

## **The Great British Insulation Scheme: Post Retrofit Customer and Installer Declaration V1**

### **Introduction**

The purpose of this form is to capture the details of the completed measure(s). In scenarios where insulation and heating measures are carried out sections B2 and C must be filled accordingly.

The form may be completed offsite when work has completed, and a copy must be retained by the customer.

The information and details recorded here must be true and accurate. If issues arise that raise doubts around the accuracy of the evidence and information provided, measures will be investigated and may be rejected. Any fraudulent activity, including misrepresenting details of the property, may also be reported to law enforcement agencies.

Any evidence of electronically duplicated or forged signatures will be investigated. Any measures where suspected fraudulent activity or scheme abuse is detected will be rejected<sup>1</sup>.

All photographic evidence in relation to a measure must be appropriate and in line with UK GDPR and Data Protection Act 2018 requirements.

Please ensure forms are separated when data is being collated by different parties. Ofgem also recommends that any additional evidence collected as part of these forms be handled as the final step in the process to adhere to Data Protection Act 2018 requirements<sup>2</sup>.

For a better understanding on how your data will be used under the Great British Insulation Scheme please visit our website<sup>3</sup>.

Additional pages should be appended if there is not enough space in the fields provided.

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<sup>1</sup> Please see chapter 8 in the Delivery Guidance for further information.

<sup>2</sup> <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

<sup>3</sup> <https://www.ofgem.gov.uk/ofgem-privacy-policy>, <https://www.ofgem.gov.uk/environmental-and-social-schemes/great-british-insulation-scheme>

## Completing the post retrofit installation declaration form

Guidance	
<b>Section A</b>	<p>This section is designed to capture the details of the customer who resides in the premises at the beginning of the measure(s). Customer confirms the following statements by signing section A.</p> <ul style="list-style-type: none"> <li>The installation date recorded next to the measure(s) described on the following page or on the attached spreadsheet is/are correct.</li> <li>The operative has demonstrated and explained the use and maintenance of (or relating to) any measure and provided operating instructions and system documentation for the installed measure(s) described on the following page. The installer has also made me aware of the need to continue to maintain the fabric (walls, floors, and roof).</li> <li>Applicable only for those premises built from 1 April 2022 and to be signed by the landlord or non-resident owner, excluding the repair of broken heating measures: I confirm that the premises were occupied before the date of completed installation.</li> <li>For Internal Wall Insulation measures where any rooms have been left uninsulated, I confirm that the installer has made me aware of the importance of continuous ventilation, and heating those rooms to at least 18°C.</li> </ul>
<b>Section B</b>	<p>This section is designed to capture the details of the completed measure(s). It must be completed by the Retrofit Coordinator and all questions are mandatory.</p>
<b>Section C</b>	<p>This section is designed to capture the details of the measure(s) carried out. This must be completed by the Retrofit Coordinator once the measure(s) are completed. Complete relevant sections according to measures installed.</p>
<b>Section D</b>	<p>This section is designed to capture the POPT calculation for completed retrofit measure(s). To be completed by the qualified operative who completed the installation in accordance with PAS. May be completed offsite when work has been subcontracted.</p>
<b>Section E</b>	<p>Section is developed to be signed from the Retrofit Coordinator and operatives upon the completion of the Great British Insulation Scheme measure(s). The section is designed to capture multiple operatives. Both Retrofit Coordinator and operative/s confirm that the information in this form is true and accurate by signing this section.</p>

## A. Customer Details and Declaration (This must be completed by the customer only)

Customer details:	<input type="checkbox"/> Private Tenant <input type="checkbox"/> Owner Occupier <input type="checkbox"/> Social housing tenant <input type="checkbox"/> Landlord <sup>4</sup> / Managing agent <sup>5</sup> : _____	
Customer print name and full address including postcode:	Customer name: _____ Address: _____	
Contact phone number and email address:	Contact number: _____ Email address <sup>6</sup> : _____	
Customer signature:		Date: __ / __ / ____
Signing on behalf of customer <sup>7</sup> :	Print name:	Customer relationship:
	Signature:	Date: __ / __ / ____

<sup>4</sup> Including social housing providers

<sup>5</sup> Landlord's authorised property management agent.

<sup>6</sup> If email address is not available enter N/A

<sup>7</sup> If you are signing on behalf of the customer, you must not be the installer, energy supplier or any other party in the supply chain responsible for this measure.

By signing this, you do not sacrifice any rights to remedy.

