

Waltham Forest energy upgrade loan

Terms and Conditions

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1. Overview

Waltham Forest Council provides **interest free** funding to eligible owner-occupiers and landlords in the Borough of Waltham Forest with EPC ratings of D or lower to help with the cost of installing:

- energy efficiency improvements
- low and zero emission heating and
- renewable energy

Waltham Forest Energy Upgrade Loan will allocate funding based on the lowest EPC rating and the potential for EPC rating improvement. Our assessment may also consider other factors such as requested measures, and our decision will be final. We reserve funding for loan applicants when we send them a written funding offer, not when they apply to the scheme.

Landlords can apply for a maximum of two rented properties.

2. Loan Details

Interest free loan funding details

The minimum funding you can apply for under the scheme is £2,000 and the maximum funding is £20,000. Our loan funding covers up to 100% of the installation cost of your improvement. You can combine funding for energy efficiency improvements, low and zero emission heat and other renewable technologies.

Repayments

You can choose how long you would like to repay your loan, however, this should be a minimum of £1,000 per year up to a maximum repayment term of 10 years.

Loan amount
£2,000 - £9,000

Time to repay
1 year for every £1,000 borrowed

£9,001 - £20,000

10 years

You can make extra payments to pay your loan off faster. You can also repay your loan at any time with no penalties or fees. There is no interest to pay.

We charge an administration fee of £150 to successful participants. You do not have to pay this up-front as it will be included in your monthly repayments.

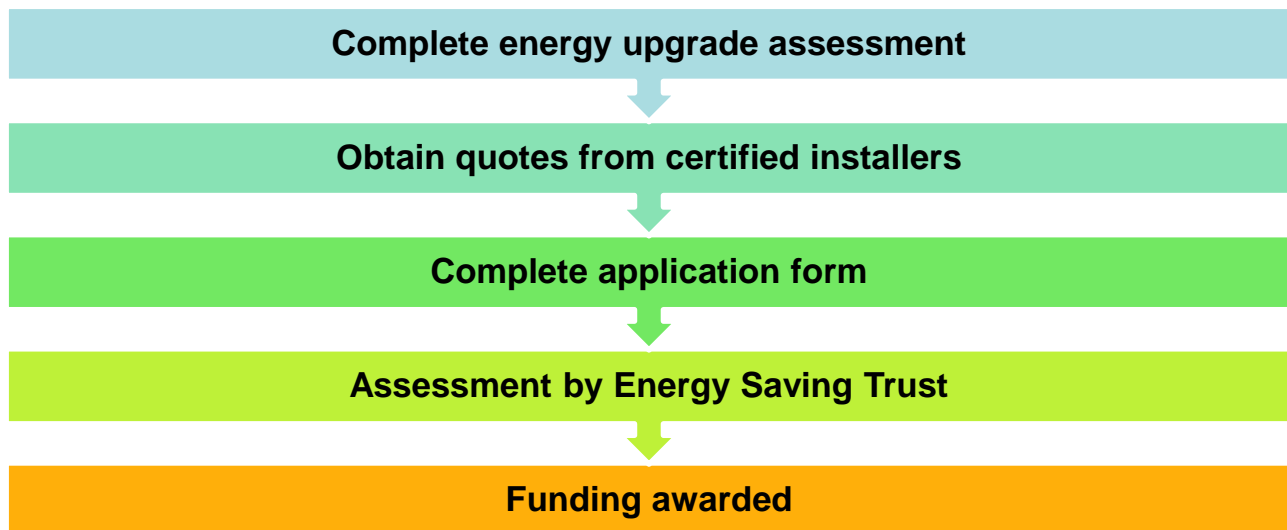
Scheme rules

You must not start work before you receive a written funding offer from us.

