

## Frequently asked questions

### What happens if I have given you incorrect information?

- We will ask you to provide information confirming you meet the above qualification conditions. By giving us this, you are confirming that all information given to us is accurate and truthful. If you have deliberately given us any incorrect information, you will be responsible for paying for all work carried out and goods supplied.

### Whose responsibility is it to get permission from my landlord?

- Before we carry out any work, if you are a tenant, we will need your landlord's permission before you can allow us to start the work. It is your responsibility to provide this.

### What other permissions might I need to get?

- It is your responsibility to make sure that you get any permission you need or provide any notice before we start the work, and we will need evidence from you that you have got this permission. Permission, licence or notice requirements may include approval from your insurers. Or, if your property is in a conservation area or is a listed building or if you are a tenant or leasehold owner, you will need the freehold owner's written permission. We will help you with any permission relating to Building Control and planning. If you have any concerns, please speak to us, or your local planning authority should be able to help you.

### What if my property doesn't have a gas connection but there is a gas supply nearby?

- A new gas connection may be required before we can install a central heating system. This cost is not covered by the Warm Homes Fund but may be eligible for assistance under the Fuel Poor Network Extension Scheme. We will support you through the process but rely on you to inform us if you cannot make appointments or your circumstances change as we cannot carry out any works after the project deadline of 30<sup>th</sup> November 2018.

### What if my property can't be connected to the gas network?

- If your property can't be connected to a gas supply we would be looking at the potential for another heating type such as an air source heat pump or an oil boiler.

### What will happen if I meet the qualification criteria?

- Before we carry out any work, we will need to visit your property to carry out a whole-house assessment, including assessing whether your property is safe enough for the work to go ahead. This will help us understand your property's suitability for central heating and in particular what type of central-heating system. We alone will decide which central-heating system (if any) to use. One of our accredited assessors will carry out the assessment at your property. The survey may include a technical survey of your property. To carry out the assessment, the assessor may also need access to all rooms in your property and certain other areas, such as the loft, basement, garden and so on. We will assume that access is available to both the inside and outside of your property at the time of the assessment. The

assessor will record certain information for monitoring and compliance purposes and may also take pictures, for example of the appliances, boiler and electricity meter.

### **How will the information I give you be used?**

- We or our agents may use your information to do the following.
  - (a) Provide you with the services you have asked for.
  - (b) Offer you services and products from us and our partners.
  - (c) Help run, and contact you about improving the way we run services we provide or plan to provide.
  - (d) Create statistics, test computer systems, analyse customer information, and create profiles.
  - (e) Help to prevent and detect debt, fraud or loss.
  - (f) Help train our staff.
  - (g) Contact you in any way (including by post, email, phone, text message or other forms of electronic communication). You can ask us not to send you any information at any time by contacting us and giving us your details.
  - (h) We may allow other people and organisations to use information we hold about you (including our installers, utility companies where they are part funding the work or providing a service such as installing a new gas meter, Communitas Energy CIC, Northern Gas Networks, Citizens Advice Bureau, Community Action Northumberland and Middlesbrough Environment City ):
    - (i) to provide services you have asked for, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents);
    - (j) if we have been asked (for example by Affordable Warmth Solutions, Ofgem, your local authority or a lawyer) to provide information for legal or regulatory purposes;
    - (k) as part of any current or future legal action;
    - (l) as part of government schemes for sharing information, for example schemes designed to help stop fuel poverty (where people cannot afford to pay for heating and electricity);
    - (m) to pass information to an insurer to manage your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk), if you hold an insurance policy with us. If you do not pay any debt you owe us, we may also transfer it to another organisation and give them details about you and that debt. Sometimes these other people and organisations may be outside the European Economic Area (EEA) and because of this we may pass your information to countries that do not have the same standards of protection for personal information as the UK.