

# WARM HOMES FUND:

## PARK HOMES APPLICATION FORM





## Warm Homes Fund: Park Homes Application Form

### Introduction:

- Form should be completed by the lead Local Authority / Registered Social Landlord for the bid
- This form should be completed in conjunction with the **Guidance for Bidders - Updated November 2018** document which can be found at <https://www.affordablewarmthsolutions.org.uk/warm-homes-fund/whf-application-guidance>
- Form should be returned by noon on **28<sup>th</sup> June 2019**
- Once complete please return to **whf@awscic.org.uk**

### Index of Bid questions

Section A: Details of Lead Bidding LA / RSL  
Section B: Additional Bidding Authorities / RSL's / Partner Organisations  
Section C: Summary of Bid  
Section D: Breakdown of Total Project Costs and Funding  
Section E: Measures to be delivered  
    E1: Central Heating Measures  
    E2: Additional Energy Efficiency Measures – included in the Funds Requested from WHF  
    E3: Other Measures and Funding – Non-WHF Funded Measures  
Section F: Project Management  
Section G: Supporting Documentation  
Section H: Declaration



## Warm Homes Fund: Park Homes Application Form

| Section A: Details of Lead Bidding LA / RSL                              |  | Guidance  |
|--|--|---|
| Name of Lead Bidder  | Herefordshire Council                      | <b>Name of lead bidder:</b> This section should be completed by the authority / association bidding for funds, if a solo bid, or by the authority which is taking the lead role in any consortium bid.<br><b>Contact details:</b> These should set out the details for the day to day contact for the project who will lead on engagement with AWS. |
| Primary Contact  | Marches Sustainable Energy Project Manager |   |
| Name   | Matthew Locking                            |   |
| Address  | Plough Lane, Hereford                      |   |
| Post Code  | HR4 0LE                                    |   |
| Telephone Number   | 01432 260132                               |   |
| E-mail Address   | mlocking@herefordshire.gov.uk              |   |
| <b>Alternative Contact</b>   |  | Please also enter the details of an alternative contact from the lead bidder in the case where the primary contact is not available.  |
| Name   | Danny Lenain                               |   |
| Telephone Number   | 01432 383646                               |   |
| E-mail address   | Daniel.lenain@herefordshire.gov.uk         |   |
| Section B: Additional Bidding Authorities / RSLs / Partner Organisations |  |   |
| Name of other Bidder   | Severn Wye Energy Agency                   | If the bid is a consortium bid, please enter the names of other bidders here.   |
| Name of other Bidder   | E.ON Energy Solutions                      |   |
| Name of other Bidder   |  |   |
| Name of other Bidder   |  |   |
| Name of other Bidder   |  |   |
| Name of other Bidder   |  |   |
| Name of other Bidder   |  |   |
| <b>Location of work</b>  | England                                    | Select the country in which the project will take place.  |
| <b>Gas Distribution Network Confirmation</b>                             | Yes  | Confirmation from the Gas Distribution Network Company that natural gas is, or can be made available at 'nil cost' to the homeowner   |
| <b>Primary Gas Distribution Network</b>                                  | Cadent                                     | Select the Primary Gas Distribution Network owner of the area where the project will take place. A map of the outlines of GDN boundaries can be found at <a href="http://www.energynetworks.org/info/faqs/gas-distribution-map.html">http://www.energynetworks.org/info/faqs/gas-distribution-map.html</a>  |