- The loan can fund any eligible measure recommended on your Homewise report or your EPC.
- There should be Energy Performance Certificate (EPC) rating improvements associated with the installation of the applied for improvement(s).
- We reserve the right to reject any application and our decision as to whether a participant is eligible for funding is final.
- Applications must be completed and submitted personally by the property owner and not by third parties, such as installers.
- Funding can be combined with loan and grant funding from other schemes such as the Boiler Upgrade Scheme.
- You must own or jointly own the property as a “natural person” (not a business), and it must either be your only or principal private residence, or you must be a landlord letting the property as a principal private residence. You must not apply on behalf of a business and the property must not be owned by a business or listed as a business asset.
- For the purposes of this application, a property will be owned by a "business" if it is owned:
 - a) by some or all the members of an unincorporated association in trust for the association.
 - b) by a limited company; a limited liability partnership; a trust; a partnership or a registered society under the Co-operative and Community Benefit Societies Act 2014.
 - c) Or in any other capacity which Energy Saving Trust or Waltham Forest Council considers constitutes a business.
- The work must be carried out in a residential building. The property must not be used as a holiday home or second home. The property must be registered as paying domestic council tax rates.

- Funding is only available for improvements to existing buildings; new build properties or extensions to existing buildings are not eligible.
- You must pass our credit and affordability checks to be offered a loan.
- You must be the person who will own the equipment, materials, and the property at the time we pay the loan.
- Any changes to your home may have implications for your mortgage or home insurance and may need planning permission. You should check all terms, conditions, and requirements about your property before you start any installation.
- The choice of heating, energy efficiency or other measures are your sole choice, and you should research them thoroughly before installation.
- Liability for choice of measure does not rest with Waltham Forest Council or Energy Saving Trust.

3. Application journey



Energy upgrade assessment requirements

To receive funding, all the improvements you are applying for must have been recommended in one of these energy reports:

1. Energy Performance Certificate (EPC)
2. Homewise Report

Energy performance certificates (EPCs)

Energy Performance Certificates (EPCs) are issued by accredited Domestic Energy Assessors. To check whether a property already has an EPC or to search for an accredited assessor, visit www.gov.uk/find-energy-certificate.

If your energy performance certificate (EPC) is more than 5 years old, you'll need to obtain a new one upon application. However, if your EPC is less than 5 years old, you won't require a new one until you submit a claim.

If your loan is approved, you can use the loan to pay for Energy Performance Certificates (EPCs) needed for your application. You can get up to £150 per EPC.

Homewise reports

Homewise is an online tool that helps homeowners easily identify energy efficiency improvements for their homes. By inputting basic information about your property, Homewise suggests improvements, calculates estimated costs, fuel bill savings, and carbon reductions based on the latest research. The tool also calculates an estimated energy efficiency rating of the property. Homewise provides a personalised action plan that can be downloaded as a PDF for future reference and to support your loan application.

To create your personalised Homewise report please visit walthamforestloan.homewise.energy.

Installation requirements

The installed improvements must be adequate, proportionate, and well-designed, considering the property's energy needs and offering good value. You are not obligated to choose the first installer; we recommend obtaining at least three quotes from different installers. Simply send us the chosen quote, which should be dated, on headed paper, include a breakdown of costs, be addressed to you as the participant and specify the installation address.

Before starting any work, ensure you have obtained all necessary planning, building, and any other permissions. Typically, fitting insulation does not require planning permission unless there is a change in external appearance. However, if the building is listed or in a conservation area, consult with Waltham Forest building control.

Additionally, for specific improvements, we will request a copy of your warranty for the installed technology/system when you make a claim. Funding cannot be used to replace existing measures, such as replacing existing double or triple glazing.

For the following improvements you must use a certified installer:

- If installing external wall, internal wall, flat roof, room-in-roof or floor insulation then your chosen contractor must be TrustMark registered.
- If installing glazing or high-performance external doors then your chosen contractor must be TrustMark registered.
- If installing low and zero emission heating and/or renewable energy improvements, you must use both a Microgeneration Certification Scheme (MCS) installer and an MCS or certified product.

The content provided by the Energy Saving Trust on its website and other platforms regarding this program and more broadly, concerning energy-efficient home improvements, technologies, and systems is meant solely as informational guidance. Energy Saving Trust and its representatives cannot and do not accept any liability for any loss or damage that you may suffer because of using that information. Neither Waltham Forest Council nor Energy Saving Trust do not support or endorse cold calling. If you would like to report any instances of cold calling, please contact the Information Commissioner's Office on 0303 123 1113.

