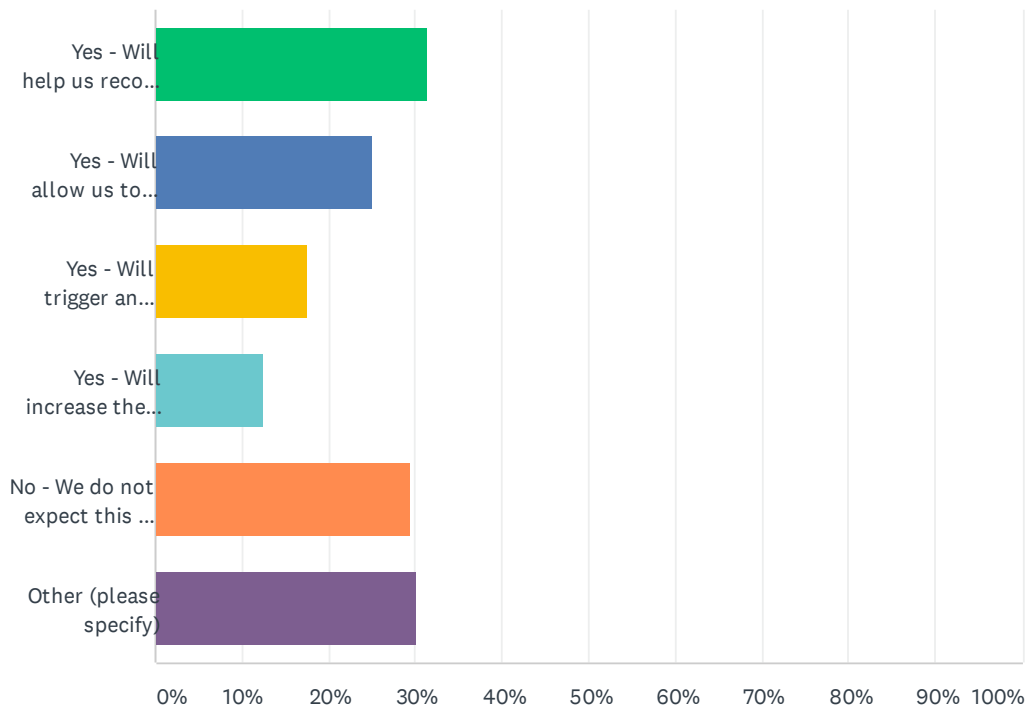
Answered: 92 Skipped: 102



ANSWER CHOICES	RESPONSES	
Highly Likely	14.13%	13
Likely	33.70%	31
Unlikely	34.78%	32
Have already let them go	17.39%	16
<b>TOTAL</b>		<b>92</b>

## Q16 Q9. The Green Homes Grant has been extended to March 2022. Will this extension help your business?

Answered: 159 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes - Will help us recover from the impact of COVID-19 and lockdown	31.45%	50
Yes - Will allow us to grow our workforce	25.16%	40
Yes - Will trigger an investment in the business e.g. purchase new equipment	17.61%	28
Yes - Will increase the scope of what our business can offer	12.58%	20
No - We do not expect this to help us	29.56%	47
Other (please specify)	30.19%	48
Total Respondents: 159		

## Green Homes Grant - Installer Experience Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Yes if we can actually get vouchers issued faster. 90% of our installation work is now centred around this scheme as no one will pay full price for a heatpump anymore. This scheme is now directly responsible for the future success of my company and so far has done nothing for me and let me down. SORT IT OUT	2/11/2021 2:36 PM
2	I have read it has been cut	2/11/2021 1:04 PM
3	As yet unsure	2/10/2021 5:59 PM
4	Don't know yet. The scheme as it is has slowed down business for my company. This could well improve, but I am so reluctant to end up exposed to late payments that ie I'll not take nor more voucher-funded work until there has been a clear improvement in the scheme's operation	2/10/2021 10:19 AM
5	Too complicated for all	2/9/2021 11:06 AM
6	Possibly	2/8/2021 3:11 PM
7	Additional overheads may mean we loose money	2/6/2021 2:40 PM
8	Not if payments are as slow as they've been so far	2/5/2021 8:56 PM
9	As of yet until payment and vouchers are improve it could last forever but would make a difference. Please help fast as this is killing the heat pump installers industry fast.	2/5/2021 6:36 PM
10	It will just cause problems for the existing route of our customers who will apply to get the grant for systems that were already agreed, it will delay existing work as they run through the processes of the scheme and delay starts for agreed work	2/4/2021 8:13 PM
11	It will allow us to do the work we should have done in the 6 months the scheme was supposed to last. If it had started on time extension would be unnecessary	2/4/2021 4:52 PM
12	It would do all the above if it worked. Unfortunately, it has lost all credibility due to incompetence.	2/4/2021 3:30 PM
13	It also depends on how quickly payments and process changes occur. It's a bureaucratic disaster that is impacting on costs to offer.	2/4/2021 12:20 PM
14	Yes - Only if we begin to receive more vouchers quicker than the current rate of 1 voucher per 2 to 3 weeks	2/4/2021 11:17 AM
15	na	2/4/2021 11:13 AM
16	It brings us leads which we then direct towards the Domestic RHI	2/4/2021 10:56 AM
17	No, due to the scheme not delivering. It was planned to be a yes as a recovery tool following Covid to help us break even this financial year but the administration of the programme has made that impossible	2/4/2021 9:24 AM
18	Our plan was to extend workforce and train entrants to the industry. These plans have been shelved.	2/4/2021 8:52 AM
19	Yes - the original Sept to March timescale was unworkable	2/4/2021 8:36 AM
20	Have longer to install due to the delay in vouchers being issued	2/4/2021 8:34 AM
21	The questions you ask are perhaps not quite the right ones. The policy if intended to grow the installer base needs to last more like 5 years plus to build business confidence. We have been installing heat pumps for some years and only just "getting used to it". As the process and systems are new - internal and installer staff all have to be trained and the business itself get used to professional systems and back up. This takes years not months. E.g. our new apprentices are in 2 year programmes - how can short term policy build confidence of genuine business. The system of short term policy has shown to be a problem in stimulating change. If the govt are serious about net zero and 600k pumps a year they need to lengthen policy and have a simple process that is efficient - again govt ask for improved business productivity and then do the opposite as with GHG system debacle. UK has a standards process evolved over ten years with MCS why re invent it ?? So in answer to question, yes it sort of helps - but not really.	2/4/2021 8:03 AM
22	If grant was run competently with less complications it would be a significant help	2/4/2021 7:40 AM
23	Such disruption and bad press. We can't see how it's helped	2/3/2021 11:08 PM
24	Yes if the vouchers are issue quicker and we are paid. No if the customer has to wait	2/3/2021 9:19 PM