## Warm Homes Fund: Park Homes Application Form

### Section C: Summary of Bid

|   |  |     |   |
|---|--|-----|---|
| Name of Park Homes Site and Number of Homes on site   | Fayre Oaks Caravan park  | 141 |   |
| Name of Park Owners and Contact Details   | Fayre Oaks Home Park Ltd.<br>Director- David Harris (01432 266687)<br>Site Manager- Jason Morgan (07985 421323)  |     |   |
| How many first-time natural gas central heating systems is the project planning to deliver?                   | 0  |     | The numbers of first-time central heating systems should equate to the total number of measures identified in section E1. Measures to be delivered. |
| How many heating systems is the project planning to convert to natural Gas?                                   | 141 (Based on list provided by The Warm Homes Fund)  |     | The numbers of conversions should equate to the total number of measures identified in section E1. Measures to be delivered.                        |
| Describe the proposal and how it will fit with the WHF objectives with reference to the fuel poverty strategy | <p>There are 741 households across this LSOA Herefordshire013 of which 166 homes are identified as not on the gas grid. 9.2% of all homes are identified as living in fuel poverty (data taken from <a href="https://www.nongasmap.org.uk/">https://www.nongasmap.org.uk/</a>), unable to heat their property to an acceptable standard. Fuel poverty across the counties is a result of a combination of low income, poor insulation and heating systems that are expensive to run. We recognise that our communities are largely rural, with over two thirds of the populations living in rural or 'hub town' areas, meaning that EPC ratings of D or below are common.</p> <p>Fayre Oaks Park Home site is a residential site allowing residents to live on site for 12 months of the year. Initial engagement with the park owner has been very positive. However, the engagement with individual park owners has yet to take place. The owners who have managed park home sites for over 40 years envisage that take up will not be an issue.</p> <p>We have been informed that all homes on the site currently use Calor gas and have an LPG boiler and central heating system.</p> <p>We are keen to engage with the park owners and residents to improve energy efficiency and cut bills to individual properties, as well as increase access to energy advice and fuel poverty support, which will be offered by our newly procured partner Severn Wye Energy Agency. This activity will be funded through the Keep Herefordshire Warm scheme as well as potentially the monies requested in the Round 3, Category 3 bid submitted to The Warm Homes Fund that covers Shropshire and Herefordshire.</p> |     |   |



## Warm Homes Fund: Park Homes Application Form

This project will be supported by a new Flex Statement of Intent that will outline all park homes on this site as eligible for ECO3 funding. It's worth noting that if the current LPG boiler is working and providing heat to the Park Home then there is no ECO funding available to convert the system to natural gas. This bid includes a request for funding to fully replace the heating systems in these Park Homes with a new mains gas boiler and new radiators and associated pipework. If, at the point of survey it becomes apparent that a new system is not needed as the existing radiators and pipework could safely and compliantly work with a new gas boiler, we will of course look to reflect this lower install price through the reconciliation process.

From making contact with one of the directors of the Fayre Oaks site we also learned that a high proportion of the properties on the site use an LPG cooker or hob. To ensure that any homeowners are not left without cooking equipment we have included conversion costs so that any current LPG cookers will be converted to work with natural gas. This means that all homeowners at Fayre Oaks will be able to enjoy the cheaper price and continuity of supply with their cookers as well as their heating systems.



## Warm Homes Fund: Park Homes Application Form

### Section D: Breakdown of Total Project Costs and Funding – Guidance Notes

(to be read in conjunction with “Guidance for Bidders - Updated November 2018)

An embedded excel spreadsheet has been included in the word document below, for submission of the financial data for the project.

**Total Net Project Costs:** This should set out, in £s, the total cost of the project net of all VAT and **excluding any costs associated with gas connections.**

**Irrecoverable VAT:** Any VAT in relation to the costs of delivery of the measures that will not be recoverable from HMRC, which is therefore to be included in the Total Project Costs.

**Analysis of Funds Requested from WHF:** set out here, in £s, the breakdown of the net project costs and any irrecoverable VAT, for which funding is being sought from the WHF. This figure should not include funding sourced from elsewhere.

The monies requested from WHF should be broken down as follows:

- Conversion or Installation costs of Heating Systems
- Project Management
- Administration & Marketing
- Other

Please provide an explanation of Other costs.

**Bidders Own Funds:** Please provide details of bidder's existing budgets being used to fund the project.

**Other Funds:** Please provide detail of other funds and sources being used in the wider project. Where additional funds are being provided please insert additional lines as necessary.

