



Your retrofit journey starts here



Welcome

Congratulations! If you're reading this pack, then there is a good chance that you qualify for funding towards improving the energy efficiency of your home. There are still a few hoops to jump through before we are able to confirm anything, but you're well on the way towards making your home warmer and more affordable to run.

What the scheme is

You will be taking part in the Warm Homes Local Grant scheme. Between 2025 and 2028, this scheme is provided exclusively by the local authorities in Gloucestershire and South Gloucestershire, through their own energy advice service Warm and Well, run by Severn Wye Energy Agency.

The scheme targets this funding to homes that are the least efficient, and households that are the most vulnerable to rising energy costs and the health implications of living in a home that is hard to heat.



What Warm and Well is

The Government channel Warm Homes Local Grant funding through local authorities, in this case your local council, so that each household is dealing with a local organisation.

In Gloucestershire and South Gloucestershire, we are fortunate that our councils have a home energy efficiency partnership called Warm and Well – a service provided by the charity Severn Wye – which will support you every step of the way. If you want to speak to somebody about your application to the Warm Homes Local Grant scheme, you can just call the team at Severn Wye. Their aim is to make your experience as smooth as possible.

What this pack is

Making changes to your home – even when those changes are free of charge – is a big deal.

This pack will help you understand what participation in the scheme will entail, what you can expect to happen and when, and who you can expect to hear from.



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What happens now?

If a job is worth doing, it's worth doing properly. Especially when it involves your home. Which is why there may be a few months between now and when your energy-saving improvements are installed. We take that time to make sure you get the best service and the most careful job, so it will be worth the wait!

Your retrofit journey

Starting now, we will work together as a team to make careful and considered changes to your home. There may be a few months between now and when your energy-saving improvements are installed, but we take that time to make sure you get the best service and the most careful job. It will be worth the wait!

We will work together with you throughout this journey.

- ✓ Home Energy Specialists will visit your home to carry out surveys and talk to you to understand how you use your home
- ✓ Our team will try to schedule visits at convenient times for you and those you live with
- ✓ It's good to talk, and we will keep communicating to keep disruption and surprises to a minimum!

As with any home improvements, there will be some disruption along the way while your energy efficiency upgrades are installed. Our team will regularly talk through the next steps and keep you updated of any changes to dates or timescales.

By the end of the journey, your home will have had thousands of pounds of improvements, and will use less energy to heat and power. You will feel the benefits for years to come.



What to expect

Energy-saving improvements will make a huge difference to your energy bills, and will improve the comfort of your home. But they don't just happen overnight. Here's what you can expect.

1. Call us

Call Severn Wye, and our friendly advisors will find out some basic details about you and send you an application form if you are likely to be eligible.



2. Apply

Fill out the application form and send in required evidence – this will include bank statements and other documents depending on your circumstances.



3. Survey

One of our Home Energy Specialists will arrange to visit and carry out an initial assessment survey. If your home doesn't have a current Energy Performance Certificate then they may return to complete one.



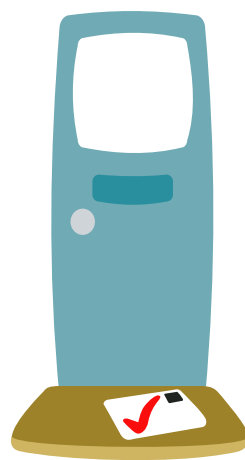
4. Design

A Retrofit Designer and expert installers will be appointed to carefully design the improvements to your home. This will involve the installers visiting your home to undertake a technical survey. If there are a few installers involved, there could be a few visits.



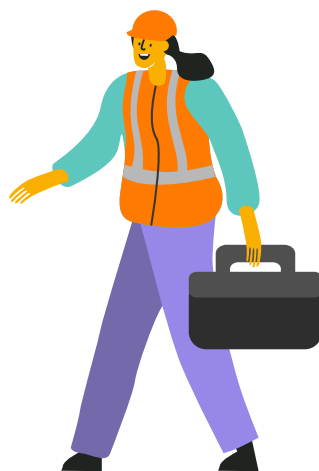
5. Offer letter

The team will submit the plans to the Government to confirm funding, and send you an offer letter for you to return with all the details in it.



6. Install

Your installer/s will schedule a date with you and complete the energy-saving upgrades to your home. This may take a few days and involve site visits from our team, too.



