

National Home Energy Upgrade Scheme

Grant rules for registered One Stop Shops



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1 Terms used

AHB	Approved Housing Body, as listed on the Approved Housing Bodies Register, managed by the Irish AHB Regulator
Batch	Collective term for all the projects submitted for payment by an OSS ahead of a payment run deadline
BER	Building Energy Rating
Client	The homeowner or Approved Housing Body who is receiving an HEA or Works grant under the NHEUS
DoW	Declaration of Works, the document signed by Client and OSS following completion of the grant-aided Works
DTSS	SEAI's Domestic Technical Standards and Specifications, available online: SEAI Contractors Code of Practice
HEA	Home Energy Assessment, i.e., the grant-supported survey and report as described in detail in HEA in these guidelines and the minimum requirements document
Inspections Unit	Internal SEAI department responsible for selection of sites for inspection
Managing Agent	The company contracted by SEAI to inspect projects against the QA checklist
NHEUS	National Home Energy Upgrade Scheme, the official name for what is commonly referred to as the One Stop Shop Scheme, and referred to in this document as the Scheme
OSS	SEAI-registered One Stop Shop
QA Checklist	Quality Assurance checklist developed for SEAI domestic retrofit schemes and used by the Managing Agent to assess the quality and compliance of completed OSS projects
QBR	Quarterly Business Review – meeting between SEAI and OSS representatives
RFP	Request for Payment, the process by which an OSS submits a claim for an HEA or Works grant
Scheme	The NHEUS
Web Portal	The web-based system by which Works and HEA applications are submitted and paid
Works	The grant-supported energy upgrades carried out under the NHEUS

2 Introduction

The Programme for Government and the Climate Action Plan set ambitious goals to reduce greenhouse gas emissions from buildings, including our homes, with targets to retrofit 500,000 homes to BER B2 and to install 400,000 heat pumps in existing buildings by 2030.

The Government envisages One Stop Shops (OSSs) as critical actors in making retrofit easier and more attractive. The OSSs operate under the National Home Energy Upgrade Scheme (NHEUS) to combine the different components associated with retrofit projects including demand generation, home assessments, grant application, contractor engagement, project management, quality assurance and finance provision.

The initial phase of the NHEUS supports the energy upgrade of individual homes to a minimum B2 BER, part funded by SEAI, for private homeowners and homes owned by Approved Housing Bodies (AHBs). The NHEUS is open year-round and offers fixed grants for the installation of specific energy upgrade measures. The process of grant application, grant offer and payment is on an individual home basis and is automated through the Web Portal. This provides instant decision-making on grant offers and clarity on grant support available by home.

This document sets out the grant scheme operational guidelines for OSSs will be operating under NHEUS and should be read in conjunction with the other documents listed in Section 12.

3 Scheme overview

OSSs must, at all times, be familiar with the terms and conditions of the Scheme. OSSs must ensure that all relevant staff members, sub-contractors, partners, and relevant Clients are aware of the up-to-date guidelines of the Scheme.

3.1 Scheme objectives

The Scheme is designed to use OSSs to deliver retrofits and engage with homeowners and the supply chain. Application for grant funding on behalf of individual Clients will be the sole responsibility of the OSS. This will take the form of a two-step process where the applications for an HEA grant and a Works grant will form separate parts of the overall customer journey. The intention of step one is that the incentive to have a full home energy assessment performed will encourage more people to engage with the process and serve to make the process more understandable for the Client. However, to the extent possible, it will still be important to convert as many home energy assessments as possible into upgrade works. Relevant data will also be collected as part of the assessment process to enable better targeted support as well as Scheme evaluation and improvement.

The principles of the application process are to ensure the lowest possible level of friction for both the Client and the OSS. Grant applications will be managed and submitted by the OSS on the Client's behalf. Grant applications and payment processes are based on individual homes. Work can start on a particular home on receipt and deemed acceptance of a grant offer from SEAI. The OSS can request payment of the grant once the upgrade works on the individual home are complete and all Scheme requirements are met.

3.2 Key Requirements

The following items are key requirements and conditions of the Scheme. This is not an exhaustive list and items will be considered in further detail in the relevant sections below:

3.2.1 General requirements

- **One Stop Shop:** The Scheme is only open to Client's who apply through registered OSSs. OSSs will have to be registered by SEAI in advance of making any applications on the Scheme.
- **Ownership:** The Scheme is only available to private homeowners and homes owned by Approved Housing Bodies. Private landlords may avail of the Scheme on behalf of their tenants, but corporate landlords are not eligible.
- **Age of property:** Year of construction of the relevant home must be prior to 2011 (i.e., constructed in 2010 or earlier).
- **Expiry:** All offers will expire 12 months after the date of the grant offer issued by SEAI.
- **OSS Registration Guidelines:** The OSS will be required to comply with all requirements and terms set out in its OSS appointment agreement and SEAI's OSS Registration Guidelines.
- **Two Stage Process:** An OSS can apply (on behalf of Client) for an HEA grant and/or a Works grant.
- **Previous grant support:** measures and HEAs cannot have been incentivised previously in the particular home under any other SEAI or other grant programme. All grant-supported measures must be for newly fitted materials/ products.
- **Application and Payment:** The application and payment will be through SEAI's online web portal, which is accessible to OSSs throughout the year.
- **A fundamental requirement of the Scheme is that HEAs and Works cannot commence before the date of the grant offer for the individual home.**

3.2.2 HEA requirements

- Undertaking a Home Energy Assessment (HEA) is not mandatory; however, it is recommended.
- To receive grant support for the HEA, the report given to the Client must meet the requirements laid out in SEAI's [OSS Home Energy Assessment Good Practice Guide](#).
- The HEA **must be transferrable** between multiple One Stop Shops; the Client must not be required to get a second HEA if they choose to work with a different OSS.
- If a Client is getting an HEA, the HEA must be completed before the Works application is submitted.
- Where a home has a BER of B2 or better the Client is still eligible for grant support for the HEA.
- The BER assessment must be completed by an independent party.
- The BER must not be more than 1 year old if it is carried out as part of the HEA.

- Where a Client is not getting a heat pump installed, the HEA must still include a Heat Pump Technical Assessment. This promotes the pathway to decarbonisation.
- The heat pump [technical assessment form](#) can be completed by a person employed directly by the OSS, provided that they are registered with SEAI as a Technical Advisor.

3.2.3 Works requirements

- **Pre and post-works BER:** In order to qualify for the Works grant, each home will be required to have a pre- and post-works BER assessment completed and published. In order to qualify for an HEA grant, each home will be required to have a pre-works BER assessment completed and published as part of the HEA.
- **Minimum Post-Works BER:** the minimum requirement under the Scheme is that each home has reached a post works BER rating of B2 or better. Homes that fail to reach this post-Works BER will not be eligible for grant payment.
- **Minimum Energy Uplift:** All homes must deliver a primary energy uplift of at least 100 kWh/m²/year.
- **Quality Management System:** Each OSS participating in the Scheme must maintain a quality management system in line with OSS requirements. The Scheme will be managed using a quality management approach. This is described in further detail below and in the detailed OSS Operational and Quality Requirements Guide.
- **Standards:** The OSS will be required to ensure compliance with all relevant technical guidance, including the Domestic Technical Standards and Specifications ("DTSS") and current Building Regulations. The OSS will also be required to ensure that SEAI registered contractors are used where such registration is required for the installation of any eligible measure, and that competent contractors are used for all other measures.
- **Available Measures:** The measures listed below are available for grant support under the Scheme. This list, as well as the applicable grant levels available for each measure, may be subject to change:
 - Home Energy Assessment
 - Ceiling insulation or rafter insulation
 - Wall Insulation: Cavity, External, Internal
 - Windows
 - External doors
 - Floor insulation
 - Heat Pump, or Air-to-Air Heat Pump
 - Central Heating System for heat pump (radiators or underfloor heating)
 - Heating controls
 - Solar hot water
 - Solar PV
 - Mechanical Ventilation
 - Air tightness
 - Project management
 - Heat Pump Bonus

3.2.4 OSS – Client contract overview

- The only Clients eligible for the Scheme are private homeowners and Approved Housing Bodies.
- Only applications made by the OSS on the behalf of the Client will be accepted as part of the Scheme.
- The OSS must enter into a contract with the Client in advance of grant application and commencement of the grant aided work on the HEA or Works. The OSS will have to ensure that it is legally entitled to apply on the Client's behalf. The minimum requirements with respect to the Client contract are given in full in Appendix A.
- The OSS must ensure that the Client owns the property in question.
- The OSS must ensure that accurate Client details are collected on application.
- Although the OSS is expected to manage the entirety of grant journey SEAI may wish to contact the Client in relation to the Scheme and will be contacting them in relation to grant offers and grant payments.
- It is a requirement that the OSS discounts the full value of the HEA and/or Works grant (including project management) to the Client in a clear and understandable way.
- The Client will only be required to pay the cost of the works net of the grant. Payments will be made directly to the OSS on behalf of the Client.

- It is the responsibility of the OSS to ensure that the Client is fully aware of the terms, conditions and requirements within the Scheme and that the Client is aware of these in advance of commitment to proceed with grant applications.