## Green Homes Grant - Installer Experience Survey

	months for the voucher and we do not get lid.	
25	Companies like ourself are loosing faith with these schemes	2/3/2021 8:04 PM
26	Will sick with the RHI payments as all the liability is with the installer	2/3/2021 7:57 PM
27	the scheme should be scrapped and replace with simple tax offset incentive. The additional administration of the grant distribution cost more money and installers time then it's worth.	2/3/2021 7:34 PM
28	We expect it to be a burden on our business by causing us to be inundated with enquiries we do not want	2/3/2021 6:54 PM
29	If the Vouchers are not getting paid. Then ut doesn't help any Company.	2/3/2021 6:35 PM
30	Unless the system scheme changes dramatically we will drop out. Many customers have abandoned the scheme and purchased cheap boilers. New customers are saying they dont want the GHGVS preferring RHI or not bothering to install any measures. We believe this is a great idea but unless the scheme is better administered we will have no choice but to leave as it is adversely effecting our customers and our business.	2/3/2021 6:34 PM
31	Too early to tell.	2/3/2021 5:33 PM
32	Issue the vouchers, correct the administration of this scheme then it would work	2/3/2021 4:57 PM
33	Yes once they final have a smooth process in place	2/3/2021 4:55 PM
34	not unless extensive changes are made	2/3/2021 4:51 PM
35	Hopefully it means that we will actually get some work from this rather than just doing endless quotes!	2/3/2021 4:47 PM
36	there is an old saying about the banks they will give you an umbrella when the sun is out and take it away when it raining	2/3/2021 4:36 PM
37	Unsure to date	2/3/2021 4:31 PM
38	No, we are actively trying not to get involved in this scheme in it's current format. We install heat pumps so the customer alraedy receives RHI payments - this grant scheme is effectively an upfront RHI payment and the customer has no huge benefits. All it does is place a heavy burden on our company and impacts our cashflow - our curent customers pay much quicker than 40 days, I expect payment within 7 days.	2/3/2021 4:31 PM
39	If the scheme were administered properly, it would help us we think quite a lot as an upfront grant resonates better with customers than the RHI. If the system continues as it is, it will VERY badly affect our business as we simply cannot manage cash flow with this delay in payment. We are used to being paid on the day of completion by happy end-users. The exoension was only logical as it links through to when the RHI is looking likely to become grant based anyway so all it has done is avoid it being an even bigger catastrophe. Finally, just to point out that most of our already planned RHI work swapped to GHG so we have nearly 3 months work that was planned and which is on hold - madness.	2/3/2021 4:30 PM
40	It will increase enquiries and number of jobs but if vouchers are not paid then we will not be accepting GHG work	2/3/2021 4:29 PM
41	Until the issues are resolved with voucher and payment processing, we'd be better off without the scheme. But customers want it so we're between a rock and a hard place	2/3/2021 4:26 PM
42	Yes we are hopeful, but there have been issues with the scheme	2/3/2021 4:24 PM
43	This is not the issue, the functioning of the scheme from beginning to end seems shabmbolic. An email help line is no substitute for speaking to a human being.	2/3/2021 4:23 PM
44	But only if we can get paid on time!!! Small business need the cash flow in order to pay our bills/staff/contractors etc	2/3/2021 4:15 PM
45	If we don't get paid soon then NO!	2/3/2021 4:14 PM
46	yes - if the GHG team ever give out vouchers to our customers	2/3/2021 4:11 PM
47	Maybe but the vouchers aren't issued and we are sitting on a loss as all that has happened to date is that everything is delayed and no work is being done	2/3/2021 4:08 PM
48	It will create a cliff drop in business in March 22.	2/3/2021 4:07 PM