7. Follow-up

We will follow up with you after three months to check everything is OK, request your feedback and offer further support if you need it.



What to expect now

3. Survey: Getting to know your home

Now that your application has been received, it is time to get to work. One of Severn Wye's expert Home Energy Specialists will arrange a time to visit your home and carry out one or two energy surveys. You can read more about these surveys on page 12.

Our Home Energy Specialist will conduct a Retrofit Assessment to get to know your home better and look at how it uses and loses energy. They may take 2-3 hours to complete the survey, especially if your living space has unique features!

If your home doesn't already have an Energy Performance Certificate (EPC), the Home Energy Specialist will carry out an EPC survey too.



4. Design: Planning the perfect upgrades

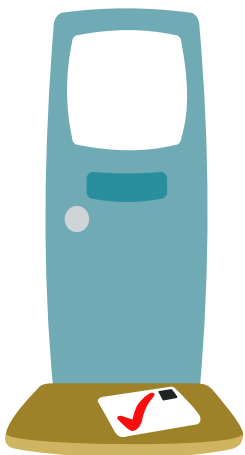
After the survey our team of experts, including a Retrofit Designer, will spend some time planning out the most effective energy efficiency upgrades for your home. The Retrofit Designer will work with expert contractors who will be appointed to install energy-saving technologies. You can read more about what these could be on page 11.

Depending on the improvements deemed suitable for your home, the contractors may need to arrange to visit to undertake a quick technical survey and measure-up for install. If your home is suitable for more than one type of upgrade, it may involve more than one contractor. Each contractor may need to visit for a technical survey, so you may have a few visitors in the weeks leading up to the work starting.

5. Offer letter: Showing you the plans

Now they have an energy-saving improvement plan for your home, Severn Wye will submit the proposal to the government. If everything checks out, the government will approve the funding that will pay for the work and then it's over to you!

Severn Wye will send you an 'offer letter' which outlines the plans drawn up by the Retrofit Designer. If you are happy to receive the upgrades, send the letter back signed and things can get underway. If you're unsure about upgrades that have been suggested by the technical team, you can always query the plans before signing to confirm that you want to proceed.



6. Install: Getting to work

Once you have sent the offer letter back, you will shortly hear from the contractors to arrange a convenient date with you to start work. There is more about what the installation will involve on page 14. The installation work itself may take a few days, and during this time members of the Severn Wye team may arrange to visit your home to observe and check the quality of the work.

As the work is being done, you will be dealing directly with the contractor – so keep this pack to hand and refer to page 22 for what to expect. If you have any questions during the installation, pick up the phone and call 0800 500 3076 and the team will be happy to help.

7. Follow-up: When the dust has settled

You will love the energy efficiency improvements you receive, we are sure of it. But we know it can take time to adjust to anything new. So we will follow up with you once you have been living with your energy-saving upgrades for a few months.

We will want your honest feedback on how smooth the process was, and our Home Energy Specialists can offer further support if you want to get the most out of your upgrades.





What upgrades will I get?

When it comes to home energy efficiency, no one size fits all.

In fact, upgrades that transform one home can even cause damage if installed in another. This is why the Warm Homes Local Grant scheme relies on a whole team of experts (see them all on page 13) to carefully select the right improvements to install in your case.

We know it could be unsettling to leave home improvement decisions to others, but these home upgrades will be unique to you, and designed to fit with your life and the way you use your space. You can trust the process.

- ✓ You will always have to agree to any work carried out – so you are in control.
- ✓ This scheme demands that the highest retrofit industry standards (PAS2035:2023) are met.
- ✓ All contractors are specially appointed and registered with government quality body TrustMark.
- ✓ Severn Wye’s team of technical experts are accredited and highly trained – you are in safe hands.

The retrofit plan for your home will find the best blend of upgrades to give your home the greatest efficiency boost. Some typical upgrades that homes



Insulation



Draughtproofing



Heatpumps

Many homes will be recommended more than one upgrade, and some may get secondary upgrades such as lighting, solar panels or double-glazing.

Improving your home

Homes with a low Energy Performance Certificate (EPC) rating are usually more expensive to heat due to their poor energy efficiency. These homes often have inadequate insulation, outdated heating systems, or structural features that cause heat to escape quickly. As a result, more energy is required to maintain a comfortable temperature, leading to higher heating bills.

