



Orkney Care and Repair

Case Study 1

CASE STUDY 1:

Green Deal Cashback Scheme.

14th May Email from local Green Deal Assessor (GDA) informing me that a Green Homes Cashback Scheme would be introduced soon. It contained the link to register interest. - Interest registered

16th May Email from Green Homes Cashback team. Thanking me for registering interest and informing me the online application form would go live in June 2014. I must not start work on the installation until I have made an application and received my voucher from the Energy Saving Trust.

2nd June Email from Green Homes Cashback team. Thanking me for registering interest in the scheme and informing me it will launch on Monday 2nd June 2014. The terms and conditions inform me I need a Green Deal Advice Report carried out before applying to this scheme. I assumed this was a Green Deal Assessment.

Contact made with a local GDA. An appointment to carry out the Green Deal Assessment made for Wednesday 25th June.

9th June Email from the GDA asking for information for the Occupancy Assessment part of the report. I sent this and an email from the assessor said the EPC was lodged.

10th July Email came from the GDA with the EPC plus 4 scenarios with costs and draft recommendations.

Over the next period I asked the GDA and the Energy Savings Trust and the Council about the measures recommended and the process:

For example one recommendation in the EPC was to replace the boiler with biomass boiler but the estimated savings for this technology was much smaller than, for example, heat pumps. I questioned if the calculations were correct and was assured they were.

I discovered that to apply for a Green Homes Cashback voucher I needed the EPC number and the Occupancy Assessment number.

I didn't think I wanted to install a biomass boiler.

The assessor informed me only one heating measure could be specified.

The Energy Savings Trust said a measure had to be specified for it to qualify for assistance.

I discussed my options with Energy Savings Trust and the GDA: I asked the GDA if this meant I needed another Green Deal Assessment. He explained if I changed my mind about the heating source after an Occupancy Assessment was submitted, another would need to be lodged. This would cost £40 + VAT. Also the cost of the post installation EPC is £50.

Another recommended measure was to replace single glazed windows with low-E double glazing as 3 windows are single glazed and badly need replaced. This, I had been told, would qualify for £300 towards “other measures”.

Date? I phoned the Energy Savings Trust to check the procedure and was asked to contact the Service Delivery Team. The Service Delivery Team’s answer system informed me all operators were busy. I should leave my details and I would be contacted in 2 days. About 4 days later I was contacted by them. After explaining the situation the operator confirmed that to qualify for the scheme the windows had to be installed by a Green Deal Installer. I explained there were no Green Deal double glazing installers in Orkney. I also questioned “why” the requirement as installing double glazing is a fairly standard procedure and we have many good tradesmen in Orkney who could complete the work.

The operator searched the GDorb website for installers for secondary glazing. I said that it was windows that were to be replaced and not secondary glazing installed but was informed this was immaterial. He told me there were about 12 green deal installers on the website relevant to my area. We ascertained none were from Orkney and the nearest were from Glasgow, Fife and Edinburgh. Some were from southern England. I said I did not think a firm would be willing to travel 300 miles plus to install 1 set of windows especially at an affordable price. The operator suggested I get 3 refusals and he would speak to his manager.

18th August Email from GDA that Green Homes Cashback Scheme closed the previous week.

I had not managed to contact any of the firms before the scheme closed.

I have not been able to install any measures so there is no assistance towards the Green Deal Assessment.

15th August I have re-looked at the GDorb site for Green Deal Installers for replacement glazing in the Orkney area and 114 names are notified. None from Orkney and many are from the South of England.



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Case Study 2



CASE STUDY 2:

Green Deal Cashback Scheme.

- November 2013** Made enquiries about insulation grants; advised that Cashback Scheme might suit and might be available in June 2014.
- 1st June 2014:** Received email advising that I could now apply for Cashback scheme.
- 3rd June 2014:** Advised that a Green Deal assessment was required, so checked out the websites of several companies that were listed on the Green Deal site: Request Green deal Assessment from three (by email). Including enquiry sent to 1North (apparently they have an assessor in Orkney but the website does not mention this).
- 3rd August:** Two months on; still no response from anyone so contacted Billy Groundwater (locally based Green Deal Assessor). Unable to find him listed on Energy Saving Trust website, but have been made aware his company is able to do the assessments.
- 6th August:** Billy Groundwater carried out assessment/survey (£150 + VAT)

- **8th August:** Green Deal Energy performance certificate arrived from Billy Groundwater.
- **8th August:** Email from 1North (based in Orkney) apologising for late response.
- **9th August:** Advised by the Energy Saving Trust that I now need to look for quotes from Installers. Looked up list of Providers and Installers on EST website. No one appears to be listed locally... (Other than SR Paterson for plumbing related work which I do not require). Not sure If I need a Provider or Installer; the website doesn't explain very well what the difference is...
Went on-line to look for more advice on how to proceed...
Discovered I need to down load /apply on line for cashback voucher: ½ way through completing it the website timed out.....give up for one day.
- **10th August:** Completed the cashback voucher application.