**FPNES Assumptions:** Please provide for **information purposes**, the total amount of gas distribution network contribution and any shortfall details.

**Cost Breakdown –** The second tab captures the assumed breakdown of costs and funding for a typical installation either for conversion or installation

### Use of the Total Project Costs and Funding Spreadsheet

The spreadsheet below is an embedded excel spreadsheet in a word document – right click, select Worksheet Object and select Edit to Open the spreadsheet.

Do not enter data in the green cells – these are calculation cells to provide validation

Complete the Total Net Project Costs and Irrecoverable VAT to determine Total Project Costs

Complete the Analysis of Funds Requested from WHF table to determine Total Funds from WHF

Input values of Bidders Own Funds and Other Funds and provide a breakdown of Other Funds in the table below. Please insert additional lines where indicated if required.

Validation Check – should be Zero. If not, please check £values entered.

Complete the “For Information Only” section to include details of Gas Grid Connections

To exit the spreadsheet after all data has been entered, click back to an area in the word document, which will then save the excel spreadsheet changes.



## Warm Homes Fund: Park Homes Application Form

### Section D: Breakdown of Total Project Costs and Funding

(embedded excel spreadsheet in word document – right click to open, Worksheet Object – Open to add data)

| Park Homes WHF Bid Application Financial Template  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
|--|-----------------------------------|-------------------|--|-------------|-----------------------------------|-------------------|-------------|---------|-------------------|---------|--|--------|--------|-------------------|--|--|--|--|----------------------|---------|---|--------|--------|
| Bidder Name  | Herefordshire Council             |                   | Please also complete the second tab - Cost Breakdown   |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Bid Category   | Park Homes                        |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Total Net Project Costs  |                                   | 490,631           | Note - green cells = calculations = PLEASE DO NOT ENTER DATA IN THESE CELLS  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Irrecoverable VAT  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Total Project Costs  | £                                 | 490,631           | <b>Analysis of Funds Requested from WHF</b> <table border="1"><thead><tr><th></th><th>Conversion/<br/>Installation Costs</th><th>Project Mgt Costs</th><th>Admin &amp; Mkg</th><th>Other @</th></tr></thead><tbody><tr><td>Net Project Costs</td><td>456,453</td><td></td><td>23,363</td><td>10,815</td></tr><tr><td>Irrecoverable VAT</td><td></td><td></td><td></td><td></td></tr><tr><td>Total Funds from WHF</td><td>456,453</td><td>-</td><td>23,363</td><td>10,815</td></tr></tbody></table> |             | Conversion/<br>Installation Costs | Project Mgt Costs | Admin & Mkg | Other @ | Net Project Costs | 456,453 |  | 23,363 | 10,815 | Irrecoverable VAT |  |  |  |  | Total Funds from WHF | 456,453 | - | 23,363 | 10,815 |
|  | Conversion/<br>Installation Costs | Project Mgt Costs |  | Admin & Mkg | Other @                           |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Net Project Costs  | 456,453                           |                   |  | 23,363      | 10,815                            |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Irrecoverable VAT  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Total Funds from WHF   | 456,453                           | -                 |  | 23,363      | 10,815                            |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Funds requested from WHF   |                                   | 490,631           |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Bidders Own Funds  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Funds (details below)  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Validation check - should be ZERO  | -                                 | 0                 |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| <b>Other Funds - Details Required</b>  |                                   |                   | <b>WHF Note:</b><br>if additional lines are required add here to include in totals and validation check  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Staff Resources in Kind  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| ECO Funding  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Energy Efficiency funding  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Consortium members contributions 1   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Consortium members contributions 2   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Funds - Details Required   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Funds - Details Required   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Funds - Details Required   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Other Funds - Details Required   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Validation check - should be ZERO  | -                                 | 0                 |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| <b>FOR INFORMATION ONLY</b>  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Gas Grid connections Assumptions   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Total amount of FPNES funding to be relied upon for Gas Grid connections required for measures                                   |                                   |                   | £  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| If there is any anticipated shortfall in funding for required household connection - please explain how this gap will be funded? |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
|  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Please confirm whether discussions are already underway with the GDN supplier for new connections? Yes/No                        |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
|  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
| Any additional comments to add regarding new connections required?   |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
|  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |
|  |                                   |                   |  |             |                                   |                   |             |         |                   |         |  |        |        |                   |  |  |  |  |                      |         |   |        |        |



