

Installer FAQs

1. What are Green Homes Grants?

The Green Homes Grants scheme is a Government scheme to incentivise homeowners in England to install certain energy-efficient home improvements. It is split into two parts, one for able-to-pay consumers (the general scheme) and the other for low income consumers in receipt of certain benefits (the low-income scheme). Able-to-pay consumers can claim 66% of cost of the measures while low-income consumers can claim 100% of the cost of the measures. You can read [more about it here](#).

Note that Green Homes Grants are *only* available for homes in England. The scheme does not apply to Scotland, Wales or Northern Ireland. However, an installer could for example, be based in Scotland but work in properties in England to participate in the scheme.

2. Which homeowners are included?

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).

Note that new-build homes are *not* eligible.

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

Note that a consumer cannot apply for the scheme if they have already received a grant from their local authority as part of the Local Authority Delivery Scheme.

3. Which renewable energy technologies are included?

The list of eligible 'primary measures' includes air source heat pumps, ground source heat pumps, solar thermal systems (including liquid-filled flat plate or evacuated tube systems) and biomass boilers. Hybrid heat pump systems are also included.

The list of eligible 'secondary measures' includes hot water cylinders, pipework and radiators to support the installation of the primary measures.

To take part in the scheme you must be MCS-certified for the relevant technologies, a member of a CTSI-approved Consumer Code and TrustMark registered. (It is quick and easy to register with TrustMark through RECC [here](#)). You must also register with the Green Homes Grant to take part and provide your Bank Details.

4. Which benefits qualify homeowners for 100% Green Home Grants?

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

Note that landlords will *not* be eligible for 100% Green Home Grants.

5. Which other energy efficiency measures will be included?

The list of eligible 'primary measures' also includes solid wall insulation, cavity wall insulation, under-floor insulation, loft insulation, flat roof insulation, room-in-roof insulation and park home insulation.

The list of eligible 'secondary measures' also includes double glazing, triple glazing or secondary glazing (only when you are replacing single glazing), energy-efficient doors (only if you are replacing doors fitted before 2002), hot water tank thermostats or appliance thermostats, hot water tank insulation, smart heating controls, zone controls, thermostatic radiator valves (TRVs) and draught proofing.

6. Which measures are *not* included?

The following measures will not be eligible for a Green Homes Grant:

- building a new extension or conversion to your home
- insulating a conservatory with no fixed heating
- installing a new fossil fuel boiler (such as a gas, oil or an LPG boiler).

7. How much will the Green Homes Grants be worth?

In the general scheme for able-to-pay consumers, the maximum amount available will be £5,000, to cover two thirds of the cost of installing the energy efficiency improvements. The amount available for a 'secondary measure' will be capped at the amount claimed for the 'primary measure'. For those in receipt of benefits the maximum amount available will be £10,000, to cover the full cost of the improvements installed.

8. Can a homeowner apply for more than one Green Homes Grant?

The amount each householder can claim will be limited to £5,000. This could be split between 'primary measures' and 'secondary measures', with different installers.

9. Can a homeowner apply for the Domestic RHI as well as a Green Homes Grants?

Yes, consumers can claim both the Domestic RHI and the Green Homes Grant for their MCS certified renewable heat installation. Consumers must claim the Green Homes Grant first and then notify Ofgem that they have used it when they apply for the Domestic RHI.

The Green Homes Grant will then be deducted from their Domestic RHI payments with payments being amortised at the reduced cost over 7 years.

10. How can a homeowner apply for a Green Homes Grant?

Government is advising homeowners to consult the Government's Simple Energy Advice [website](#) to check which measures are most appropriate for their homes.

Once they have done this, they will then be expected to obtain 3 quotations for the work. However, it is *not* a requirement. Consumers can get advice from other sources. Once they have accepted the quotation, they will be able to apply for a voucher.

11. The Simple Energy Advice website is issuing Energy Saving Plans that are quoting inaccurate prices for the low carbon heating measures. Can this be corrected?

We have identified that the prices quoted are not a true reflection of current market prices for installations. With MCS we are working hard to get this changed to be more accurate, or to demonstrate that it is just a rough estimate.

12. What is the deadline for redeeming the voucher and for ensuring the improvements are completed?

You must make sure the work is scheduled to be completed, and the voucher redeemed subject to its terms and conditions, by **31 March 2022**.