4 Applying for a Grant

- Applications for grant funding will take the form of a two-step process where the OSS can apply for (1) an HEA grant and/ or (2) a Works grant.
- Applications, offers and payments are made on an individual home basis throughout the year.
- The OSS is required to secure the consent of the Client before applying for an HEA or Works grant.
- All grant applications and Requests for Payment must be submitted through the application portal; applications will not be accepted by any other means.
- The OSS is required to discount the full value of the grant (HEA and Works) from the quote offered to the Client at both stages of their application.

4.1 Home Energy Assessment (HEA) Application

HEA applications are made via the Web Portal. The OSS is required to enter information about the Client and the property, including:

- Homeowner Name (or AHB name)
- Declaration of willingness to proceed with HEA - OSS to apply on behalf of Client
- Address
- MPRN/ GPRN
- Eircode
- Homeowner or AHB Contact Details
- Year of Build
- Dwelling Type

The OSS will be required to accept the terms and conditions of the HEA grant offer, confirm all details are correct to the best of their knowledge and, confirm the Client's consent to apply on their behalf. This may be subject to audit and must be obtained in advance of applying for a HEA grant on the grant portal.

If the application is successful a grant offer will be issued for a HEA with deemed acceptance on behalf of the OSS on the date the offer issues from SEAI. The OSS will have 12 months from the date the HEA grant offer issues in which to complete the HEA and submit a request for payment for the completed HEA.

Contact adminoss@seai.ie for a comprehensive demonstration of the Web Portal.

4.2 Works Application

4.2.1 General

- Works applications are made via the Web Portal.
- A whole-house solution must be implemented.
- Works must be completed to the standard and specification required under all relevant guidelines issued by SEAI, including the DTSS document (incorporating S.R. 54:2014&A1:2019 Code of practice for the energy efficient retrofit of dwellings) and with current building regulations.
- All Works must be fully completed in accordance with the standards prior to requesting grant payment.

4.2.2 Pre-works BER

- A pre-Works BER is required for all Works applications.
- The pre-Works BER must not be more than 5 years old (or 12 months old if it is carried out as part of an HEA).
- If a pre-Works BER of more than 12 months is used, the OSS must submit a declaration to the effect that the most recent published BER is accurate.

4.2.3 Other funding sources

- Measures that have been previously grant-supported are not eligible for funding through the scheme.

- Homeowners availing of the One Stop Shop Scheme grants may also avail of support from schemes such as Croí Cónaithe, but they may **not** receive double funding for the same measures. For example, if external wall insulation is being funded under Croí Cónaithe it will not be eligible for funding under the OSS.
- Measures may receive additional support from Energy Provides via the Energy Efficiency Obligation Scheme.

4.2.4 Measures

- Details captured in the pre-works BER assessment will deem if it is appropriate for a measure to be upgraded; this will align with the measures recommended in the BER Advisory Report.
- Where the total expenditure to complete a single measure is less than the fixed grant amount, the total cost will be re-imbursed, not the set grant value.
- All applications are eligible for Project Management support.
- The Heat Pump Bonus is applicable where a heat pump is installed in a home through the OSS scheme.

5 Completing the HEA

5.1 General

- The One Stop Shop will organise and manage all aspects of the HEA.
- One Stop Shops must accommodate Clients that wish to switch OSS providers after having received the HEA report: **HEA reports must provide another One Stop Shop with sufficient design information and details to allow the Client to proceed with the installation of measures with minimal additional design work or cost.**
- The HEA grant is a standalone grant and is only available to homeowners through a registered One Stop Shop.
- Where a grant is being claimed, the HEA cannot commence until the One Stop Shop has an HEA contract with the Client and received a grant offer in advance.
- All aspects of the HEA, including the BER assessment and publication must be carried out after the HEA contract is issued to the Client.
- The HEA report needs to be uploaded to the OSS portal, and issued to the Client, prior to requesting the HEA grant.

5.2 Requirements

Table 1 lists the 6 components that need to be included in the HEA report, and who carries them out. Note that the One Stop Shop is ultimately responsible for the HEA report, but specific components (the BER and Heat Pump Technical Assessment), must be carried out by an independent assessor.

Requirement	Carried out by
1. Client's goal	One Stop Shop as briefed by Client
2. Pathway to B2 or better	One Stop Shop
3. Cost estimate	One Stop Shop
4. Technical design	One Stop Shop
5. Building Energy Rating (BER)	Independent BER Assessor
6. Heat Pump Technical Assessment	Independent, SEAI Registered Technical Advisor

Table 1: HEA requirements

- It is recommended that the report be structured in the order outlined in Table 1
- It is recommended that the Technical Design, the BER and the Heat Pump Technical Assessment are housed in an Appendix.
- The HEA report must include the name of the One Stop Shop claiming the grant.
- A sample HEA report may be found here: [Support for One Stop Shops | Grants | SEAI](#)
- Further details or relevant information may be included at the discretion of the One Stop Shop, preferably after the mandatory information.

5.3 Report contents

5.3.1 Client's goal

Describe the Client's goal, as discussed with the One Stop Shop. The Client's goal must be used to determine the scope of the works planned. For example, the Client may wish to improve the comfort of their home, or to get an A-rated home, or to move away from fossil fuel heating. OSSs should bear in mind that some Clients may decide that the One Stop Shop approach does not align with their current needs and budget and a more gradual upgrade solution is preferred.

5.3.2 Pathway to B2

- Determine and agree with the Client the energy upgrade measures needed to reach the minimum B2 rating: this is known as the pathway to B2 (or better).
- One Stop Shops are encouraged to detail more than one pathway, if appropriate, particularly if the Client aspires to improve their house performance beyond the initial B2 in the future.
- For reasons of clarity it is recommended, but not required, that the pathway is presented as a table showing the measures and their impacts. You may wish to include the cost estimate in the same table.

5.3.3 Cost estimate

- A cost estimate must be provided for each measure in the pathway, as well as the total cost. A cost range is acceptable, provided it is broken down by measure.
- The estimate must show a clear deduction of the SEAI grant from the cost (for each measure plus the total), and any further supplier discounts to be provided (such as energy credits) if available and known.
- Ensure that the Client is made aware of the various low-cost financing options available.
- Ensure that all costs include VAT.

	Cost range € (inc. VAT)	SEAI Grant	Energy Provider contribution € (if applicable)	Estimated cost to client (inc. VAT)
Attic insulation	3,100 – 3,300	1,500	150	1,450 – 1,650
AW heat pump, new cylinder and controls,	19,500 – 20,500	10,500	1237	7,760 – 8,760
<i>... etc.</i>				
Total	€61,500 – €65,500	€24,000	€2,365	€35,000 – €40,000

Table 2: Example cost table (partial)

5.3.4 Technical design

It is recommended that the Technical Design be housed in an Appendix.

The Technical design must provide details on:

- Fabric design:
 - Type of insulation and rationale for choosing it
 - Any considerations regarding installation
- Ventilation / airtightness strategy:
 - type of ventilation
 - airtightness requirements
 - airtightness measures
- Plumbing and heating design¹, including where applicable:
 - size, type and location of heat pump
 - underfloor heating considerations
 - number of radiators to be replaced
 - location/modifications to hot water cylinder
- Any further design consideration required to comply with SEAI's Domestic Technical Standards and Specifications

¹ Room Heat Loss & Radiator Sizing Guidance document <https://www.seai.ie/grants/supports-for-contractors/>

- For clarity, it is recommended that the information be presented in a table. An example is provided in Table 3 below.
- You may also wish to include additional information, for example, on the expected CO₂ emissions savings.

	BER	kWh/m ² /yr	Heat Loss Indicator (HLI)	Area (m ²)
Current condition	D2	266.45	3.64	
Measure 1	Attic insulation			
Insulate attic with 300mm wool insulation between & above the joists. Achieve a U-Value of 0.13 W/m ² K.	D1	230.85	3.07	24.05
Measure 2	Internal wall insulation			
Internally dryline front external walls with additional 37.5mm thermal liner board comprising of 12.5mm plasterboard and 25mm of PIR insulation. Conductivity of 0.022 W/(mK) and a U-Value of 0.27 W/m ² K.	D1	226.55	3	17.68
...etc.				

Table 3: Example Technical Design (partial)

Further technical design and calculations will be required to finalise requirements and specification, e.g. compliance with S.R. 54:2014 & A2:2022 Code of practice for the energy efficient retrofit of dwellings, where the Client proceeds with the upgrades works.

5.3.5 BER

It is recommended that the BER be housed in an Appendix.

Include the following components of the BER:

- BER Certificate and Advisory Report.
- Pre-works Dwelling Detail Report.
- Post-works Dwelling Detail Report (proposed) for the pathway to B2 or better.

To ensure transferability of key pricing information and details, the BER Assessor's standardised pre and proposed post works Dwelling Details Report must be included to assist the homeowner in receiving multiple cost estimates.