## B. Completed Retrofit Details (To be completed by Retrofit Coordinator)

<b>1. Is the premise eligible under the in-fill eligibility route?</b>	<input type="checkbox"/> Yes  <input type="checkbox"/> No	If yes, associated in-fill reference numbers:  1. _____ 2. _____ 3. _____
<b>2. What measure(s) were carried out following the pre-installation RdSAP assessment?</b>		
<b>A. Insulation measures</b>		
Wall Measures:	<input type="checkbox"/> Cavity Wall Insulation <input type="checkbox"/> Cavity Wall Insulation of a Cavity with Partial Fill Insulation <input type="checkbox"/> Party Cavity Wall Insulation <input type="checkbox"/> External Wall Insulation <input type="checkbox"/> Internal Wall Insulation <input type="checkbox"/> Hybrid Wall Insulation	
Roof Measures:	<input type="checkbox"/> Loft insulation <input type="checkbox"/> Pitched roof insulation <input type="checkbox"/> Flat roof insulation <input type="checkbox"/> Room in Roof insulation	
Floor Measures:	<input type="checkbox"/> Underfloor insulation <input type="checkbox"/> Solid floor insulation	
Other Measures:	<input type="checkbox"/> Park Home Insulation	
<b>3. Have innovation measures been installed?</b>	<input type="checkbox"/> Yes (If yes confirm evidence held to demonstrate correct product / system followed)  <input type="checkbox"/> No	<b>Evidence:</b>  <input type="checkbox"/> A valid guarantee certificate which states the product / system installed  <input type="checkbox"/> Mid and post install photographic evidence  <input type="checkbox"/> Other, please specify:
<b>B. Secondary Heating Control Measure<sup>8</sup></b>		
<input type="checkbox"/> Programmer and room thermostat (P&RT) <input type="checkbox"/> Thermostatic radiator valves (TRV)		

<sup>8</sup> Heating control measure are only complaint if they follow the install of a Great British Insulation Measure in the low-income group only.

## C. Measure Details

Insulation Measures <sup>9</sup>	Product Details <sup>10</sup>	Is POPT ≥ 67%? (Y/N) <sup>11</sup>	Date Measure Installed (DD/MM/YYYY)	Date of Handover (DD/MM/YYYY)
<b>Cavity Wall Insulation (B1)</b>  <input type="checkbox"/> 0.027 <input type="checkbox"/> 0.033 <input type="checkbox"/> 0.04				
<b>Cavity Wall Insulation of a Cavity with Partial Fill Insulation (B1)</b>				
<b>Party Cavity Wall Insulation (B1)</b>				
<b>External Wall Insulation (B4)</b>  <input type="checkbox"/> Cavity <input type="checkbox"/> Solid  Thickness installed: ____mm				
<b>Internal Wall Insulation (B8)</b>  <input type="checkbox"/> Cavity <input type="checkbox"/> Solid  Thickness installed: ____mm				

<sup>9</sup> Thickness installed is the thickness of the insulation material alone and does not include any boarding, rendering etc.

<sup>10</sup> Enter the following details: manufacture, product name, serial number (eg Insulation Inc ECO/GBIS Therm,12/3456)

<sup>11</sup> If answer is no then actual POPT should be entered.

<p><b>External Hybrid/Internal Wall Insulation (B7)</b></p> <p><input type="checkbox"/> Cavity</p> <p><input type="checkbox"/> Solid</p> <p>Thickness Installed (External Wall): _____mm</p> <p>Thickness Installed (Internal Wall): _____mm</p>				
<p><b>Loft Insulation(B9)</b></p> <p><input type="checkbox"/> &lt;=100</p> <p><input type="checkbox"/> &gt;100</p> <p>Start Depth: _____mm.</p> <p>Finish Depth: _____mm.</p>				
<p><b>Roof Insulation</b></p> <p><input type="checkbox"/> Pitched (B10)</p> <p><input type="checkbox"/> Flat (B5)</p>				
<p><b>Room in Roof Insulation (B12)</b></p> <p><input type="checkbox"/> Yes-Residual loft insulated by installer</p> <p><input type="checkbox"/> No-Residual loft not insulated by installer</p> <p><input type="checkbox"/> N/A-No residual loft area present</p>				
<p><b>Floor Insulation (B6)</b></p> <p><input type="checkbox"/> Solid</p> <p><input type="checkbox"/> Suspended</p>				

<b>Park Home Insulation (B13)</b>  <input type="checkbox"/> Floor <input type="checkbox"/> Wall <input type="checkbox"/> Roof				
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Heating Measure/s	Product Details	Is POPT $\geq$ 67%? (Y/N)	Measure Date Installed (DD/MM/YY YY)	Date of Handover (DD/MM/YYYY )
<b>Heating Controls (C5)</b>  <input type="checkbox"/> Boiler Programmer and room thermostat  <input type="checkbox"/> Thermostatic radiator valves				
Please record the number of heating controls present post installation:	Number of radiators: _____  Programmers: _____  Smart Thermostat: _____  TRVs: _____			