Who is involved?

Behind the scenes, an expert team are working closely together to improve your home.

Home Energy Advisor

Severn Wye’s advisors helped you apply, will keep you updated, and are available for you to call to discuss the work happening at your home



Home Energy Specialists and Retrofit Assessors

Severn Wye’s technical team of experts will visit your home to conduct the initial surveys

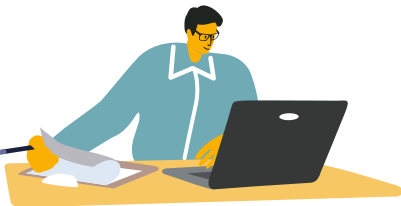
Retrofit Coordinator

Behind the scenes a highly-qualified Retrofit Coordinator at Severn Wye is responsible for making sure the work done to improve your home follows all required industry standards, so that you can be confident the work is being done carefully, and to the highest quality.



Retrofit Designer

Responsible for planning the fine detail of improvement works, the Retrofit Designer works with architects, installers and other specialists to carefully design the best ‘mix’ of upgrades for your home.



Installers

Specialist contractors have been appointed to work on the Warm Homes Local Grant in Gloucestershire and South Gloucestershire. Their teams will install the energy-saving upgrades to your home and show you how to use them.



What the surveys achieve

Over the next few months, you may receive a few visits from the Severn Wye and installer teams to carry out a range of home energy surveys. Each survey is different, helping with different planning stages.

Energy Performance Certificate (EPC)

An EPC considers simple data about your home and rates its energy efficiency on a scale from A to G, where A is the most efficient and G the least.

The Warm Homes Local Grant can only fund improvements to properties rated D, E, F or G. The less efficient the home, the greater the potential for saving energy. By conducting this survey, Severn Wye can check whether improvements to your home can be funded.

Retrofit Assessment

This is a highly detailed survey that is a requirement for any government-funded energy efficiency improvements. A Retrofit Assessor will look at your home energy use, the condition the building is in, how it is ventilated and how you and those you live with use the space.

This assessment looks at your home ‘as a whole’ and considers its readiness to be retrofitted with energy efficiency upgrades, in order to build a retrofit plan that makes the biggest improvements first.

Technical surveys

The contractors installing your home improvements conduct technical surveys to plan the work required to do the install. This involves measuring up, checking what they will need to do to ‘make good,’ and taking notes that will help them make the install phase as quick and pain-free as possible. If you are offered multiple upgrades, you may need a survey for each improvement.

The installation

Eventually, the big day (or week) will arrive, and work will begin to make your home more efficient, warmer and more affordable to run.

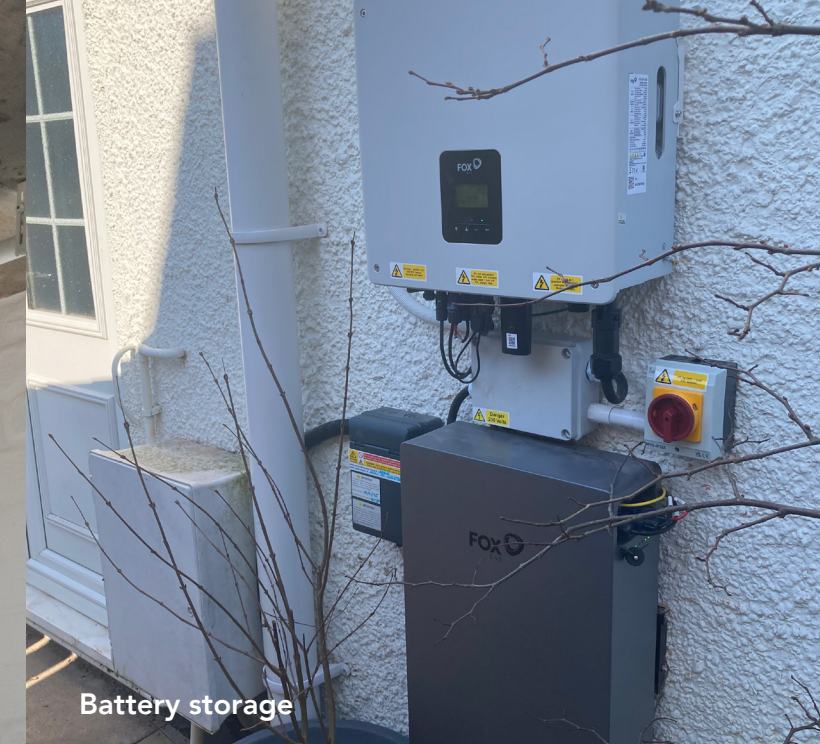
For a few days you will have installers at home, working quickly and carefully to complete your upgrades. We've included an 'installer checklist' at the end of this pack and we encourage you to read it through. The installation experience differs depending on the improvements being made, but forewarned is forearmed so it is worth remembering that:

- Work will be scheduled at a time convenient to you.
- You will know what is being installed ahead of time.
- The installer will give you an estimated completion time before work begins.
- There will be some inevitable disruption with most larger installations.
- The installers are responsible for 'making good' the finished job, but this will be basic decoration and you may wish to make it more homely yourself.
- There may be some visits from Severn Wye's Retrofit Coordinator to ensure work is being completed as expected.
- If you have any concerns at all, you can call the Severn Wye team on 0800 500 3076.

When the work has been completed, the contractors will talk to you about getting the most from your new energy-saving improvements and will make sure you can use any new controls or technologies in your home.



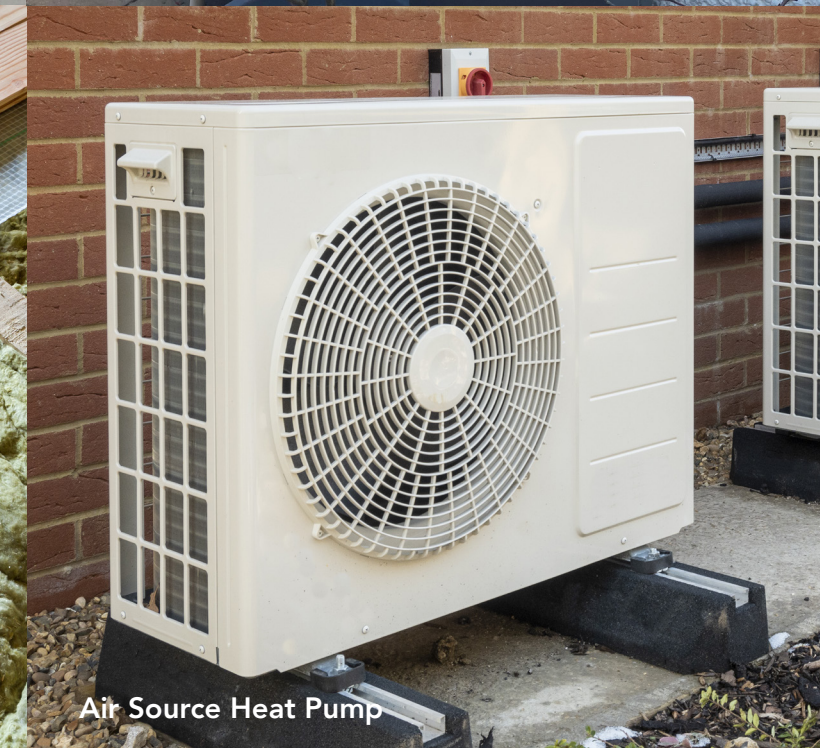
Ventilation



Battery storage



Floor insulation



Air Source Heat Pump



Loft insulation



Solar PV panels



FAQs

Now that my application has been accepted, is this work guaranteed?

Not quite yet. Household eligibility is one part of it, but we must also

- ✓ Check that your home is suitable for upgrades
- ✓ The cost of completing the works doesn't exceed funding limits
- ✓ Make sure there is enough funding left to pay for the upgrades

How many visits will there be to my home?

There will be a number of visits to your home to make sure you are supported and the work is done to the highest standard. One or two surveys will take place to assess what upgrades can be recommended. Expect one technical survey for every upgrade offered – for instance one visit from an insulation installer and another for a heating engineer. The installation itself may involve a few days of work. After all is completed another visit will take place to check the work. We will keep you updated throughout the process.

Why didn't I get to choose which energy-saving upgrades I want?

In this scheme, the skilled retrofit team are responsible for choosing the most appropriate upgrades. You can always choose to decline the offer if you do not wish to have the proposed improvements.

When can you tell me what improvements will be made?