## Warm Homes Fund: Park Homes Application Form

### Section D: Typical Installation Costs

(embedded excel spreadsheet in word document – right click to open, Worksheet Object – Open to add data)

Assumed breakdown of costs and funding for a typical installation

| Technology            | Park Homes        |                  |           |             |             |                  |
|-----------------------|-------------------|------------------|-----------|-------------|-------------|------------------|
|                       | Installation Cost | Conversion Costs | Own Funds | ECO Funding | Other Funds | WHF Contribution |
| Condensing Gas Boiler | £ 3,237.25        |                  |           |             |             | £3,237.25        |
| Appliance Costs       |                   | £76.70           |           |             |             | £76.70           |
|                       |                   |                  |           |             |             |                  |





## Warm Homes Fund: Park Homes Application Form

### Section E: Measures to be delivered

**Summary of installations under the project:** In this section please set out a summary of what measures you intend to install under the project. Please include detail on both the heating source and the distribution system.

Please provide a summary of the installations you intend to deliver under the project.

All homes will be converted to or installed with a new gas central heating system. This will involve a boiler and wet central heating system with radiators being fitted where required.

### E1: Central Heating Measures

Please set out below which of the eligible measures you intend to install and estimated delivery numbers where available

|   |   |  |
|---|---|--|
| Condensing Gas Boiler   | 141   | <b>Installation numbers:</b> Please provide estimates, or exact numbers where known, of the numbers you expect to install or convert under the project.  |
| Heating Systems Conversions   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |
| Other (please list below)   |   | <b>Existing eligible measures:</b> Please provide information on the current homes to receive measures under the fund. What is the typical heating source being replaced? Please outline the likely environmental benefits of replacing the existing heating measures. |
| Please provide an outline of the existing heating measures in the targeted properties | We believe that the site will be all Calor Gas<br>Calor Gas - The tank or bottles have to be rented from the supplier. The LPG tank and all appliances need to be serviced annually by a gas safe engineer. The cost of gas can be expensive. Likely environmental benefits include negating the need for the transport and distribution of LPG across the site. Natural gas will provide safe and continuous supply even in adverse weather events avoiding the worry about supplies of gas running out. |  |



## Warm Homes Fund: Park Homes Application Form

There may be some other fuels used for heating such as Electric and Oil

Electric – This form of heating is the most expensive per kWh and the offer of this to be replaced with a low carbon and cheaper fuel such as natural gas will result in cheaper bills whilst also being less carbon intensive.

Oil – As with LPG, the park home owner would need some kind of oil tank to store their fuel, this could have been purchased or there could be some kind of leasing arrangement in place. Oil prices generally have a greater degree of fluctuation than natural gas prices with a range of factors affecting the price. This can be at both a global level with the worldwide demand for crude oil, and at a local level with factors such as the distance from the refinery affecting the price.

Natural gas will provide safe and continuous supply even in adverse weather events avoiding the worry about supplies of oil running out. As with LPG the likely environmental benefits will include the savings on transportation of oil to the site, furthermore, natural gas as a fuel produces a lot less carbon dioxide than using oil.



