



Department
of Energy &
Climate Change

Answering consumer questions about the closure of the Green Deal Home Improvement Fund

Section 1 - GDHIF Closure Customer FAQs

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Section 1 - GDHIF Closure Customer FAQs

Key information:

- The Green Deal Home Improvement Fund closed for applications at 6:30pm on Thursday 24 July when the budget limit was reached.
- DECC will honour all applications received before closure at the original rates provided they satisfy the Scheme terms and conditions and meet the eligibility criteria.
- DECC publicised that GDHIF offers were subject to availability and that the Fund may close to new applications if necessary.
- Once the budget limit was reached DECC closed the Fund quickly so it could honour all applications made that satisfied the Scheme terms and conditions.
- The GDHIF closure does not stop you making energy efficiency home improvements.

1. I applied to GDHIF before the deadline but have not received my voucher?

Applications to GDHIF received before the Scheme closed are being processed as quickly as possible. Given the massive response, it is likely to take longer than usual for the Scheme Administrator to respond to you. If you have any additional questions, please email applications@energy-saving-home-improvement-fund.service.gov.uk

2. Where can I find the Scheme terms and conditions?

When you applied for GDHIF you signed up to the Scheme terms and conditions which applied to customers. These are available at https://energy-saving-home-improvement-fund.service.gov.uk/Downloads/GDHIF_TermsAndConditions.pdf. You should make sure you understand the obligations in these. Installers and Providers signed up to the Scheme have their own set of terms and conditions which they must comply with. These are available on the website of the Green Deal Oversight and Registration Body (ORB).

3. I heard that the GDHIF rates have changed, how much money will I get?

The Scheme was closed before the rates changed. The rates are set out in the customer terms and conditions, a summary of these are provided in the box below, but please read the terms and conditions which you signed up to for the full detail of the rates:

Core Offer 1*:	up to £1,000 for installing 2 eligible energy saving improvements from the list of 12*
1. Cavity wall insulation 2. Condensing mains gas boiler 3. Secondary glazing 4. Double/triple glazing (replacement single glazing) 5. Flat roof insulation 6. Replacement warm air unit	7. Fan-assisted storage heater 8. Energy efficient replacement doors 9. Floor insulation 10. Room-in-roof insulation 11. Flue gas heat recovery 12. Waste water heat recovery
Core Offer 2*:	up to 75% of the total cost of internal or external solid wall insulation, up to £6,000
Add-on 3*:	up to £500 if you have bought your home in the last 12 months
Add-on 4*:	up to £100 refund for having a Green Deal Assessment Report (GDAR) that is tailored to your home

*Please check your terms and conditions for full details.

**4. The budget was up to £120 million but the figures show you reached £118 million in applications.
Why is there a £2 million gap?**

DECC was clear the budget for the year was up to £120 million.

With applications coming in thick and fast and millions of pounds being committed each hour, DECC had to act quickly to ensure the Scheme was closed by the time funds were no longer available.

The priority was that DECC was able to honour all applications made that satisfy the terms and conditions of the Scheme.

**5. I've paid for an assessment and now can't get the work done because the Scheme is closed.
Will I get my money back?**

The allocated funds for this year for the Green Deal Home Improvement Fund have been reached.

There's no need for the closure of GDHIF to stop you making energy efficiency improvements to your home. A Green Deal Assessment is tailored to your home and it gives you a valuable picture of what you can do to have a warmer home and use less energy. Contact ESAS on 0300 123 1234 to find out what options are available to help fund improvements.

There was an overwhelming demand for the Scheme and DECC was clear that funds were subject to availability. We published weekly figures to give an indication to potential applicants of remaining Scheme funds.

6. Will there be more money?

Funds are limited for the current year. DECC will monitor voucher redemption rates and consider whether to launch a further offer should funds become available.

In December 2013 the government announced a £540 million three year energy efficiency package including up to another £120 million available for energy efficiency schemes from April 2015.

7. Why did you close the Fund when you know that not everybody will redeem their vouchers?

The value of applications made to date has reached the available budget. To keep the Scheme open would have allowed customers to make applications without DECC being certain that it could issue vouchers or enable them to be redeemed. Voucher redemption is being monitored closely.

8. What will you do if applications do not convert to redemptions? Will you re-open the Scheme?

DECC will monitor voucher redemption rates and will consider whether to launch a further offer should funds become available.

9. Now GDHIF has shut, what are people supposed to do to improve the energy efficiency of their homes?

There are options available. People interested in making their homes more energy efficient should call ESAS on 0300 123 1234 or visit gov.uk/greendeal to find out more.

10. Where do I go for more information?

For information about home energy efficiency please contact ESAS on 0300 123 1234.

To receive updates about any possible future schemes, please email: gdhif@decc.gsi.gov.uk

11. I received a voucher, how do I redeem it and get my GDHIF payment?

You must comply with the requirements of the Scheme terms and conditions, in summary: You must install the relevant recommended improvements using a registered GDHIF Installer or Provider, in accordance with the terms and conditions of the Scheme.

To claim, you must ensure you continue to meet the eligibility criteria and submit your voucher to the GDHIF Administrator, completed and signed by the registered Green Deal Provider and /or Green Deal installer(s) and yourself with the following supporting documentation:

- Copies of invoices
- PAS2030 Claim(s) of conformity [your installer will know what this is]
- GDAR invoice (if claiming a refund)
- Other relevant documentation reasonably required by the Scheme Administrator (if claiming the Homebuyer's Bonus)

Once your voucher has been validated by the GDHIF Administrator, you will receive the payment within 10 days, unless notified otherwise.

You have 6 months to get the work done and redeem your voucher.