## D. POPT Calculation for Measure/s

Roof insulation measures only										
Enter areas with a different roof type (or where a different roof insulation measure/depth is being installed) as extensions. For RIRI, the total residual loft area should be included in the RIR area recorded below. For further information on RIRI measure please see RIRI section in the Great British Insulation Scheme Delivery Guidance.										
Property section (main loft, extension etc)	Roof type Flat / Pitched / RIR	Roof area (m <sup>2</sup> )	m <sup>2</sup> and type of insulation to be installed <sup>12</sup>							
			≤ 100mm		>100m m		FRI		RIRI	
			≤ 100mm		>100m m		FRI		RIRI	
			≤ 100mm		>100m m		FRI		RIRI	
			≤ 100mm		>100m m		FRI		RIRI	
			≤ 100mm		>100m m		FRI		RIRI	
Total roof area <sup>13</sup>		A	≤ 100mm	B	>100m m	C	FRI	D	RIRI	E
≤ 100mm POPT	B/A= %	FRI POPT						D/A= %		
> 100mm POPT	C/A= %	Percentage of RIRI measure installed <sup>14</sup>						F %		
		RIRI POPT						(E x F)/A= %		

<sup>12</sup> For RIRI, 'E' refers to the floor area of the RIR + the residual area, not the amount of insulation installed. The elements of the RIR that have been insulated should be recorded in the RIRI checklist to calculate the POMI.

<sup>13</sup> For RIRI measures, the total roof area is the footprint area and not all the elements of the RIRI measure.

<sup>14</sup> For RIRI, percentage of the measure installed should be calculated in the RIRI checklist and recorded here.



Internal / External / Cavity Wall Measures Only						
Enter each different type of wall area as an extension. Wall area must include all <u>heat loss wall areas</u> (including areas already insulated and areas that cannot be insulated).						
Property section (e.g., main property, extension, front walls etc)	Wall construction e.g., Cavity / cob / solid stone / solid brick / system / timber / park home	Wall area m <sup>2</sup> (excl windows and doors)	M <sup>2</sup> of insulation to be installed			
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
			CWI		IWI/EWI	
<b>Total wall areas</b>		A	CWI	B	IWI/EWI	C
		IWI/EWI (Type 2)			D	
Total wall areas					IWI/EWI (type 2)	D
CWI POPT	B/A= %	IWI/EWI POPT (type 2)	D/A= %			
IWI/EWI POPT	C/A= %					

Under Floor Insulation Measures Only				
Property section (main property, extension etc)	Floor construction e.g. suspended timber		Area m <sup>2</sup>	m <sup>2</sup> of insulation to be installed
Underfloor Insulation POPT	B/A= %	<b>Total floor area</b>	A	B

Solid Floor Insulation Measures Only				
Property section (main property, extension etc)	Floor construction e.g. solid concrete		Area (m <sup>2</sup> )	m <sup>2</sup> of insulation to be installed
Solid Floor Insulation POPT	B/A= %	Total floor area	A	B

## E. Retrofit Coordinator / Compliance Declaration / Operative Declaration

Please confirm the following statements are true by signing below<sup>15</sup>

- I confirm that the installation details recorded for the measure(s) described on the previous pages or on the attached spreadsheet are true and correct.
- I confirm that the handover included copies of all relevant warranties and manuals, and verbal instructions were given on how to use and maintain the measure.
- I confirm that installed measure/s have been completed in accordance with PAS 2035.
- **For loft insulation measures with  $\leq 100\text{mm}$  pre-existing insulation only:**  
I confirm that a loft declaration is secured in the loft, near the hatch.
- **For premises unoccupied after 1 April 2022 only:**  
I confirm that to the best of my knowledge, the property was built before 1 April 2022.

a. Retrofit Coordinator Declaration	
1. Name of retrofit coordinator:	
2. Address Details:	
3. Certificate Number(s):	
4. Date of completed installation	
5. Retrofit coordinator signature:	

<sup>15</sup> Each operative is responsible and accountable for the measure they installed. In signing this section, operatives confirm the below statements only in respect of the measures they have installed themselves.

<b>b. Operative(s) / Compliance Declaration<sup>16</sup></b>	
The installation of the energy efficiency measures listed below at the address provided in section A and handed over on the date listed in section C has been undertaken on the basis of a retrofit design claimed to comply with PAS 2035, using a process complying with PAS 2030, including Annexes indicated in section C.	
<b>Operative 1</b>	
Measure	
Name of retrofit installer	
Operative company and address details	
Trustmark License Number (TMLN)	
Signature	
<b>Operative 2</b>	
Measure	
Name of retrofit installer	
Operative company and address details	
Trustmark License Number (TMLN)	
Signature	

<sup>16</sup> Each operative is responsible and accountable for the measure they installed. In signing this section, operatives confirm the below statements only in respect of the measures they have installed themselves.

c. Subcontracted operative signatures <sup>17</sup> (only to be completed when work is subcontracted)	
Operative 1	
Measure	
Name of retrofit installer	
Operative company and address details	
Trustmark License Number (TMLN)	
Signature	
Operative 2	
Measure	
Name of retrofit installer	
Operative company and address details	
Trustmark License Number (TMLN)	
Signature	

<sup>17</sup> Each operative is responsible and accountable for the measure they installed. In signing this section, operatives confirm the below statements only in respect of the measures they have installed themselves.