## Warm Homes Fund: Park Homes Application Form

### E2: Additional Energy Efficiency Measures – included in the Funds Requested from WHF

|  |   |     |
|--|---|-----|
| Number of additional measures  | 141   | 141 |
| Please provide a summary of additional measures you would wish to deliver with additional funding from the WHF | Information provided by one of the site directors has led us to believe that a large number of the Park Homes have a cooking hob which uses LPG for fuel. As these properties will no longer have bottled gas these hobs will need converting.                        |     |
| Please provide an explanation why funding is not available elsewhere.  | Under ECO3 there are no provisions for the replacement of cooking equipment when a central heating system is changed, and therefore we require funding from WHF to carry out the work of converting this cooking equipment to work with natural gas rather than LPG.0 |     |

### E3: Other Measures and Funding – Non-WHF Funded Measures

Please include below an estimate of the number of additional measures you are looking to install as part of the project.

|   |  |  |
|---|--|--|
| Cavity Wall Insulation  |  | <b>Summary of additional measures (other funds):</b> Please set out any additional measures you intend to deliver as part of the project that will not be funded by the Warm Homes Fund. Where Gas Grid Connections are included, please indicate approximate distance from existing gas mains (if known). |
| Solid Wall Insulation   |  |  |
| Loft Insulation   |  |  |
| Other Efficiency Measures   |  |  |
| Gas Grid Connections  |  |  |
| Distance from existing mains  |  |  |
|   |  |  |
| Please provide a summary of additional measures you intend to deliver to maximise benefit to the householder and to allow a whole house approach. |  |  |



## Warm Homes Fund: Park Homes Application Form

### Section F: Project Management

|  |  |  |
|--|--|--|
| <p>Please provide a list of the key milestones and expected dates for the project including any approval points required and expected delivery points.</p> | <p>SoI updated to reflect eligible ECO3 for the site<br/>Engagement of CADENT<br/>Engagement of park home owners WEBMBS, Case study consent<br/>Engagement of park home residents – workshops- get buy in<br/>Application FPNES vouchers secured for site<br/>Permissions sought - Extension of gas main<br/>First time central heating installs, WEBMBS<br/>Workshops post install 'Getting the best out of your heating system' and further signposting<br/>Case Studies<br/>Final reporting</p>   | <p>Please provide a list of the milestones for the delivery of the project. Please also highlight any key interdependencies for the delivery of these milestones. One of these key milestones should be a project completion date.</p>   |
| <p>Please provide an outline of the delivery model for the project including detail on the proposed delivery partners and their procurement status</p>     | <p>Our delivery model has been built collaboratively, with each partner bringing specific skills and capabilities which ensures we can offer the best possible service to vulnerable individuals.</p> <p><b>Herefordshire Council</b><br/>As the lead bidder, Herefordshire Council are responsible for collating and facilitating the development of this proposal, securing the administration structure and liaising with all stakeholders to ensure a robust programme of works. The council will also oversee the governance of the programme.</p> <p><b>Severn Wye Energy Agency</b><br/>Severn Wye Energy Agency are experts in the delivery of fuel poverty related advice. Through Category 3 funding, they will support the residents by providing energy saving advice and setting up new gas accounts where needed and will ensure appropriate benefits and discounts are applied for. They will work with Herefordshire council on the flexible eligibility process and with E.ON they will help identify and qualify fuel poor residents and be a fundamental delivery partner for Round 3, Category 3.</p> <p><b>E.ON</b><br/>E.ON will be the sole delivery partner for installations across the entire programme. They will work in partnership with Severn Wye Energy Agency to generate leads and be responsible for ensuring all eligibility is met across the scheme using E.ON's obligation CRM system. E.ON will use their local in-house</p> | <p>Please set out how the project will be delivered with a focus on the partners to be used to deliver different elements of the project. Please also state how many commercial partners (installers etc.) will be procured or if these are already in place.</p> <p>Please provide assurance that this was done in an open and fair way. Please outline how delivery bodies are to be managed to ensure they deliver the desired outcomes in a cost-effective manner. Please describe any additional community impacts through local sourcing of contractors.</p> |



