

Consumer FAQs

1. What is the Green Homes Grant scheme?

The Green Homes Grant is a government-funded voucher scheme designed to help with the installation of energy efficiency measures on homes in England to reduce energy bills and carbon emissions.

The voucher of up to £5,000 will cover at least two thirds of the cost of some energy-saving home improvements. Some homeowners on qualifying benefits can get a voucher covering the total cost of these home improvements, up to £10,000.

2. Does the Green Homes Grant cover the whole of the UK?

No, the Green Homes Grant is only eligible in England.

It does not apply to properties in Scotland, Wales or Northern Ireland. However, some of our MCS-certified Contractors do operate across the UK, meaning that you could use an MCS-certified Contractor who is based in Scotland to install in a property in England.

3. What energy-saving home improvements could I use the voucher for?

You can use the voucher to install either insulation or low carbon heating. These are called 'primary measures' under the scheme.

If you are interested in installing low carbon heating as a primary measure, you must use an MCS-certified Contractor who is also TrustMark approved for your voucher to be eligible. For more information about MCS-certified installers you can visit the MCS website [here](#). If you are interested in installing insulation as a primary measure (or any 'secondary measures') you must use a TrustMark approved tradesperson for your voucher to be eligible. For more information TrustMark approved tradespeople you can visit the TrustMark website [here](#).

Government is signposting consumers to the Simple Energy Advice website which has a Green Homes Grant eligibility calculator and can give you an idea of what improvements you might be able to claim funding for once vouchers are available. You can find the website [here](#).

4. What is the Microgeneration Certification Scheme (MCS) and how is it linked to the Green Homes Grant?

If you want to install a low carbon heating measure under the Green Homes Grant, you need to make sure that you use an MCS-certified contractor.

MCS is a mark of quality for renewable energy installations. An MCS-certified Contractor works to our industry standards and highlights quality and competency.

5. Can MCS help me find out more about insulation, double glazing or draught proofing?

No. Unfortunately these other measures fall outside our remit. We can only help with low carbon, renewable technologies.

If you need help, you should look at the Simple Energy Advice [website](#), or contact [TrustMark](#) .

6. What low carbon/renewable heat measures are eligible under the Green Homes Grant?

Low carbon heating measures provide renewable ways of heating your home. Low carbon heating can significantly reduce the amount of CO₂ your home produces and can reduce your energy bills compared to fossil fuel systems like a gas boiler. They can provide energy efficient, sustainable heating, while offering the same level of warmth as the fossil fuel systems you are probably familiar with.

Those that qualify under the Green Homes Grant voucher scheme includes Air Source Heat Pumps, Ground/Water Source Heat Pumps, Solar Thermal (liquid-filled flat plate or evacuated tube collectors) and Biomass Boilers.

To qualify for the voucher, the installation must be undertaken by an MCS certified Contractor using MCS certified products. They must also be TrustMark registered.

To have low-carbon heating installed, your home will need to have cavity or solid wall insulation and loft insulation (where applicable). You can have these installed as part of a package.

How much would it cost to install low carbon heating in my home?

There are lots of factors that will affect how much it could cost to have low carbon heating installed in your home. This includes the type of measure, the current heating system in your home and what size system you might need. There are also regional differences.

The Simple Energy Advice website offers an indication in their Energy Saving Plans but these are only a rough estimate.

As a guide, you could expect to pay the following for the total cost of the installation:

- Solar Thermal between £3,500 – £9,500
- Air Source Heat Pump between £8,000 – £15,000
- Ground Source Heat Pump between £16,000 – £24,000
- Biomass Boiler between £10,000 – £24,000

These are just an indication and the installation could cost more, or less than this. The costs include some minor changes to the heating system and a system flush/cleanse but replacement of the radiators in a property and/or running new pipework will add extra costs.

Your MCS certified Contractor will undertake a full diagnostic of your property and lifestyle in order to determine the best solution and provide a more accurate price.

7. How do I know which is the most appropriate low carbon heating measure for my home?

With any low carbon heating measure, we would always advise taking a 'fabric first' approach as this will maximise the performance of any heating measure you may look to install in your home.

Low carbon heating is exactly the same in this respect as any other source of heating, in that if your property is not well insulated, your chosen heating system will need to work harder and will therefore be less efficient and cost you more to run.

Most homes in the UK would benefit from a heat pump or solar thermal system. Choosing the right one for your specific property depends on the building size, location and outside space that you have available. Your MCS certified Contractor can guide you as to the best solution for your home.