We recommend you ask if your chosen installer is fully qualified and accredited with a relevant industry body or trade federation. We always recommend you ask which guarantees and warranties they will provide for the products they install and for their workmanship as we may ask for evidence of this when you come to claim your funding.

Application requirements

Neither we nor any of our officers, employees, agents or subcontractors will be legally responsible for any losses, damages or costs you suffer which arise out of or in connection with the application process, whether these are caused by our negligence or that of any of our officers, employees, agents or subcontractors or otherwise.

You must tell us as soon as possible if any of the details you have given us change or if anything else happens which could affect your eligibility to receive a loan, or to repay the loan. Depending on the nature of the change, we may have to withdraw or amend your loan offer or take other action.

Application Assessment

We will prioritise applications based on the lowest EPC rating and the potential for EPC rating improvement. We reserve the right, in consultation with the Waltham Forest

Council, to suspend or reject applications on the grounds that there are insufficient funds available.

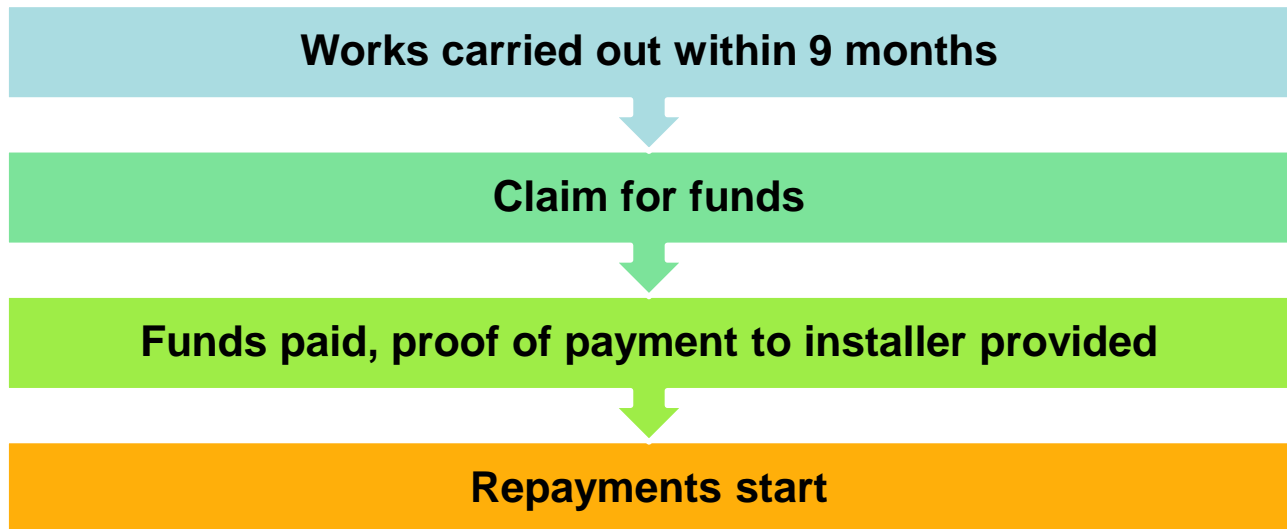
We may ask you for more information to determine your eligibility and you must give us this information when we ask if you wish to continue with your application.

Credit check

- To complete the application process for a loan, we will run searches about you at credit reference agencies, who will send us credit information.
- We will also check information from the Electoral Register.
- Whether your application goes ahead or not, the agencies will record details of the search; this is a “**hard search**”.
- We may use credit scoring methods to assess your application and confirm your identity.
- We and other companies may use credit searches and other information which is provided to us and/or the credit reference agencies, about you and those with whom you are linked financially if credit decisions are made about you or other members of your household.
- This information may also be used for tracing debts and to prevent money laundering as well as managing your loan account.
- Information held about you by the credit reference agencies may already be linked to records relating to one or more of your partners.
- For the purposes of this application, we may treat you as financially linked to another person and assess your application by referring to any ‘associated’ records.
- If you borrow or may borrow from us, we may give details of your account and how you manage it to credit reference agencies.
- If you borrow and do not repay in full and on time, we may tell credit reference agencies, who will record the outstanding debt.
- To prevent or detect fraud, or to help us confirm your identity, we may make searches at fraud prevention agencies.
- We may pass information to financial and other organisations involved in preventing fraud to protect ourselves and others from theft and fraud. If you give us false or inaccurate information and we suspect fraud, we will record this.