## Warm Homes Fund: Park Homes Application Form

|   |  |  |
|---|--|--|
|   | contractor to complete works wherever possible. If this isn't possible, an alternative trusted local contractor on their framework will be selected, benefiting the local economy.   |  |
| Please provide an outline of the governance of the project  | <p>Herefordshire Council will be the accountable body for the project and will be responsible for monitoring all expenditure and activity against performance targets.</p> <p>The project will be signed off by the relevant Herefordshire Council Cabinet member prior to signing of the recipient agreement, if successful, through the council's governance process. This will be facilitated by previous consultation with Finance, Procurement and Legal teams.</p> <p>The project team providing oversight to the whole programme will include the representatives from Finance, Procurement, E.ON, Herefordshire Council and Severn Wye Energy Agency.</p>  | Please provide a brief outline of the governance structure of the project. Who will have oversight of the project and responsibility for monitoring against performance. Will a Project Manager oversee internal and external works? |
| Please provide an outline of the communication plans for the project. What are the intentions for marketing.  | As a large project the marketing of the project will be led by Keep Herefordshire Warm / Severn Wye who have a dedicated Head of Marketing able to provide strategic planning, design services, web development, digital advertising, video production and PR services. Success against marketing objectives for the project will be measured, monitored and refined on a monthly basis to maximise its effectiveness and address emerging challenges.   | Please set out the planned communications for the project. Briefly describe the approach you will take in disseminating information to the key stakeholders and for handling feedback.   |
| Please provide an outline of training and post implementation support provided to homes receiving new measures including tailored energy and debt advice. | <p><b>Severn Wye Energy Agency</b> - as part of Category3 funding will also undertake all home visits, both pre and post install where further reassurance is required for householders, or additional softer outcomes are needed.</p> <p><b>E.ON Vulnerable Customer Journey</b><br/>E.ON Energy Solutions have designed a vulnerable customer journey that focuses on maintaining single or few points of contact with the individual, making things as simple and easy for them with a friendly face along the way. The customer journey will be supported directly by Severn Wye Energy Agency.</p> <p>The journey follows each individual from initial enquiry through home assessment, install and post-install aftercare. We anticipate that enquiries for services and measures will be received by E.ON, Marches Energy Agency, Shropshire and Herefordshire. Each organisation will understand the eligibility</p> | Please provide details of any guidance and support to be provided to homes to make best use of the new heating system. Are any ongoing service checks included in the bid?   |



## Warm Homes Fund: Park Homes Application Form

|   |  |   |
|---|--|---|
|   | <p>criteria enabling them to pass the individual to E.ON for pre-qualification advice and registration.</p> <ol style="list-style-type: none"> <li><b>1. Enquiry, Pre-Qualification &amp; Registration</b><br/>The eligible individual will be put in contact with an advisor at E.ON, who will speak with the individual to understand their circumstances and living environment and whether they are eligible under the scheme. This will be done through E.ON's CRM system.</li> <li><b>2. Home Assessment</b><br/>E.ON will then conduct a home survey to confirm both the individual and property are eligible and understand the individual households need in order to price each measure correctly. Severn Wye Energy Agency will be supporting E.ON at these home visits offering advice and follow up support to the individual. (Further details of the exact nature of this visit are included in the Category 3, Round 3 bid.)</li> <li><b>3. Installation</b><br/>The install will then be carried out. Severn Wye Energy Agency and E.ON will work together with Affordable Warmth Solutions to apply to for FPNES and set up gas tariffs ahead of a meter install. The physical first time central heating install will then be carried out by an E.ON accredited engineer.</li> <li><b>4. Post-install Aftercare</b><br/>Individual information is collected for the council's health tracking purposes. As part of our Cat 3 bid, we'll be looking for Severn Wye Energy Agency to follow up with a post-install visit to ensure customer satisfaction and that the install is being used optimally so the householder gets the most benefit from the new system both in terms of having a warm home and being in a better position financially.</li> </ol> |   |
| Please provide a summary of the key risks and interdependencies for the project and the mitigating actions and an outline of how risks will be monitored throughout the project | <ul style="list-style-type: none"> <li>- <b>Customer Refusals:</b> A key risk to the project is around customer refusal. Residents are not obliged to allow access for heating upgrade works to take place. Detailed marketing and engagement will be carried out but this does not guarantee success.</li> <li>- <b>Mitigation:</b> There are a few actions taken to mitigate the risk of high numbers of customers refusing measures. By utilising a number of communication channels including a dedicated Keep Herefordshire Warm phone-line, an online presence and direct marketing and having the combined resources of E.ON and Severn Wye Energy Agency we'll</li> </ul>  | Key risks: Please set out the top three to five risks for the project and the mitigations to be put in place. Please also briefly explain how risks will be managed, monitored and reviewed throughout the life of the project. |