13. How and when will I be paid, as an installer?

As an installer you will be able to be paid once the consumer has redeemed the voucher so long as you have carried out the installation and procedures in line with MCS standards and the Green Homes Grants Terms and Conditions [here](#).

14. How do I register the jobs I have carried out?

It is very important that you follow the GHG [Installer Guide](#). There is also a helpful [video](#) showing how to use the Green Homes Grant app to register your installation (GHG Sightline mobile demonstration). The video should be viewed in conjunction with the Installer Guide.

Be aware that you are be required to upload information and photographs both before and after you carry out the installation. Do not start the installation until the consumer has successfully received their voucher.

Once you have completed the installation you will need to register it on the Microgeneration Installation Database (MID) as usual. You will then need to register it with TrustMark, although the two systems will interact with each other and so you will not need to register the full details twice.

15. Will I have to pay twice to register the installations?

Yes, you will have to pay the MCS per installation fee to register the installation on the MID as well as the TrustMark lodgement fee.

16. How long will it take for me to receive payment once the consumer has redeemed the voucher?

We are still monitoring the situation regarding payment. We have made Government aware that it is essential for installers to receive payments speedily once an installation is complete. So long as you upload the required information via the Sightline app (see Q14, above), and so long as the consumer's voucher is valid, there should not be a delay in payment. Please provide us with any feedback you might have on this.

17. What happens if I have carried out the work and then do not receive the funding? Can I reclaim the amount from the consumer?

The Consumer Terms and Conditions state:

'Where the installer has completed the Eligible Measures you may lose the benefit of the Voucher and have to pay the full price for the works if you do not pay the installer as required by paragraph 28 and submit the information required by paragraph 29 before the Voucher expires.'

Under these circumstances you will therefore be able to reclaim the full costs of the installation from the consumer so long as you have followed the correct procedures.

18. What do I have to do to take part in the scheme, as an installer?

As an installer you need to be MCS-certified for the relevant technologies, and a member of a CTSI-approved Consumer Code. You will also need to be TrustMark registered. You can register with TrustMark quickly and easily through RECC [here](#).

19. How will you ensure quality and prevent cowboy contractors?

In order to install the low carbon heating measures, a Contractor must be MCS certified and TrustMark registered. We will be closely monitoring the registered installations under the Scheme and have already increased capacity in our compliance and enforcement team.

We will be working closely with our Certification Bodies and Consumer Codes and will swiftly remove any Contractors from our Scheme that are deemed to be non-compliant with our Standards.

20. What should I do if I have come across an installation that does not meet MCS Standards?

Please let us or MCS know. Once we are aware, our Compliance and Enforcement Teams can investigate. You can do this confidentially if you wish. You can call RECC on 020 7981 0850 or the MCS Helpdesk Team on 0333 103 8130, or email: info@recc.org.uk or mcs-helpdesk@mcscertified.com.

21. How can I become MCS certified and a RECC Member so that I can operate under the Green Homes Grant scheme?

If you have a longer-term plan to move into installing renewables, you are very welcome to contact MCS and RECC. You can expect it to take approximately 3 months to become MCS-certified and you can find out more about the process and requirements [here](#).

22. How do I register the jobs I have carried out?

Once you have completed the installation you will need to register it on the Microgeneration Installation Database (MID) as usual. You will then need to register it with TrustMark, although the two systems will interact with each other and so you will not need to register the full details twice.

23. Will I have to pay twice to register the installations?

Yes. You will have to pay the MCS per installation fee to register the installation on the MID and also the TrustMark lodgement fee.

24. How long will it take for me to receive payment once the consumer has redeemed the voucher?

We are still chasing the government for more information on the payment terms. We will provide an update once we have it.

25. What are Terms and Conditions are attached to taking part in the Green Homes Grants scheme?

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

26. How should I construct a quotation for a system to be installed under the Green Homes Grant?

We have updated the RECC model quotations to ensure that all the required information is included. Therefore, if you use the RECC technology-specific model quotations available in the Members' Area on the RECC website [here](#), you can be confident that you have provided all the information that is required.

You should make sure that, on your quotation, you itemise only the eligible measures you will be supplying and installing. It is important that you charge the price you would normally charge for supplying and installing these measures, and certainly no more. You should make sure that you show the accurate amount of VAT and that any reduced rate of VAT is passed on to the consumer.

27. Where can I get more information?

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 Installer FAQs prepared for Scheme launch
2.0	26/11/2020	VG	Updated version to take account of Scheme extension