5.3.6 Heat Pump Technical Assessment

- Note that the Heat Pump Technical Assessment is mandatory, regardless of whether the Client wants to get a heat pump. This allows for the homeowner to change their mind in the future and ensures standardisation across the HEAs.
- It is recommended that the Heat Pump Technical Assessment be housed in an Appendix.
- The form must be completed by an SEAI-registered Heat Pump Technical Assessor.
- The Heat Pump Technical Assessment form is available on SEAI's website: <https://www.seai.ie/register-with-seai/technical-advisor/>

6 Completing the Works

6.1 Grant offer

- If the Works grant application is successful, a Letter of Offer will be issued with deemed acceptance on behalf of the OSS on the date the Letter of Offer issues from SEAI.
- The offer will be made via email to both the OSS and the Client.
- The OSS will have 12 months from the date of the grant offer to complete all Works associated with the property. **Grant offers will automatically expire in the event that 12 months has elapsed and a complete request for payment has not been received.** If the project is underway but will not be completed before the expiry date, the OSS should submit an extension request to SEAI as soon as possible. Extension requests are approved at SEAI's discretion.
- The OSS must communicate key milestones for the project to the Client.

6.2 Application amendments

Under certain conditions, amendments may be made to an OSS application after the application has been submitted and the Letter of Offer has been issued. There are two categories of amendment: cancellations and additions.

6.2.1 Cancellations

Individual Work measures can be cancelled on the portal when a request for payment is submitted. Tick the cancel measure box at the bottom of the measure dialog box to cancel individual measures.

A request in writing must be submitted to adminoss@seai.ie to cancel Works and HEA grants.

6.2.2 Additions

- On rare occasions, Clients may change their minds regarding the agreed schedule of works as laid out in the Letter of Offer and may wish to add additional measures.
- To add a measure to an application you must contact adminoss@seai.ie **before the works have started** and request cancellation of the application; you can then submit a new application that includes the additional measure.
- Under the terms of the scheme it is not permissible to add measures once the Works have started. Measures that are added to an application after the Works have started may be considered for grant support if the OSS submits an appeal **prior to submitting the RFP**. The appeal decision will be made at SEAI's discretion.

6.3 Measures details

6.3.1 Roof measures

- Ceiling level insulation grant covers cold roof attic insulation.
- Rafter level insulation grant covers rafter level & flat roof insulation.
- Homeowners can only avail of **one** of the two roof insulation grant supports i.e., ceiling level insulation **or** rafter level insulation.
- For grant assignment purposes only, a rafter level insulation or sloped roof insulation modification factor of 2.0 should be applied when calculating the m² of each insulation type installed to identify the roof insulation grant applicable. This modification factor is to aid the application of the higher grant level when a rafter or sloped roof is encountered. This modified area should not be entered in the Declaration of Works.
- Knee/stud walls in homes with a room in roof construction **are** required to be upgraded as part of the **roof upgrade**.
- Mixed-measure solutions must be detailed in the relevant section of the Declaration of Works form and must include the **actual** installed insulation area of each roof.



Important note on Mixed Roof Insulation measures:

Where mixed measures have to be implemented (e.g., in a room in roof construction with part ceiling insulation and part rafter insulation), the grant application must be for the greatest of the two measures being upgraded, by roof area. When calculating the area, the comparison is based on the area of insulation between:

- a) ceiling level insulation and
- b) [sloped and rafter level insulation (m²) x 2.0 modification factor] + flat roof insulation (m²).

The greatest area installed when comparing a) and b) will dictate which grant applies.

Please see Appendix E for examples.

6.3.2 Walls measures

- Clients can only avail of one wall insulation grant support under the OSS service.
- In cases where a wall previously received cavity wall insulation through, for example, the Better Energy Homes (BEH) scheme and the OSS determines through a Heat Pump Technical Assessment that an additional wall insulation type is required to meet the heat loss indicator (HLI) requirement, this will be supported. This also applies where internal wall insulation was previously supported and external wall insulation is required to meet the HLI requirement.
- Mixed-measure solutions must be detailed in the relevant section of the Declaration of Works form and must include the wall area being insulated for each wall insulation.
- Knee/stud walls in homes with a room in roof construction are **not** required to be upgraded as part of **the wall upgrade**.



Important note on Mixed Wall Insulation measures:

Where mixed wall insulation measures have to be implemented (e.g., part Cavity Wall Insulation, part External Wall Insulation), the grant application must be for the greatest of the measures being upgraded, by wall area.

Please see Appendix E for examples.

6.3.3 Heat Pump

- The Heat Pump Bonus is only applicable if a new heat pump is installed in a home.
- Where a home received a boiler or heating controls grant previously, this home can avail of the new heat pump grant.
- The heat pump grant is a decarbonisation grant; therefore, the replacement of an existing heat pump is **not** eligible for grant support.
- A heat pump only upgrade will be supported once scheme requirements are met i.e., the 100 kWh/m²/year uplift is achieved along with a B2 energy rating post works.
- Where the initial proposal specifies a **heat pump with radiator replacements** and the project installs a **heat pump only** following further assessment/design the measure must be cancelled prior to request for payment and the heat pump only measure selected.
- The central heating grant is applicable when replacement radiators or underfloor heating are installed in conjunction with a new heat pump.
- If applicable, where underfloor heating is installed, construction costs associated with the installation of floor insulation will be covered under the floor insulation grant e.g., removal and formation of the ground floor slab.

6.3.4 Openings

Doors

- The published grant table is designed for a Client's understanding. When completing a BER assessment the BER Assessor must adhere to the BER methodology, rules and calculation requirements when assessing sliding doors and glazed areas. However, for the purposes of grant administration and for Clients to understand what grants they are entitled to, a sliding door is considered a door.
- E.g., a BER assessment notes one solid timber front door and one fully glazed sliding door to the rear elevation. The BER Assessor's file will note this as 1 door and 1 window (based on the BER glazing rule). However, in this instance, where the OSS is replacing both elements, i.e., the front door and the sliding door, the OSS Portal should claim for 2 door upgrades.
- The door grant is capped at a maximum of 2 doors regardless of the number of doors upgraded.
i.e.
 - One door upgraded = one door supported.
 - Two doors upgraded = two doors supported.
 - Three doors or greater upgraded = two doors supported.
- Where door(s) are upgraded, all doors in the property must achieve (at minimum) the standard outlined in SEAI's Domestic Standard & Specification document (DTSS).
- To be eligible for door grant support a whole house solution must be achieved. Each door must be assessed individually to ensure that each individual door, whether upgraded or not, achieves a U-value $\leq 1.4 \text{ W/m}^2\text{K}$.

Windows

- Where window(s) are upgraded, all windows in the property must achieve (at minimum) the standard outlined in SEAI's Domestic Standard & Specification document (DTSS).
- To be eligible for window grant support a whole house solution must be achieved. Each window must be assessed individually to ensure that each individual window, whether upgraded or not, achieves a U-value $\leq 1.4 \text{ W/m}^2\text{K}$.

6.3.5 Floor Insulation

- The maximum U-value for the insulation of floors, in as much as is physically and economically feasible, is:
 - $0.36 \text{ W/m}^2\text{K}$ (area weighted average U-value), or
 - $0.15 \text{ W/m}^2\text{K}$, where the refurbishment also includes the installation of underfloor heating.In this instance, this U-value requirement is based on a room-by-room basis, as it is critical to ensure optimal underfloor heating performance in each room.
- Where underfloor heating is being considered, and the pre BER floor U-value is above $0.24 \text{ W/m}^2\text{K}$, the OSS needs to contact SEAI at AdminOSS@seai.ie, so that an override is applied.
- This economic feasibility referred to above refers only to the economic performance of the installation itself. For example, in exceptional circumstances, a home may require significant additional modifications compared to a normal case. This could make the initial investment in the insulation solution inappropriate compared to the benefit the Client will get from the investment. Economic feasibility, in this case, does not refer to the ability of the Client to fund their portion of the capital cost for a conventional installation. It is the responsibility of the OSS to ensure that the optimum solution for each Client is achieved, within the cost constraints and preference of each Client.
- *Example: a property built in 1978 has a solid ground floor with a U-value of $0.6 \text{ W/m}^2\text{K}$. In 1998, an extension was built with an assessed U-value of $0.45 \text{ W/m}^2\text{K}$. There are radiators throughout the property. The One Stop Shop may deem it economically unfeasible to upgrade the floor insulation in the extension. In this instance, the One Stop Shop must ensure that the area weighted average u-value of the solid ground floor is $\leq 0.36 \text{ W/m}^2\text{K}$, when assessing the entire dwelling (main section and extension), to be eligible for floor insulation grant support.*

6.3.6 Airtightness

- The airtightness grant of €1,000 only applies where an airtightness test confirms an air permeability of $5 \text{ m}^3/(\text{h}\cdot\text{m}^2)$ or lower **and** where airtightness measures, such as, tapes and membranes are installed.
- Where an airtightness level of $3 \text{ m}^3/(\text{h}\cdot\text{m}^2)$ or less is present, mechanical ventilation should be implemented to ensure adequate ventilation.

6.3.7 Mechanical ventilation

- Mechanical ventilation systems must be designed by a competent person and must be installed, balanced and commissioned by a competent and qualified person.
- NSAI has established a registration scheme that certifies an individual as a competent independent third party to validate that a ventilation system has been installed, balanced and commissioned to meet the minimum requirements of Technical Guidance Document (TGD) F - Ventilation (2019) to the Irish Building Regulations.
<https://www.n sai.ie/certification/agreement-certification/ventilation-validation-registration-scheme/>

6.3.8 Attic ladders

Attic ladders are not supported under the scheme, but if an attic ladder is being installed for access/maintenance, it should be manufactured to latest version of I.S. EN 14975 Loft ladders – requirements, marking testing and should be installed by a competent approved installer. All health and safety considerations should be taken into consideration for the installation and use of the system. A thermally insulated door should be a part of the access door to limit heat loss.