8. Is my property eligible?

For the general scheme, the following properties are eligible:

- all owner-occupied homes (including long-leaseholders, shared ownership)
- landlords of private rented sector domestic properties
- landlords of social sector domestic properties (including Local Authority owned homes)
- park homeowners (for residential sites including Gypsy and Traveller sites)

For the low-income scheme, only owner-occupied properties and park homes are eligible.

You cannot apply for the scheme if you have already received a grant from your local authority as part of the Local Authority Delivery Scheme.

9. How can I find an MCS certified Contractor?

You can use the Find the Contractor on the MCS website [here](#). You will need to check that they are also TrustMark registered.

All Contractors are listed on the Simple Energy Advice (SEA) [website](#). This is the website that Government is signposting consumers to research the energy efficiency measures and to find a Contractor to obtain quotes from.

10. When does the scheme launch and when does it end?

Homeowners and landlords have been able to apply for the vouchers from 30 September 2020, when the scheme launched.

The scheme will close at the end of March 2022. Your chosen installation will need to be completed and registered by then for you to redeem the voucher.

11. How will I know what I am eligible for and what measures are on offer?

Before applying for a voucher, Government advises that you use the Simple Energy Advice (SEA) website [here](#) to check that you are eligible for a voucher (and for how much) and to see what energy efficiency improvements may be suitable for your home and an estimate of how much they might cost.

You can then search the database to find an accredited tradesperson to undertake your chosen improvement(s). You should obtain at least three quotes to make sure they that you are getting the best value for money, but you can choose which quotation to go with.

Once you have accepted a quotation you can apply for your voucher, inputting the name of your chosen tradesperson and arrange for the work to be carried out.

12. How do I know whether I qualify for the £5,000 voucher or the £10,000 voucher?

The voucher of up to £5,000 (general scheme) will cover at least two thirds of the cost of the eligible energy-saving home improvements set out above.

Some homeowners on qualifying benefits can apply for a voucher covering the total cost of these home improvements up to a total value of £10,000. This is the low-income scheme. To qualify for 100% Green Home Grants homeowners will need to be in receipt of one of the following:

Income-based Jobseeker's Allowance (ISA)
Income-based Employment & Support Allowance (ESA)
Income Support (IS)
Pension Guarantee Credit Working Tax Credit (WTC)
Child Tax Credits (CTC)
Universal Credit (UC)
Disability Living Allowance (DLA)
Personal Independence Payment (PIP)
Attendance Allowance
Carer's Allowance
Severe Disablement Allowance
Industrial Injuries Disablement Benefit
Contribution-based Jobseeker's Allowance (JSA)
Contribution-based Employment & Support Allowance (ESA)
Housing Benefit

13. If I'm already claiming other incentives such as the Feed-in Tariff, Smart Export Guarantee or Domestic Renewable Heat Incentive (RHI) can I still apply for the Green Homes Grant?

Yes, you can. The Feed-In Tariff and Smart Export Guarantee do not apply to heat-generating technologies, however.

14. Can I apply for the Domestic Renewable Heat Incentive (RHI) as well as the Green Homes Grant?

Yes. You can claim both for your MCS certified renewable heat installation. You would apply for your Green Homes Grant voucher first and then notify Ofgem that you have used it when you apply for the Domestic RHI.

The Green Homes Grant voucher payment will act as an upfront payment for your RHI, being deducted from your Domestic RHI payments – so you will receive repayments at the reduced amount over 7 years.

15. What happens if I forget to redeem the voucher and miss the deadline for doing so?

If you fail to redeem the voucher by the deadline for any reason you will be liable for the full cost of the measure installed.

16. What are the Terms and Conditions for taking part in the Green Homes Grant?

These are the relevant Consumer [Terms and Conditions](#).

17. Where can I get more information about this?

You can get more information from:

RECC: 020 7981 0866 (info@recc.org.uk)
MCS Helpdesk: 0333 103 8130 (hello@mcscertified.com)
Green Homes Grant Helpdesk: 0300 131 0053 (voucher.project@beis.gov.uk)
TrustMark Helpdesk: 0333 555 1234 (info@trustmark.org.uk)

Version	Date	Author	Rationale
1.0	05/10/2020	VG	First version of GHG Consumer FAQs prepared for Scheme launch
2.0	26/11/2020	VG	Updated version to take account of Scheme extension