The improvements planned for your home will be designed by the team of specialists. Once the plan has been approved (and before you have agreed to any work), we will be able to tell you what upgrades are proposed.

Can I object to the improvements that are proposed?

Yes. You do not need to accept the improvements recommended to you when you receive your offer letter.

Do I have to pay anything, are there hidden payments?

If you rent your home, your landlord may have to make a contribution. But as the householder you will never have to pay anything towards these improvements. You will only be offered upgrades that are fully-funded.

Why is the Government spending money on my home?

The UK has some of Europe's least efficient homes, and the government has made commitments to improve energy efficiency. This fund is targeted to homes most in need of improvement and households least able to afford those improvements themselves.

How much disruption will there be?

This depends on the improvements being installed. It would be wise to prepare for the typical level of disruption expected for building and retrofit works, but the installers will take care to minimise this where possible.

Will I have to move out?

It's very unlikely that you will need to move out during the installation, but depending on the upgrades you have, some rooms may not be usable while work is being done.

Are the installers vetted by you, or do I have to find them?

You will not have to find somebody to install your improvements. Installers must go through a stringent selection process to work on the Warm Homes Local Grant scheme, and are appointed by us to deliver their specialist upgrades.

What should I do if I'm uncomfortable about how work is progressing?

You can call the Severn Wye team any time you have concerns about progress. They are responsible for supporting you on this journey and the Retrofit Coordinator ensures all work is done correctly.

Will I need to redecorate?

The installers will 'make good' with basic painting and decorating – but you may wish to consider applying a lick of paint after the work is completed to put the finishing touches on it.

Will the appearance of my home change?

Some upgrades (like solar panels) would change the outward appearance of your home. Industry standards require the team to treat historic or traditional properties with sensitivity and make sure they do not lose their character during retrofit.

How long will the process take?

It depends a little on the complexity of the work being done, but we expect that for most people it will take around three months from first survey to completed work.

Will my bills be lower after this work?

With improved energy efficiency, your home will use less energy to heat and power. However, whether you will pay less overall will depend on the energy prices.

Who do I contact when I have a question?

Call 0800 500 3076 or email fundingglos@severnwyne.org.uk if you have a question at any point in the process.



Sloping wall insulation



Loft insulation



Cavity wall insulation



Ventilation



Energy efficient lighting



Hot water cylinder insulation



A smooth installation

We work with a network of installers to deliver the Warm Homes Local Grant scheme, and require them to have arrangements in place for keeping you and your property safe. For this scheme, we require installers to have a TrustMark registration. TrustMark is a UK Government endorsed quality scheme for work carried out in and around your home.

If you are approved for funding, the contractual agreement for the work will be between you and the installer, as you are the customer. The installers on this scheme are carefully appointed, but it's always best to feel confident when work is being done to your home.

This checklist will come in handy whenever you are having home improvements done.

Before the install, you should:

- ✓ Make sure you understand what is being installed and what work is needed to do this
- ✓ Read and check the contract provided by your installer, query any concerns and seek advice if required before signing it
- ✓ Find out how your installer will use and store your information
- ✓ Ask when the work will be carried out and who will be doing it
- ✓ Make sure you have your installer's contact details

Once the work has been completed:

- ✓ Ask your installer to show you the work that's been carried out
- ✓ Check the area of work for damage and the quality of the finish
- ✓ Ask your installer to explain how your new system works
- ✓ Ask your installer to explain what maintenance you may have to carry out to the system
- ✓ Make sure you have copies of guarantees and warranties

Welcome to the Warm Homes Local Grant scheme

This pack contains everything you need to know about the energy-saving improvements your home could receive.

Severn Wye provide expert home energy efficiency advice to households across Gloucestershire and South Gloucestershire through their Warm and Well service, which is funded by local authorities.

The Warm Homes Local Grant is delivered by local authorities on behalf of the UK Department for Energy Security and Net Zero.

For any questions relating to your energy-saving home upgrades, contact Severn Wye.

 0800 500 3076

 fundingglos@severnwyenergy.org.uk

 severnwyenergy.org.uk



Severn Wye Energy Agency empowers people, businesses and communities to change the way they use energy, to meet the urgent need for warm, healthy homes now, and to create a low-carbon future driven by clean energy. A profit-for-purpose company and registered charity, we operate primarily throughout Wales and its English border counties. (Company no: 03830608, Charity no: 1083812).