

Boiler Replacement Applicant and Contractor Information

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Information for Applicants

How is the Boiler Replacement scheme working under COVID-19?

Our Grants Offices are only able to address **emergency cases** which meet the [scheme's criteria](#).

What is an emergency case?

An emergency is where a household's boiler is broken down beyond repair.

For such an **emergency case under COVID-19** we will require suitable evidence to be sent to us by email.

How do I apply?

If you have no heat in your home please:

- email your [local Grants office](#) with the details;
- if you cannot email then make contact initially by telephone 03448 920 900 (textphone 18001 03448 920 900);

However, during these exceptional times we must [correspond by email](#). Please arrange to have access to an email address.

Your local grants office will guide you through the emergency process.

When can I start work?

DO NOT start work until you have received confirmation **in writing by email** from the Housing Executive that you can.

The Housing Executive will not pay for any boiler replacement work started / completed in your house before you have received this written permission.

What's the Housing Executive's responsibility?

The Housing Executive administers the Boiler Replacement Scheme on behalf of the Department for Communities

It agrees grant-aid and makes payment(s) at the appropriate time.

The Housing Executive is not responsible for contractors; contractor(s) are employed by you.

Who is responsible for Health & Safety / Social (physical) Distancing

Your contractor is obliged to ensure that the site is maintained at a high standard of health and safety throughout the job observing Health & Safety regulations.

This includes implementing social / physical distancing measures.

For more information on COVID-19 and social distancing go to the Public Health Agency website:

www.publichealth.hscni.net/news/covid-19-coronavirus

Suspending Boiler Replacement work due to COVID-19

It is your choice whether to have work on a Boiler Replacement suspended before it is finished at your property.

Please discuss the matter with your contractor(s) and agree the way forward.

My contractor is leaving the site what should I look out for?

If you and your contractor agree to suspend work because of COVID-19 it is vital your contractor ensures the site is closed properly and left in a safe manner.

Check with your contractor what s/he will do to ensure the property is safe if s/he has to stop work before the job is completed.

The Housing Executive is not responsible for your contractor as s/he is employed by you. It is therefore important that you are satisfied your contractor ensures the site at your property is safe in the event of work having to be stopped before it is completed.

Can completed work be paid for?

Under normal circumstances the Housing Executive will only make payments based on an inspection by a Technical Officer. However, we have temporarily suspended these visits.

The Housing Executive has made arrangements to make payments without inspections but these will be based on evidence provided. The Housing Executive **must have issued approval** to start works prior to work being undertaken.

Please Note:

ANYONE KNOWINGLY MAKING A FALSE STATEMENT TO FRAUDENTLY OBTAIN MONIES IS LIABLE TO PROSECUTION

Please read '[Important Information on Final Inspections](#)'

What if the work is fully completed and needs to be paid for?

If the work is completed as an applicant you can make a request for final payment or agree with your contractor s/he should do this.

If you decide to apply for payment, the Housing Executive will need:

- Completed 'Installer's Final Invoice' form
- Completed 'Notification of Completion of Work';
- Confirmation from Building Control that work has been carried out satisfactorily (we may make a payment without this – please read details in our [Building Control](#) section - but it remains a requirement to return a copy of the certificate when Building Control complete the inspection); and
- Payment form BACS 01 if the payment is to be made to your bank account. If payment is to be made directly to your contractor BACS 02 form must be completed.

As the Housing Executive is not currently in a position to inspect the work carried out we will also need [photographic evidence](#) showing work completed on the relevant option. No payment will be processed without this.

What photographic evidence should my contractor provide?

You should refer to the *Approval of Application for Boiler Replacement Scheme* pack you received from the Housing Executive.

It details the *allowance payable* and therefore the applicable *option*.

From this your contractor must provide photographic evidence of the grant-aid works carried out relating to the option for which you received the award.

A clear photograph of each item and a note indicating the location of the item is required. It should be evident from the photographs that they relate to the grant household.

Heating Evidence

New Gas / Oil Boiler:

- Photograph(s) of the boiler clearly showing the new boiler in your property; and
- a close up of the date plate

Time and Temperature Controls:

- Photographs showing
 - the new time clock;
 - motorised valves;
 - room stat; and
 - cylinder stat

Please include details of the location for each item (eg Hall, Hot Press, etc...)