- 12th August:** The voucher arrived by email. Printed this out. Notice it advises expiry 2nd December 2014. However guidance says 24 weeks from application so this should be 12th January 2015. Advised to now proceed with proposed works; (contractor must be a Green Deal installer).
- 12th August:** Look up EST website for list of installer in my area (none listed for Orkney). Send email to 4 companies for a quote for the works.
- 15th September:** Still no response from any contractors. (11 weeks left to complete the works and claim grant).
- 03rd October:** Advised verbally that one local contractor may be able to do works, however discover he is not certified.
- 21st October:** 6 weeks left until voucher expires. Cashback Scheme is unlikely to deliver promise.
- 22nd October:** Give up; Order extra Oil for winter



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Case Study 3

CASE STUDY 3.

Boiler Replacement Scheme 2014



- 10th October 2014: Mrs M. lives on one of Orkneys Islands, she contacted Orkney Care and Repair reporting that her oil boiler had stopped working; arrange for local handyman to carry out a temporary fix. Advised her to call EST.
- 16th October: Mrs M receives letter advising surveyor will visit on 5th November.
- 5th November : Surveyor from Scottish Gas visited, (involving four ferry journeys and an overnight stay on Mainland Orkney.
- 5th November: Mrs M called C&R to advise she has been told verbally she can get a new boiler, however has to replace her oil tank first, what should she do?
- 11th November: Letter received to say she qualifies for assistance, namely an oil central heating system. Report attached indicates the boiler will be replaced together with TRVs on existing radiators, programmer and thermostat.

- 12th November: C&R contacted Scottish Gas to see what the procedure is and to register as third party/agent. Report emailed to C&R. Report identifies new boiler, TRVs, Thermostat, programmer all to be replaced. However client needs to replace existing oil tank with a “bunded tank” in new location before installation, the reasons given were:

“Existing tank within 50 meters of a borehole or spring.

The Tank is in an area of high wind or flood risk area.

It is located within 1.8 meters of a construction opening in a building.

It is located on a base which does not extend a minimum of 300mm around all sides of the tank”.

- 19th November: C&R Technical Officer visit Mrs M at home to assess:

TRVs already fitted to all radiators.

There is already a programmer and thermostat fitted in the property.

The “spring” is a flow of water off the hill to a pond and is not used for any domestic purpose.





The property is not in a flood area.

We can concede that the property will be subject to “high winds”, in common with all houses in this latitude.

The tank being “Within 1.8 meters of an opening in a building” was found to be the doorway of a concrete built air raid shelter in the garden which does not form part of the dwelling.

The existing tank and base were installed to the Building Regulation Standard required at the time of installation (2004) The installation remains in good condition.

- 20th November: Orkney Care and Repair estimate a cost of £2,400 to replace the tank and base.

Mrs M is on pension credit and cannot afford to proceed. The original repair to boiler is believed to be good and C&R sourced a grant to pay the £500 invoice. Alternative means of funding a new boiler will be looked into should this be required in due course.

- 21st November: Advised Scottish Gas that Mrs M application is withdrawn.



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Case Study 4



Case Study 4

Mr and Mrs B.

Mr B is 64 years old. In receipt of Disability Living Allowance. Limited income – little to no savings.

- October 2014:

Mr B contacted Scottish Gas to enquire if there was any assistance available as his house was cold and the oil heating system was broken.

Letter received on 23rd October to advise a surveyor would visit on 19th November.

- November 2014:

- 19th November: Surveyor from Scottish Gas visited the property; electric storage heating recommended.

- 27th November - Letter received confirming heating type, client to arrange suitable tariff and meter be installed and Scottish Gas will check load requirements with supplier.

- December 2014:

18th December - Letter from Scottish Gas to advise additional cost for upgrading supply will be £4092.12.

Mr B contacts Care and Repair for advice as he cannot afford to proceed; Advised to call Scottish Gas as the letter *states: "If this fuel choice is not feasible at this time due to the amount of contribution required or for any other reason, then please contact us.....to discuss this. It may be that you can have a central heating system with another fuel type installed, at no cost to you."*

- January 2015:

Mr B contacted Scottish Gas by telephone for advice on any other system available, however none was suggested. He asked if Air-source heating would be a cheaper option as it may not require an electricity supply upgrade and was told that if this was suitable it would still require a contribution in the region of £1300 plus £550.

Financially Mr B is unable to proceed and his home remains unheated. The property also remains very poorly insulated.





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