## Warm Homes Fund: Park Homes Application Form

|  |  |   |
|--|--|---|
|  | <p>be able to convey the positive impact the project will have for both individuals and the larger park home community.</p> <ul style="list-style-type: none"> <li>- <b>Infrastructure Risk:</b> The main risks associated with installation of new gas infrastructure involve notifying the highways agency, issues around gaining access to people's land and any gas reinforcement requirements that may be needed inside certain properties.</li> <li>- <b>Mitigation:</b> Our programme has been created in a way that allows sufficient time for mains gas extensions to take place.</li> <li>- <b>Delivery Risk:</b> There is a risk that we do not deliver at the speed or at the volumes expected and outlined in this bid.</li> <li>- <b>Mitigation:</b> With vast experience in delivering energy efficiency improvements across properties of all tenure types, E.ON have built on lessons learnt and fully understand the challenges of delivering such a scheme at scale. Robust processes and transparent reporting should provide reassurance for Warm Homes Fund that we will meet and maintain the desired volume and quality of delivery.</li> <li>- <b>Commercial Risk:</b> There is a risk that the costing structure included in the bid is incorrect and as such fewer households and individuals will benefit from the scheme.</li> <li>- <b>Mitigation:</b> The partners of the scheme have worked closely together to understand the costs needed to deliver a scheme such as this. Herefordshire Council has also sought to provide an updated Sol to reflect that all park homes on the site will be eligible for ECO3 funding.</li> </ul> |   |
| Please describe your contingency arrangements in the event any of the risks materialise. | Our programme of works are scheduled to conclude in July 2020. We believe that this should give Warm Homes Fund enough confidence that all work will be delivered.   | Contingency: Please provide details of contingency arrangements and how the project can provide delivery assurance. |



# Warm Homes Fund: Park Homes Application Form

## Section G: Supporting Documentation

This section should be used to attach any Supporting Documentation required to add to the understanding of the proposition. Insert documentation as an embedded attachment.

| Reference | Document Title              | Insert Attachment as embedded document   |
|-----------|-----------------------------|--|
| 1         | Fayre Oaks – Scope of works | <br>Microsoft Word 97 - 2003 Document |
|           |                             |  |
|           |                             |  |
|           |                             |  |
|           |                             |  |
|           |                             |  |
|           |                             |  |
|           |                             |  |
|           |                             |  |





## Warm Homes Fund: Park Homes Application Form

### Section H: Declaration

#### In submitting this application:

1. We confirm that, to the best of our knowledge, the information provided is fair and accurate and that we will inform WHF if any information comes to light which would materially impact the evaluation of the proposal.
2. We understand that the decision regarding provision of funding is entirely at the discretion of Affordable Warmth Solutions. Any funding provided is subject to contract.
3. We declare that the households meet the criteria set out in the Guidance for Bidders - Updated November 2018 documentation and that the households targeted are considered to be fuel poor.
4. We confirm that we are able to comply with the terms and conditions of the Recipient Agreement and the data submission requirements of the Funding Use Report.

We confirm our understanding and are able to comply:

☐☐☐☐