Additional heating evidence required

Your contractor must provide a clear readable photograph of the following before a grant-aid payment is made:

Oil Boiler

- the completed Boiler Passport

Gas Boiler

- the completed Benchmark Checklist

What happens if Building Control has not issued a certificate?

If Building Control is not able to inspect and therefore cannot provide a certificate of completion, evidence should be provided to confirm that Building Control Approval has been applied for.

A 'Building Regulations Application' from Building Control must be applied for before work commences. The person who made this application should have received an acknowledgement receipt of payment from Building Control. The date of the 'Building Regulations Application' and payment receipt issued must pre-date the start of work by your contractor(s).

The Housing Executive may provide payment if no Building Control Certificate can be issued due to COVID-19, but the Building Regulations Application payment receipt and notification to the Council that the works are completed must be sent in as evidence.

Once issued a copy the final Building Control Certificate must be sent to the Grants Office dealing with your case.

Where do I submit the request for payment?

All evidence **must be** submitted by email. In the subject line you must provide the Grant reference number (see *Approval of Application* pack).

Restrictions on email size

PLEASE NOTE there is a restriction on the size of email which we can receive. Therefore you must ensure that one email's total size does not exceed 30MB. This means you may need to send more than one email.

If you need to send more than one email it is vital that each email you send contains the same subject title detailing:

- the grants reference number; and
- each email is marked as 1 of 4; 2 of 4, etc.

Grant Office emails:

Belfast / South East	belfast.grants@nihe.gov.uk Council areas: Belfast City Council Lisburn City and Castlereagh Ards and North Down
Derry/Londonderry	derry-londonderrygrants@nihe.gov.uk Council area: Derry City and Strabane
North East	northeast.grants@nihe.gov.uk Council areas: Antrim and Newtownabbey Mid and East Antrim Causeway Coast & Glens
South	south.grants@nihe.gov.uk Council areas: Armagh, Banbridge and Craigavon Newry, Mourne and Down
West / Omagh	west.grants@nihe.gov.uk Council areas: Mid Ulster Fermanagh and Omagh

IMPORTANT INFORMATION on Final Inspections:

Once the Housing Executive is able to resume technical inspections we will organise to inspect those properties where payments have been processed without a technical inspection.

Where it is identified that a payment has been made but items have not been completed in accordance with the specification for the relevant works and in accordance with Domestic Energy Efficiency Grants (Amendment) Regulations (Northern Ireland) 2016, the Housing Executive reserves the right to recoup monies paid from either the applicant or the contractor.

Housing Executive's Website

Use this link www.nihe.gov.uk to access the Housing Executive's website.

Information for Contractors

How is the Boiler Replacement scheme working under COVID-19?

Our Grants Offices are only able to address **emergency cases** which meet the [scheme's criteria](#).

What is an emergency case?

An emergency is where a household's boiler is broken down beyond repair.

For **emergency cases under COVID-19** we will require suitable evidence to be sent to us by email.

How would my customer apply?

Your customer can contact us directly in the first instance or if they have asked you to contact us on their behalf then please:

- email [local Grants office](#) with the details;
- if you cannot email then make contact initially by telephone 03448 920 900 (textphone 18001 03448 920 900);

However, during these exceptional times we must [correspond by email](#). Please arrange to have access to an email address.

The grants office will guide you through the emergency process.

What's the Housing Executive's responsibility?

The Housing Executive administers the Boiler Replacement Scheme on behalf of the Department for Communities

It agrees grant-aid and makes payment(s) at the appropriate time.

The Housing Executive is not responsible for contractors; contractor(s) are employed by the applicant.

Who is responsible for Health & Safety / Social Distancing

As a contractor you are obliged to ensure that you maintain a high standard of health and safety throughout the job observing Health & Safety regulations. This includes social distancing measures.

For more information go to:

Public Health Agency: www.publichealth.hscni.net/news/covid-19-coronavirus

HSE-NI: <https://www.hseni.gov.uk/news/coronavirus-covid-19-update>

FMB: <https://www.fmb.org.uk/about-the-fmb/policy-and-public-affairs/responding-to-coronavirus-covid-19>

Suspending work before completion due to COVID-19

Please discuss the matter with your customer(s) and agree the way forward.

Can work be paid for?