We and other companies may use this information if decisions are made about you or others at your address (or addresses) on credit or credit related services or motor, household, credit, life, or any other insurance facilities. It may also be used for tracing you and assessing claims.

4. Post funding award journey



Post funding award

Funding offers will expire after 9 months and unclaimed funds will be redispersed.

Claim Requirements

You must get a post-installation Energy Performance Certificate and submit it with your claim for funding to confirm the work has been completed.

For low and zero emission heating and/or renewable energy systems you must submit Microgeneration Certification Scheme (MCS) certificate(s) with your claim.

When claiming funding for low and zero-emission heating, as well as renewable energy improvements, we may request you to provide an installer rating and review on the Renewable Installer Finder tool on the Energy Saving Trust website. Your feedback will assist future applicants in finding reputable installers.

Eligible costs

Only particular costs are eligible for funding support for low and zero emission heating, and renewable energy systems. A list of these eligible costs is set out below. If you are unsure about what your loan can cover please contact us at walthamforestloan@est.org.uk and one of our team will be happy to help you.

Solar photovoltaic (PV)

We will cover the cost of a solar module and an inverter and the direct cost of mounting them on a roof or the ground. We will cover the cost of a diverter if the system is to be connected to a hot water cylinder. We will also cover the costs of connecting them to

the electricity supply (or energy storage system and inverters for off-grid system) and the non-recoverable VAT costs on all items. We will not cover:

1. the cost of any extended warranty beyond the one-year warranty all certified installers must offer free of charge; and
2. the cost of any other materials, work, or other items such as, but not limited to, any cost of general rewiring.

Solar thermal

We will cover the cost of solar panels, plus the direct cost of fixing the panels to the roof or ground, replacing the hot-water cylinder needed for the solar thermal system and connecting to the distribution system within the property and the non-recoverable VAT on those items. We will not cover:

1. the cost of any extended warranty beyond the one-year warranty all certified installers must offer free of charge; and
2. the cost of any other materials, work or other items such as, but not limited to, plumbing and heating system upgrades.

Air to water, ground to water and water to water heat pumps

We will cover the cost of the heat pump and ground loops and other related equipment and the replacement hot-water cylinder needed for the renewable energy system. We will also cover the direct costs of groundwork for vertical or horizontal pipework, connecting them to the electrical supply, connecting them to the heat-distribution system at the property and the cost of upgrading the heating distribution system if this is necessary to make sure the heat pump system works effectively, and all non-recoverable VAT on those items. We will not cover:

1. the cost of any extended warranty beyond the one-year warranty all certified installers must offer free of charge; and
2. the cost of any other materials, work, or other items such as, but not limited to, upgrading radiators unless this is needed to make sure the heat pump or other elements of the central-heating system at the property work efficiently; and
3. air to air heat pumps.

Deposits or staged payments

To help with the cost of a deposit or staged payment, you can ask to draw down up to 60% of your funding after you have received and accepted your offer and before you complete the works. This applies to low and zero emission heating and renewable energy improvements only.

To do this you must ask us in writing and we will consider your request based on your circumstances. We reserve the right to reject requests for part payment. Drawdowns on funding before work starts are not available for energy efficiency improvements.

You can only receive up to two payments per improvement, up to a total of six payments per application. We reserve the right to reject requests for part payment for low and zero emission heat and/or renewable technologies.

Proof of payment

Once funds are paid, you are required to provide us with either a receipted invoice from the installer who carried out the work or a copy of a bank statement. This should be done within 30 days of the loan payment and should confirm receipt of full payment of the loan and payment to the installer.