6.4 Documents

The OSS is required to retain certain documents that do not need to be submitted as part of the Request for Payment, but which may need to be provided to SEAI in the event of an inspection or audit. Documents must be retained by the OSS for a minimum of the term of the relevant contract to which they relate, plus 7 years. These include:

- Invoices issued to the Client for Works completed evidencing measures completed.
- Quality assurance (QA) reports for the specific home and measure(s).
- Evidence of payment for HEA or Works, directly to the OSS by the Client.
- Evidence of the contract(s) in place between Client and OSS.
- Any relevant certificates required following completion of individual measures in line with applicable standards and specifications.
- In the event of inspections/desktop audit by SEAI, photographs may be required of the individual measures that are being claimed.
- The OSS is wholly responsible for the safe retention of all relevant documentation pertaining to each individual Client and grant application.

7 Requesting Payment

When submitting a Request for Payment (RFP) for either an HEA or a Works project it is essential that you fully complete all the required fields in the portal and upload all the correct documentation in the required format. Failure to do so will result in delayed payment.

Grant payments will be requested and paid on an individual home basis. The OSS will submit the RFP through the same SEAI portal as the application process. The grant request for payment will be reviewed by SEAI and this review may include desktop, or onsite, audits or inspections, as detailed further below.

Where an OSS is not tax compliant or insurance has lapsed, approved grant payments will not be made by SEAI until any identified issues have been rectified by the OSS.

Payments will be made throughout the whole year, typically every 2 weeks in batches. This may be subject to change depending on business requirements and the level of output of the Scheme.

7.1 Home Energy Assessment (HEA) grant payment

- To request payment for a HEA grant, the OSS will be required to enter the OSS portal and provide:
 - Completed HEA.
 - Confirmation that the HEA has been completed in compliance with all requirements.
 - Date of completion of the HEA.

- SEAI will review a sample of each OSS's HEA reports. If the HEA reports reviewed meet the minimum criteria, payment will be made for that OSS's entire batch. If the reports sampled do not all meet the criteria, then payment on the batch will be delayed until satisfactory reports have been submitted to SEAI and issued to the Client.
- Once SEAI has performed, and is satisfied with, appropriate review and validation checks, grant payments will be approved individually for successful HEAs.

7.2 Works grant payment

The OSS must ensure that the required post works BER assessment has been completed and published and that the home has reached a minimum post works BER of B2 and a primary energy uplift of 100 kWh/m²/yr. Homes that do not reach the minimum post-works B2 BER or energy uplift will not be approved for grant payment.

Points to remember making a Works Request for Payment:

- The DoW must be signed and dated by both the OSS and the Client.
- PM fees must be clearly identified in the system and on the DoW.
- The grant amount submitted in the RFP must be reflective of the measures installed on site. Any discrepancies need to be addressed before submitting the RFP.
- In certain circumstances the post-works BER may need to be republished, for example where the BER assessor did not have access to the required certificates at the time of the assessment. In this situation, do not submit the RFP. Instead, you must follow the process outlined in this document and summarised below:
 - Leave project at "Application submitted" status.
 - Request that BER assessor republishes the post BER following new documentation becoming available.
 - After the republished post BER cert is live on NAS, the Back button adjustment can be carried out by the OSS RFP admin. Please refer to the User Manual for more [mailto:](#) for more information.
 - The application can then be submitted for payment.

8 Quality Management

The quality of service delivered by OSSs is central to the reputation and effectiveness of the Scheme as a means of achieving energy and emissions savings and ensuring value for public money.

SEAI's approach to OSS Quality Management consists of:

- Ongoing desktop and onsite audits/inspections
- Quarterly Business Reviews
- Annual audits
- Ongoing OSS development

8.1 Desktop and onsite inspections

Desktop and onsite inspections may be carried out on projects that the OSS has submitted for payment. SEAI's Inspections Unit will select completed projects for a desktop audit and/or an onsite inspection using a risk-based approach. Grant payment for these projects will be withheld until they have passed the inspection.

The aim of the One Stop Shop inspections process is to identify quality and compliance issues in a timely manner so that:

- Issues can be corrected, via re-works, by the responsible contractor.
- Such errors are avoided in the future by the OSS logging issues and addressing patterns of non-compliance with their contractors and subcontractors.
- Clients are satisfied with, and have confidence in, the quality of the works delivered under the NHEUS.

8.1.1 Desktop Audit Process

Desktop audits are completed to determine the quality of energy upgrade works submitted. Desktop audits may be selected for a range of reasons, including but not limited to:

- Reducing the number of onsite inspections.

- As a result of poor-quality inspection results.
- In circumstances where it is not possible to complete a physical inspection e.g., during COVID-19.

A desktop audit entails the review of uploaded documents, certificates and photographic evidence that works are completed. SEAI has a Guidance on Providing Photographic Evidence for Desktop Audits which is available on request. A desktop audit does not include a physical, on-site inspection of the works. However, a physical, on-site inspection may occur as a result of the findings of a desktop audit.

8.1.2 Onsite inspections

An onsite inspection involves a visit to the project site by an inspector.

- The OSS is responsible for quality assurance on the project and will be notified of the properties selected for audit/inspection. The Managing Agent contracted to carry out audits/inspections will notify the OSS by email.
- The OSS must provide access for SEAI's inspectors within 10 working days of being contacted to arrange an inspection.
- The OSS is not required to be present at the inspection but must assign a representative who is familiar with the layout of the site, the upgrade works completed and has access to all required certification documentation and manuals.
- It is the responsibility of the OSS to liaise with the Client to organise the site visit.
- Onsite inspections typically take between 40 and 60 minutes, depending on the size and complexity of the project.
- The project is inspected against the Quality Assurance checklist provided in Appendix B.
- The inspections result is issued via email; the Managing Agent will aim to issue the result within 48 hours of the inspection.
- The Managing Agent notifies both the OSS and SEAI of the inspection result.
- If a project passes inspection, then the SEAI programme team will approve it and the project grant will be paid in the next available payment run.
- If a project does not pass inspection, payment will be withheld until the issue(s) is rectified.
- In certain circumstances, additional projects may be selected for post-payment inspection.

7.1.3 Documentation

The list of certificates and other documents that are required for each measure can be found in Appendix B. For all projects, these documents must be provided to the Clients, and electronic copies need to be retained by the OSS in accordance with their GDPR and document retention policy.

Documents for projects selected for inspection must be uploaded to the SEAI SharePoint. If the OSS does not have access to this SharePoint folder, it may be requested from AdminOSS@seai.ie.

8.2 Non-compliance

If a non-compliance is identified in the audit/inspection, then the SEAI programme team will withhold the grant payment on that project until the this has been addressed.

Three categories of non-compliance are identified according to their level of severity:

Severity rating	Severity 1	Severity 2	Severity 3
Classification	Possible health and safety risk or highly non-compliant	Potential to compromise the effectiveness of the installation. Not to standard.	Not best practice

8.2.1 Re-works

Re-works are required for all 3 categories of non-compliance. The OSS will receive the re-works notification from the Managing Agent. On receipt of the re-works notification, the OSS must do the following:

1. Contact the Client to remedy the re-work(s).
 - **Re-works should be addressed within 2 weeks of receipt of the re-works notification.**

2. Once the re-works are complete, the OSS must sign and return the first part of the **Re-work Declaration Form** (see Appendix C), confirming the re-work(s) have been rectified. The OSS must enclose evidence of the completed re-works with their response, i.e., photographs and/or documents.
3. The OSS must sign and return the second part of the **Re-work Declaration Form**, confirming the re-work(s) identified by the Quality Inspection on this home are not present at other homes completed as part of this batch.
4. OSS logs the non-compliance in their Quality Management System Non-conformance Register and identifies solutions to avoid reoccurrence on similar energy measures in the future.

Health & Safety issues

If a health & safety issue is identified during an inspection, the Managing Agent will inform the OSS immediately. Health & safety issues must be rectified within 48 hours of the notification being received.

8.2.2 Appeals

- Inspection results can be appealed through the appeals process. The SEAI Customer Charter details the process for appeals and is available online at <https://www.seai.ie/customer-charter/>
- A specific form is required to be submitted, see Appendix D for the Re-works Appeals template forms.
- Appeals must be received in writing no later than 14 calendar days from the date of issue of the desktop audit or inspection result.
- It is essential that any appeal is supported by appropriate supporting documentation such as sketches, photographs or Client statements. Appeals must provide evidence to challenge the inspection findings and/or advise on mitigating factors that may have affected the outcome of the inspection. This will enable SEAI to assess your appeal promptly and respond in the earliest possible timeframe.

8.3 Quarterly Business Reviews

The OSS will prepare a Quarterly Business Review (QBR), which will be scheduled for every three months, with the aim of reviewing their operations and performance as described in the OSS Operational Guide. This will include the following areas described below.