Under normal circumstances the Housing Executive will only make payments based on an inspection by a Technical Officer. However, we have temporarily suspended these visits.

The Housing Executive has made arrangements to make payments without inspections but these will be based on evidence provided. The Housing Executive **must have issued approval** to start works prior to work being undertaken.

Please Note:

ANYONE KNOWINGLY MAKING A FALSE STATEMENT TO FRAUDENTLY OBTAIN MONIES IS LIABLE TO PROSECUTION

Please read '[Important Information on Final Inspections](#)'

What if the work is fully completed and needs to be paid for?

When the work is completed, your customer may ask you to make the request for final payment.

If final payment is requested on behalf of the Applicant by you as their Contractor the Housing Executive will need:

- Your Invoice;
- Completed 'Contractor's Completion' form – you must complete and sign section for each item within the List of Grant Aided Works. It must be counter-signed by your customer;
- Confirmation from Building Control that the works have been carried out satisfactorily (we may make a payment without this – see section on [Building Control](#) - but it remains a requirement to return a copy of the certificate when Building Control has completed an inspection); and
- Payment form BACS 02.

PLEASE NOTE: if you are not applying for payment please ensure your customer has a copy of your detailed invoice and completion form.

As the Housing Executive is not in a position to inspect it will also need [photographic evidence](#) showing work completed for the applicable option in the *Approval of Application for Boiler Replacement Scheme* pack. No payment will be processed without this.

What photographic evidence should I provide as contractor?

You should refer to the *Approval of Application for Boiler Replacement Scheme* pack which was issued to your customer.

It details the *allowance payable* and therefore the applicable *option*.

A clear photograph of each item and a note indicating the location of the item is required. It should be evident from the photographs that they relate to the grant household.

Heating Evidence

New Gas / Oil Boiler:

- Photograph(s) of the boiler clearly showing the boiler at the property; and
- a close up of the date plate

Time and Temperature Controls:

- Photographs showing
 - the new time clock;
 - motorised valves;
 - room stat; and
 - cylinder stat

Please include details of the location for each item (eg Hall, Hot Press, etc...)

Additional heating evidence required

Contractors must provide a clear readable photograph of the following before a grant-aid payment is made:

Oil Boiler

- the completed Boiler Passport

Gas Boiler

- the completed Benchmark Checklist

What happens if Building Control has not issued a certificate?

If Building Control is not able to inspect and therefore cannot provide a certificate of completion, evidence should be provided to confirm that Building Control Approval has been applied for.

A 'Building Regulations Application' from Building Control must have been applied for before work commences. The person who made this application should have received an acknowledgement receipt of payment from Building Control. The date of the 'Building Regulations Application' and payment receipt issued must pre-date the start of work.

The Housing Executive may provide payment if no Building Control Certificate can be issued due to COVID-19, but the Building Regulations Application payment receipt and notification to the Council that the works are completed must be sent in as evidence.

Once issued a copy of the final Building Control Certificate must be forwarded to the Grants Office which is dealing with your customer's case.

Where do I submit the request for payment?

All evidence **must be** submitted by email.

In the subject line you must provide the Grant reference number (see *Approval of Application* pack).

Restrictions on email size

PLEASE NOTE there is a restriction on the size of email which we can receive. Therefore you must ensure that one email's total size does not exceed 30MB. This means you may need to send more than one email.

If you need to send more than one email it is vital that each email you send contains the same subject title detailing:

- the grants reference number; and
- each email is marked as 1 of 4; 2 of 4, etc.

Grant Office emails:

Belfast / South East belfast.grants@nihe.gov.uk

Council areas:

Belfast City Council | Lisburn City and Castlereagh | Ards and North Down

Derry/Londonderry derry-londonderrygrants@nihe.gov.uk

Council area: Derry City and Strabane

North East northeast.grants@nihe.gov.uk

Council areas:

Antrim and Newtownabbey | Mid and East Antrim | Causeway Coast & Glens

South south.grants@nihe.gov.uk

Council areas:

Armagh, Banbridge and Craigavon | Newry, Mourne and Down

West / Omagh

west.grants@nihe.gov.uk

Council areas:

Mid Ulster | Fermanagh and Omagh

IMPORTANT INFORMATION on Final Inspections:

Once the Housing Executive is able to resume technical inspections we will organise to inspect those properties where payments have been processed without a technical inspection.

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