8.3.1 Customer Engagement and Pipeline

The OSS should be able to demonstrate how they will engage effectively with Clients, manage the interactions and be able to act on issues affecting customer satisfaction. The OSS will provide a report detailing:

- Metrics on throughput – leads, applications, contracts, HEAs, works, etc.
- Quotes issued to Clients.
- Codified reasons for Clients not proceeding.
- Customer satisfaction and feedback.
- Voice of the customer/survey outcomes.
- Complaints.
- Activities or events.

8.3.2 Strategic Progress

The OSS shall provide a report reviewing their OSS progress, with the plans and metrics as established in the strategic plan at registration, including anticipated growth and rate of completions.

8.3.3 Administration

The OSS shall provide a report covering a review of administration and operational effectiveness:

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- Applications.
- Offers.
- Request for payment.
- Errors - Additional Details Required.
- Common issues.
- RCA and implementation of corrective action.

In-depth review of specific applications will be carried out to assess the end-to-end operations, including customer services and adherence to technical requirements. This will include reviewing documentation demonstrating appropriate management of works (minutes, action logs, internal QA), handover documentation to Client and required technical and administrative documentation (invoices, certifications, commissioning reports, etc.) as required for the home energy upgrades.

8.3.4 Financial Review

The OSS shall provide a report of financial elements of individual projects including provision of documentation such as:

- Quotations
- Contract with Client
- Invoices
- Evidence of Payment

8.3.5 Technical Review

The OSS shall provide a report of home energy upgrades completed in the quarter covering technical aspects of completed projects to include:

- Measures completed.
- Review of the Home Energy Assessment performed.
- Outcomes of OSS audits and inspections.
- Review of SEAI inspections and audits.
- Assessment of quality performance and actions to continuously improve quality.
- Review of resource management plan for the retrofit works (to ensure that at least 70% C&D waste is managed as required in the guidelines).
- Review of a selection of Home Energy Assessments
- Review of site photographs for installed measures.
- All relevant QA reports and supporting documentation.
- Any certifications in line with the relevant technical standards.

Outcomes of the review of technical performance will feed into supports and training provided to improve the quality of the supply chain as well as informing inspection selection.

The review will include the completion by the OSS of a QBR template to be provided SEAI. This is required to be completed and provided to SEAI in advance of the scheduled QBR meeting. Information requested in respect of a quarterly review must be provided to SEAI or its agent within 5 working days of receipt of request for that information. Failure to provide information within the required timeline may result in restriction or removal of access to the grant portal for the OSS. An OSS with poor performance may be required to provide more frequent reviews or increased levels of audits/inspections. This is at the discretion of SEAI.

SEAI or a third party may seek to review or audit the performance of the QMS of an OSS.

8.4 SEAI review of annual audit

OSSs are required to complete an annual audit of their operations and works. These audits shall be conducted by an auditor or competent person who is independent of the OSS. Following receipt of the audit report each year the OSS shall schedule a review of the outcomes and actions with SEAI. The first audit shall be scheduled and completed by the OSS 12 months after initial registration as an OSS and shall continue annually thereafter.

8.5 One Stop Shop development

One Stop Shops are required to commit to developing and improving the standards and quality of home energy upgrades carried out by the sector, and to participate in One Stop Shop workshops and groups related to the delivery of high-quality home energy upgrades.

Various supports are available to OSS that wish to improve the quality of their works. These supports should be viewed as adding to, rather than replacing, the OSS' own established Quality Management System. It is the responsibility of the OSS to ensure that their contractors and subcontractors are carrying out the work in accordance with the checklist and with the rules of the scheme.

Supports may include:

- Advisory inspections.
- Accompanied inspections.
- Training sessions for quality management personnel within the OSS.

8.5.1 Advisory Inspections

Advisory Inspections are intended as a training aid where there are repeat works on similar type houses. The aim is to ensure OSS Quality Representative understands relevant quality standards and technical requirements, early in the installation process.

Where there are multiple energy upgrade works, Advisory Inspections may be carried out on as few as 2 homes or where the same energy upgrade is carried out on a higher number of homes. The energy upgrade work does not have to be fully complete, but it should be sufficiently advanced to make the training a worthwhile exercise.

The energy upgrade works chosen for Advisory Inspection should be representative of the energy upgrade works to be repeated across the Scheme and include any homes or energy upgrade works that are technically challenging.

Evidence shows that Advisory Inspections lead to improved inspection results and the timely release of payment. For this reason, we recommend each project has an Advisory Inspection.

An SEAI Inspector will carry out the Advisory Inspection training which lasts approx. 1 hour. The OSS Quality Representative should attend.

8.5.2 Accompanied Inspections

An accompanied inspection is intended as a training aid for Contractors. Contractors can request an accompanied inspection, but this will be at the discretion of SEAI. An Inspector will carry out the accompanied inspection training which lasts approx. 1 hour. The OSS Quality Representative should attend. Access should be provided to all areas being upgraded and the Inspector should be made aware of any areas of concern that the attendees may have. Attendees should ask questions during the training.

Re-works detected during the inspection are highlighted to the Contractor and an explanation of the regulatory requirements given where appropriate. OSS are taken through the inspection checks for all energy upgrade works present to enable them to undertake similar checks in the future.

8.5.3 Training sessions

In certain circumstances, training sessions and workshops may be provided by SEAI to OSS quality management personnel. OSS that are interested in this support should contact adminoss@seai.ie.

8.6 Contractors and subcontractors

8.6.1 Requirements

All contractors engaged by OSSs to carry out HEAs or Works shall meet all applicable requirements in the DTSS document. Requirements for competence are defined within the DTSS document, and in general such contractors are to be either registered with SEAI where there is a specific registration requirement for that measure/technology (e.g., Better Energy Home scheme or Solar PV scheme) or competent to complete the works. Note that the DTSS is subject to change and the document in force at the time of undertaking of the works is the relevant version of the guidance.

8.6.2 Unregistered and deactivated contractors

Use of unregistered or incompetent contractors may give rise to serious sanctions for the OSS. From time to time, a contractor's registration with SEAI may cease or be deactivated. For example, contractors may be deregistered automatically if certain details aren't renewed. OSSs are responsible for managing and monitoring the relevant lists of SEAI registered contractors to ensure that their selected contractors are fully registered and compliant, where such registration is required. Works may be deemed ineligible for grant payment if a deactivated or unregistered contractor is used for works where such registration is required. In these situations, SEAI will expect that each OSS addresses the matter of a rejected grant payment with the Client. Issues arising in relation to contractors will be dealt with as part of the OSS's Quality Management process.

9 Grant Administration

9.1 Grant Dashboard

The OSS will have access to a grant dashboard on the Web Portal that provides status on each grant application connected to that OSS. This will also highlight those applications which are within 8 weeks of expiry and action is required. It is the responsibility of the OSS to ensure they are up to date with all applications and/or grant works in progress and grant offers which are nearing expiry.

9.2 Segregation of Duties

One of the principal ways of ensuring governance on the portal is by segregating the duties assigned to OSS personnel using the system. Good segregation of duties ensures that effective governance processes are maintained within the Scheme and that the same individuals will not have responsibility for the full application and payment process. The grant portal will be configured so that there are separate logins for individual OSS personnel completing a grant application on behalf of the OSS and requesting grant payment once the HEA or Works are complete. Each nominated OSS contact/ project lead will only have access to those areas of the grant portal that relate to them.

Regardless of system configuration, SEAI expects an OSS to implement proportionate segregation of duties along with sufficient oversight and review procedures to ensure that individual staff members do not have full responsibility for the end-to-end grant administration process, particularly with regard to grant offers and payment requests. Prospective OSSs will be required to evidence their resourcing plans as part of the application process for OSS registration. Key controls may be reviewed as part of the ongoing review process. Remediation plans will be expected where any issues are identified in line with the Quality Management approach. OSS management are responsible for implementing key controls relevant to the Scheme.

9.3 Document Management

SEAI requires that OSSs will put in place adequate processes and rules to ensure that document flow is appropriately controlled. This includes ensuring that:


- All required documents are securely retained.
- All grant documents are actioned in a timely manner by the OSS administrator.
- Clients are given the appropriate documents in electronic and paper form as required.
- All documents requested as part of any grant application must be provided in electronic form to SEAI. In the event that documents were originally in paper form these should be securely retained.
- Contractors/installers engaged by OSSs to carry out grant aided HEAs or Works are sent the documents and information relevant to their works before works commence.
- All Designers, Technical Advisers/ Assessors and BER Assessors or any other individuals engaged by OSSs are provided with the information and documents they require (e.g., grant documents signed by the contractor and Client after all HEA or Works are completed).
- All processed documents are scanned, uploaded and stored.
- All supporting documentation must be retained by the OSS for the term of the relevant contract to which they relate plus a period of 7 years.
- The OSS is responsible for retention and document management for every item associated with each individual grant application, even where it engages agents/subcontractors to carry out certain works etc.

- Any documentation requested by SEAI must be provided in electronic format within 5 working days of receipt of the request. Each OSS should ensure that the relevant business systems and operational processes are in place to allow for efficient document transfer.
- Whilst not all documents are required to be submitted to SEAI for grant payment, the OSS must ensure all relevant documentation connected to each individual grant application is properly retained and classified so that they can be readily accessed as part of any audit, inspection or review conducted by SEAI.

10 Data collection

10.1 Grant administration

The OSS will be required to gather application information for grant administration purposes and provide this to SEAI. This will include Client's names, address, telephone number, email and MPRN. The Client's email address will be used to communicate with the Client on administration and processing of the grant.

 All personal Client data will be processed in accordance with the Scheme Privacy Notice, which is available on SEAI's One Stop Shop webpage.

10.2 Scheme evaluation

To support ongoing monitoring and evaluation, the OSS is required to capture data and share it with SEAI for analysis. This data will include information on the home, the occupant, and energy usage and the analysis will help SEAI to monitor, review and evaluate the scheme by:

- Providing confidence that the energy savings reported by SEAI as being attributed towards OSS have been achieved.
- Helping reassure the Client that the energy upgrades claimed under the relevant programme are installed correctly.
- Reassuring OSSs that the relevant programme is implemented fairly, with a level playing field for all participants.
- Supporting the continued development of the relevant programme.
- Supporting the review of the efficacy of the relevant scheme.
- Measuring output data to validate anticipated energy savings.

10.3 Case studies

The OSS will be asked to provide case studies to SEAI which sets out the main elements of the relevant project (key partners, numbers of properties, and types of works, project costs (totals), project duration, critical success factors / learnings).

11 Marketing

OSSs shall meet all applicable marketing requirements or guidelines issued by SEAI. In addition:

- Any marketing activities should acknowledge the funding received from SEAI.
- Where signage or displays are being created in relation to particular buildings or events, then the OSS should request the SEAI logo from SEAI for inclusion accordingly.
- SEAI should be provided with copies of any relevant press releases or promotional materials prior to finalisation.

Please review the information in the Marketing Sharepoint folder for more information. To access the folder, please contact admin@seai.ie

12 Scheme Terms, Conditions & Documents

OSSs are required to adhere to all guidelines, processes and rules as set out in this and other supporting Scheme documentation to ensure appropriate use of the system and management of grant related paperwork. Failure to adhere to these may result in grant applications or payment requests being declined. It may also lead to SEAI rescinding the OSS's (or the OSS's agent/contractors) access to the Scheme.

OSSs must ensure that the terms and conditions of the Scheme are thoroughly understood by all staff members, and agents/contractors acting on their behalf who are involved directly or indirectly in delivering Scheme works to Clients. This includes, but is not limited to, staff involved in call centres, sales, installation, administration, quality and finance. OSSs should also ensure that the terms and conditions are reviewed with, understood by, and fully accepted by the Client and any changes or amendments understood.

These terms and conditions may change from time to time and SEAI will engage with OSSs prior to any substantive changes to Scheme guidelines. However, it is ultimately the OSS's responsibility to ensure that the most up to date terms and conditions are applied and supplied to staff and the Client at all times.

The key documents which should be read in conjunction with these Operational Guidelines are listed below, which may be found on the OSS Sharepoint, or by contacting adminoss@seai.ie

- National Home Energy Upgrade Scheme Terms & Conditions
- National Home Energy Upgrade Scheme Privacy Notice
- OSS Registration Guidelines
- OSS Marketing Guidelines
- OSS Appointment Agreement
- OSS Registration Form and related documentation
- OSS Qualification – Eligibility List
- OSS Application – Strategic Plan
- Domestic Technical Standards and Specifications (DTSS)
- SEAI Customer Charter
- S.R. 54:2014&A1:2019 Code of practice for the energy efficient retrofit of dwellings

13 Non-standard dwellings

Traditional buildings

Definition

Traditional buildings in Ireland generally include those built with solid masonry walls of brick, stone or clay, using lime-based mortars, often with a lime or earthen-based render finish, single-glazed timber or metal-framed windows and a timber-framed roof usually clad with slate but often with tiles, copper, lead or, less commonly, corrugated iron or thatch. In general, these were the dominant forms of building construction from medieval times until the second quarter of the twentieth century and it is usually assumed that homes built before about 1940 are “traditional” buildings.

14 Performance and compliance issues

The maintenance of an effective and collaborative ongoing working relationship between SEAI and the OSS will be key to management of the Scheme outputs. The OSS will be subject to reviews to ensure compliance with Scheme requirements as set out in this document and any other terms and conditions or requirements of the Scheme. This process will also review broader items to ensure effective operation as a registered OSS.

The OSS is expected to remedy any items identified as not in line with the relevant requirements and/or guidelines for the Scheme, OSS Registration Guidelines or the OSS appointment agreement. Where an OSS's performance falls outside of the required performance levels then appropriate guidance will be provided by SEAI or sanctions levied. Any issues will be communicated to the OSS.

Any performance related issues identified in relation to any agent, partner or subcontractor of an OSS is the responsibility of the OSS to remedy. The OSS will be expected to provide a remediation plan and timelines to remedy any identified issues.

Minor issues identified will be addressed through the OSS's Quality Management system and the creation of a remediation plan. In cases of health & safety, fraud or serious non-compliance, the OSS may be subject to sanctions, details of which are set out within relevant section of the OSS appointment agreement and OSS Registration Guidelines. Cases of fraud may also be referred to An Garda Síochána. In summary, these serious issues or continued issues of poor performance or quality management may give rise to the following sanctions:

- **Remedial Plan Process:** OSS is required to agree and implement a remedial plan to address identified issues.
- **Partial Suspension:** Suspension of OSS from creating new applications. Payment of grant works in progress may still be possible. Clients affected by the suspension may be notified.
- **Full Suspension:** Suspension of OSS from creating new applications, making further requests for grant payments or receiving grant payments where works have been completed. Clients affected by the suspension may be notified.
- **Termination:** Termination of OSS appointment agreement. OSS can no longer act as One Stop Shop. Clients affected by the termination may be notified.

Appendix A - Min requirements in respect of contracts

This document is being made available to all OSS pursuant to the terms of the appointment agreement entered into between SEAI and each OSS.

In accordance with each appointment agreement, SEAI has the right to issue a statement of minimum requirements (“**Minimum Requirements**”) for what each OSS Customer Agreement (as such term is defined in each appointment agreement) should include, at a minimum. This document sets out the Minimum Requirements which SEAI requires to be reflected in each OSS Customer Agreement. Each OSS is required to implement these Minimum Requirements in all its OSS Customer Agreements.

These Minimum Requirements do not preclude the inclusion of additional terms in an OSS Customer Agreement, provided such additional terms do not conflict with, qualify or otherwise affect any of the Minimum Requirements set out in this document.

The OSS shall ensure that the relevant OSS Customer Agreement is in place before any OSS Scheme Services (as such term is defined in each appointment agreement) are undertaken and before any grant application to SEAI is made relating to such OSS Scheme Services.

Minimum Requirements

The OSS Customer Agreement must:

1. be in writing, be between the OSS and the Client only and be signed by both the OSS and the Client;
2. include a start date and either a completion date for the OSS Scheme Services or the time period within which the OSS Scheme Services will be completed;
3. include a clear description of the OSS Scheme Services to be undertaken;
4. include a clear description of the financial obligations of the Client relating to the OSS Scheme Services, including specifically that the amounts payable by the Client to the OSS for OSS Scheme Services will equate to the cost of such OSS Scheme Services less any grant funding provided by SEAI relating to the applicable OSS Scheme Services;
5. include confirmation that any grant payment from SEAI shall be conditional upon fulfilment of all requirements under all relevant guidelines issued by SEAI, including the processes and requirements set out in the relevant scheme guidelines, and all relevant industry technical standards and specifications;
6. appoint the OSS as agent of the Client for the purpose of making grant applications to SEAI and for the purpose of agreeing to be bound by contractual documents relating to such grant applications;
7. include an obligation on the OSS, its contractors and all other personnel involved in the OSS Scheme Services to comply with all applicable law, including all applicable building regulations and health and safety laws;
8. include an obligation on the OSS to ensure that the OSS Scheme Services will be undertaken using all reasonable skill and care and in accordance with good industry practice;
9. include an obligation on the OSS (including on behalf of its contractors) to only use appropriately qualified, experienced, skilled and trained personnel;
10. include an obligation on the OSS (including on behalf of its contractors) to only use personnel who are registered with SEAI as registered contractors, where this is required, or will be supervised and signed off by the OSS where such contractor registrations are not in place.
11. include:
 - a. confirmations from the OSS that the planned OSS Scheme Services are economically and physically practicable, that the planned OSS Scheme Services will not be inefficient or incomplete in nature so as to render the expenditure of the grant monies uneconomic and that the planned OSS Scheme Services will secure the optimal energy efficiency improvements to the relevant home;
 - b. an acknowledgement from the homeowner that its own funds will need to be applied in addition to the grant monies in order to achieve the requirements of preceding sub-clause (a);
 - c. an obligation on the OSS to only use newly fitted materials/products in the OSS Scheme Services;
 - d. confirmation from the Client that the planned OSS Scheme Services have not been incentivised previously by the Client in the particular home (in whole or in part) under any other SEAI or other grant programme; and
 - e. agreement by the Client that SEAI will have the right to withhold or clawback any grant payment in the event that either the obligation on the OSS referred to at sub-clause (c) above is not complied with or the confirmation to be given by the Client referred to at sub-clause (d) above is incorrect (in whole or in part).
12. include warranties and representations given by the OSS to the Client that the OSS Scheme Services:

- a. will correspond in all respects with all relevant technical documentation and/or specifications (including the relevant SEAI grant scheme standards and guidelines documents available on the SEAI website and any other prescribed specifications and standards guidance issued by SEAI from time to time pertaining to the applicable SEAI scheme); and
 - b. will be of merchantable quality, fit to effectively improve the energy efficiency of the homeowner's home, be free from defects and will be compliant with all relevant statutory requirements and regulations relating to such OSS Scheme Services;
13. in addition to any warranties which may be provided by third parties, include an obligation on the OSS (at the OSS's expense but at the Client's discretion) to repair, replace or remedy any OSS Scheme Services which do not comply with the warranties and representations referred to at clause 12 of this document at any point during a reasonable period² following completion of the relevant OSS Scheme Services;
14. include an indemnity given by the OSS in favour of the Client which applies to any losses, liabilities, demands, damages, costs, claims and expenses incurred or paid by the Client which arise out of: (i) the OSS's breach of its obligations under the OSS Customer Agreement; and/or (ii) the OSS's negligence;
15. not include any unreasonable caps or exclusions to the OSS's liability to the homeowner arising from the OSS Customer Agreement;
16. include an obligation on the part of the OSS to ensure that the benefit of all warranties that are received from third parties in relation to the OSS Scheme Services and their installation (including relating to materials and hardware) are assigned and passed through to the Client;
17. incorporate all documentation relevant to the applicable SEAI grant scheme by reference into the contract if appropriate, including the relevant terms and conditions of the applicable SEAI grant scheme, the applicable SEAI grant scheme guidelines, and any other terms which are included in the relevant grant application form;
18. include a consent from the Client to grant SEAI access to the home for the purposes of inspections and audits in accordance with the requirements of the relevant SEAI grant scheme guidelines and terms and conditions;
19. include agreement by the Client that it will facilitate any reasonable request made by SEAI or its agents requiring the OSS (or any subcontractor) to return to the relevant home in order to make good any OSS Scheme Services deemed not to meet the standards of the relevant SEAI grant scheme;
20. include confirmation from the OSS that is not as a partner, representative or agent of SEAI;
21. include provisions setting out appropriate procedures to allow the Client to make complaints about the OSS, its contractors and all other relevant personnel involved in the OSS Scheme Services, including provisions which specify how such complaints will be managed and resolved;
22. include confirmation from the Client that it was informed by the OSS before entering into the OSS Customer Agreement that the Client did not need to deal exclusively with the OSS in order to secure funding from SEAI, and that other OSS parties are available for such purposes;
23. include confirmation that the OSS may only act as an OSS as long as it is registered with SEAI, that this registration is subject to potential suspension or termination in accordance with the terms of the OSS's appointment agreement with SEAI, and that, if the OSS is suspended or terminated, the Client may need to appoint a new OSS to complete any incomplete work in order to avail of the relevant grant;
24. include a commitment from the OSS to hold appropriate insurance cover;
25. include an obligation on the OSS to provide the Client with a signed and legible "Declaration of Works" on completion of the OSS Scheme Services;
26. include an obligation on the Client to sign the "Declaration of Works" it is provided with by the OSS on completion of the OSS Scheme Services;
27. include a joint obligation on the OSS and the Client to ensure that the "Declaration of Works" (signed by both the OSS and the Client) is returned to SEAI; and
28. provide the Client with notification of the SEAI "Contact Preference Form", which is set out at Appendix F of this document and is also available on the SEAI website.

² This period shall be specified by the OSS in the OSS Customer Agreement.

Appendix B – QA checklist

Roof Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 1					
B2, B3, B4	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
C3, C4	INSULATION DEPTH INSTALLED AS SPEC	<input type="checkbox"/> Insulation depth does not provide required U-Value	√		
G	DOCUMENTATION	<input type="checkbox"/> Insulation Guarantee Not visible / Not available			√
HA2	PIPE INSULATION	<input type="checkbox"/> No insulation	√		
HA1 HA3	PIPE INSULATION	<input type="checkbox"/> Not all pipes insulated <input type="checkbox"/> Not to Scheme Standard		√	
J1 J3	WALKBOARDS	<input type="checkbox"/> Not fitted (but required) <input type="checkbox"/> Not supported safely	√		
J2	WALKBOARDS	<input type="checkbox"/> Not fitted to Scheme Standard		√	
K1 K6	HATCH	<input type="checkbox"/> Draught Proofing not to Scheme Standard <input type="checkbox"/> Insulation not to Scheme Standard		√	
L1	WATER STORAGE TANK INSULATION	<input type="checkbox"/> No Insulation fitted	√		
L2	WATER STORAGE TANK INSULATION	<input type="checkbox"/> Not fitted to Scheme Standard <input type="checkbox"/> No ties/tape used <input type="checkbox"/> Insulated lid not fitted		√	
N4 N5	VENTILATION	<input type="checkbox"/> Vents blocked <input type="checkbox"/> Insufficient Ventilation	√		
N7	VENTILATION	<input type="checkbox"/> Excessive Ventilation		√	
O2 O4 O3 O5	ELECTRICAL	<input type="checkbox"/> Recessed Ceiling lights not protected to Scheme standard <input type="checkbox"/> Ancillary Electrical Items covered by Insulation <input type="checkbox"/> High Powered Cables covered <input type="checkbox"/> Work not to standard	√		
Z2 Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> No NSAI Certificate or equivalent for spray foam insulation	√		

Cavity Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
B2, B3, B4	WALL AREA TO BE FILLED	<input type="checkbox"/> Whole house solution not installed	√		
C1 C2	DRILL PATTERN	<input type="checkbox"/> Drill Hole Pattern not to Scheme Standard (see NSAI Agrément Certificate) <input type="checkbox"/> Sealing of drill holes not as per Scheme standard (see NSAI Agrément Certificate)		√	
G1 G2	CAVITY BRUSHES	<input type="checkbox"/> Not as per Scheme standard (see NSAI Agrément Certificate) <input type="checkbox"/> Required but not fitted (see NSAI Agrément Certificate)		√	
H1	TOP OF CAVITIES CAPPED	<input type="checkbox"/> Not closed as per Scheme standard		√	
I1	NSAI AGREEMENT	<input type="checkbox"/> Not provided			√
J1 J7 J9 J5 J4 J12	VENTILATION	<input type="checkbox"/> Vents blocked <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Insufficient Ventilation <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
J2 J8 J10 J6	VENTILATION	<input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Permanent vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard		√	
J11	VENTILATION	<input type="checkbox"/> Mechanical extract ventilation advisory note not available			√
L1	WALL PENETRATIONS	<input type="checkbox"/> Not sealed and not watertight		√	
M1	BEAD ADHESIVE	<input type="checkbox"/> Insufficient adhesive	√		
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme standards		√	
Z2	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme standard	√		
N1 N2 N3	BEAD SPILLAGE	<input type="checkbox"/> ESB meter box <input type="checkbox"/> Gas meter box <input type="checkbox"/> Boiler flue compromised by works	√		
O1	ELECTRICAL	<input type="checkbox"/> Work not to standard	√		

Internal Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
		Page 1 of 1			
B1	SEALING OF DRY LINING	<input type="checkbox"/> Incomplete sealing of joints		√	
K1, K2, K3	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
C2 C3 C4	IRREGULARITIES	<input type="checkbox"/> Poor surface finish <input type="checkbox"/> Dry Lining not fixed securely <input type="checkbox"/> Uneven contours on walls and/or ceiling		√	
D1	SUPPLIER GUARANTEE	<input type="checkbox"/> Not supplied to homeowner			√
NA1	PLUMBING / HEATING GENERAL FIXTURES	<input type="checkbox"/> Not re-fitted correctly		√	
F1	VAPOUR BARRIER	<input type="checkbox"/> None observed	√		
G1 G2 G3 G6 G8 G11	VENTILATION	<input type="checkbox"/> Insufficient ventilation <input type="checkbox"/> Vents blocked <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
G5 G7 G9 G4	VENTILATION	<input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard <input type="checkbox"/> Permanent vent not installed to standard		√	
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard	√		
E4 E5	ELECTRICAL WORKS & FIXTURES	<input type="checkbox"/> Faulty wiring observed <input type="checkbox"/> Electrical Cabling not in conduit or trunking	√		
EW1	ELECTRICAL WORK	<input type="checkbox"/> Not to standard	√		
E1 E2 E3	ELECTRICAL FIXTURES	<input type="checkbox"/> Not extended to front of dry lining <input type="checkbox"/> Not adequately sealed <input type="checkbox"/> Fixing screws missing		√	
M1 M2	GAS SUPPLY SERVICES	<input type="checkbox"/> Gas pipe covered by insulation <input type="checkbox"/> Gas pipe not sleeved through wall insulation and wall	√		

External Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A1	NSAI AGREEMENT CERTIFICATE	<input type="checkbox"/> Not provided			√
C1 C2 C3	DETAILING AROUND WINDOWS/DOORS	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Incomplete <input type="checkbox"/> Using non approved fixtures/fittings/sills		√	
B1 B2	IRREGULARITIES	<input type="checkbox"/> Not fixed securely <input type="checkbox"/> Uneven contours on walls		√	
P1 P2 P3	GAS SUPPLY SERVICES	<input type="checkbox"/> Gas meter box not in accordance with Bord Gais Job Aid Note <input type="checkbox"/> Gas pipe covered by insulation /not in accordance with Bord Gais Job Aid Note <input type="checkbox"/> Gas pipe not sleeved through insulation and wall in accordance with Bord Gais Job Aid Note	√		
F1 F2 F3	JOINTS & SEALS	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Partially complete <input type="checkbox"/> Open		√	
H2 H1 H4 H8 H10 H13	VENTILATION	<input type="checkbox"/> Insufficient Ventilation <input type="checkbox"/> Vents blocked <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
H5 H11 H9 H7 H6	VENTILATION	<input type="checkbox"/> Permanent vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Roof ventilation compromised by External Insulation		√	
H12	VENTILATION	Mechanical extract ventilation advisory note not available			√
Q1 Q2	EXTERNAL FITTINGS	<input type="checkbox"/> Electrical fittings not re-instated (e.g. lights, sensors) <input type="checkbox"/> Hardware not re-instated (e.g. gates, clothes lines, house numbers, etc.)		√	
R1	Flue Installation (if applicable)	<input type="checkbox"/> Boiler flue compromised by works	√		
R2	Flue Installation (if applicable)	<input type="checkbox"/> Flue graded incorrectly		√	
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard	√		
J1 J2 J3 J4	EXTERNAL PLUMBING FIXING	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Partially Complete <input type="checkbox"/> Not securely fixed <input type="checkbox"/> Not correctly reinstated		√	
L1, L2, L3	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
HA2 HA3 HA4 HA5	ESB SUPPLY CABLES	<input type="checkbox"/> ESB cable buried under insulation not in accordance with ESB Job Aid Note <input type="checkbox"/> ESB cable not clipped or in trunking not in accordance with ESB Job Aid Note <input type="checkbox"/> Meter box has not been extended in accordance with ESB Job Aid Note <input type="checkbox"/> ESB supply cable anchors not in accordance with ESB Job Aide Note	√		
M1	ELECTRICALWORK	<input type="checkbox"/> Not to standard	√		

Code	Section	Detail	Severity		
			One	Two	Three
Page 2 of 2					

Floor Insulation

Underfloor Insulation Category	Detail	Severity		
		One	Two	Three
INSULATION AS PER SPECIFICATION	Not as per Specification		✓	
	Insulation does not meet the specified u-value	✓		
	Insulation does not cover accessible area		✓	
ELECTRICAL	Cables not enclosed in suitable conduit	✓		
VENTILATION	Insufficient ventilation	✓		
	No ventilation present	✓		
	Vents blocked	✓		
Fixtures and Fittings	Services not re-fitted correctly		✓	
	Skirting boards and window boards not replaced/refitted		✓	
Photos and documentation	No photos available	✓		
	Insufficient photos available		✓	
	No documents available	✓		
	Insufficient documents available		✓	

Heat pumps

The following checklist items apply to the different heat pump types according to the codes indicated:
AW - Air to Water; GW – Ground to Water (horizontal and vertical); WW – Water to Water
EAW – Exhaust Air to Water; AA – Air to Air

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
Page 1 of 3					
AW, GW, WW, EAW, AA	SYSTEM DETAILS	<input type="checkbox"/> Does not have ability to provide 100% space heating <input type="checkbox"/> Unit not to Scheme requirements (High Risk) <input type="checkbox"/> Heat Pump cooling function not disabled <input type="checkbox"/> Unit less than required unit efficiencies <input type="checkbox"/> No data plate/CE mark (outdoor and indoor unit)	√		
AW, GW, WW, EAW, AA	SYSTEM DETAILS	<input type="checkbox"/> Unit not to Scheme requirements <input type="checkbox"/> System not working correctly <input type="checkbox"/> System not interlocked		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<input type="checkbox"/> Not as per manufacturer’s instructions (High Risk) <input type="checkbox"/> Unit mounted on an unstable structure, <input type="checkbox"/> Obstructing access to services e.g. manhole	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<input type="checkbox"/> Not as per manufacturer’s instructions		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<input type="checkbox"/> Poorly fixed to wall <input type="checkbox"/> Unstable, poorly fixed to ground	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<input type="checkbox"/> Poorly fixed to ground <input type="checkbox"/> Unit not level		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<input type="checkbox"/> Excessive vibration	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<input type="checkbox"/> Excessive noise <input type="checkbox"/> No anti-vibration mountings		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<input type="checkbox"/> Condition of appliance detrimentally affecting performance / longevity (high risk)	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<input type="checkbox"/> Condition of appliance negatively affecting performance		√	
AW, GW, WW, EAW, AA	HP – Condensate pipework	<input type="checkbox"/> Condensate discharge potential safety issue posing safety risk	√		
AW, GW, WW, EAW, AA	HP – Condensate pipework	<input type="checkbox"/> Condensate not discharging to a drain or soakaway		√	
	HP - Refrigerant Pipework	<input type="checkbox"/> Not as per manufacturer’s specification (High Risk) <input type="checkbox"/> No pipe lagging present	√		
	HP - Refrigerant Pipework	<input type="checkbox"/> Not as per manufacturer’s specification <input type="checkbox"/> Pipework untidy / not secured <input type="checkbox"/> Not as per manufacturer’s specification <input type="checkbox"/> Incorrect pipe lagging / poorly insulated <input type="checkbox"/> Pipework vibration causing unwanted noise <input type="checkbox"/> Sealing of penetration through walls		√	
AW, GW, WW, EAW, AA	HP – Split Indoor Model	<input type="checkbox"/> Model unserviceable <input type="checkbox"/> Model inaccessible (obstructed by pipes etc)	√		
Page 2 of 3					
AA	HP - Air to Air systems indoor unit	<input type="checkbox"/> Not as per manufacturer’s instructions (High Risk) <input type="checkbox"/> Indoor unit insecurely fixed <input type="checkbox"/> Indoor units not working	√		
AA	HP - Air to Air systems indoor unit	<input type="checkbox"/> Not as per manufacturer’s instructions		√	

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
AW, GW, WW, EAW	HP - Water Pipework	<input type="checkbox"/> No pipe lagging present in unheated space or outdoors <input type="checkbox"/> Leaks present on pipework <input type="checkbox"/> Pressure relief valve not piped to safe and visible area	√		
AW, GW, WW, EAW	HP - Water Pipework	<input type="checkbox"/> Pipework untidy / not secured <input type="checkbox"/> Incorrect pipe lagging / poorly insulated <input type="checkbox"/> Sealing of penetration through walls <input type="checkbox"/> Pressure relief valve pipework not working correctly		√	
AW, GW, WW, EAW	HP - Auto Bypass/Buffer	<input type="checkbox"/> None installed where required <input type="checkbox"/> Manual bypass fitted <input type="checkbox"/> Incorrectly sited		√	
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<input type="checkbox"/> No separate hot water <input type="checkbox"/> No separate space heating	√		
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<input type="checkbox"/> Motorised valve not working <input type="checkbox"/> Lever valve fitted in lieu of motorised valve <input type="checkbox"/> No load and weather compensation		√	
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<input type="checkbox"/> None fitted (Programmer/weather compensation with at least 1 room stat/sensor) <input type="checkbox"/> Programmer/inbuilt controller not working/scheduling	√		
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Poor location (inaccessible)		√	
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<input type="checkbox"/> No room stat fitted where applicable	√		
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<input type="checkbox"/> Poor location <input type="checkbox"/> Wrong height (1.5m) <input type="checkbox"/> In direct sunlight <input type="checkbox"/> Subject to draughts <input type="checkbox"/> Room stat not working		√	
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable if the immersion is "stand-alone")	<input type="checkbox"/> Unsuitable immersion timer fitted	√		
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable if the immersion is "stand-alone")	<input type="checkbox"/> Not fitted but required <input type="checkbox"/> Not working <input type="checkbox"/> No immersion switch fitted		√	
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	<input type="checkbox"/> Cylinder insulation not in place	√		

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
Page 3 of 3					
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	<input type="checkbox"/> Cylinder insulation condition is poor <input type="checkbox"/> Cylinder insulation not correct thickness		√	
EAW	HP – Exhaust Air Heat Pump Ductwork	<input type="checkbox"/> Not fitted but required <input type="checkbox"/> No duct lagging present in unheated space	√		
EAW	HP – Exhaust Air Heat Pump Ductwork	<input type="checkbox"/> Not terminating correctly		√	
AW, GW, WW, EAW, AA	HP - Electrical	<input type="checkbox"/> Mains not isolated by Rotary Switch	√		
AW, GW, WW, EAW	HP - Electrical	<input type="checkbox"/> Earthing / bonding not to required standard	√		
AW, GW, WW, EAW, AA	HP - Electrical	<input type="checkbox"/> Cables poorly secured <input type="checkbox"/> Sealing of penetration through walls		√	

		<input type="checkbox"/> No outside sensor on north facing outside wall where applicable <input type="checkbox"/> Incorrect isolator switch			
GW	HP - Collector	<input type="checkbox"/> Collector field connected to water mains	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	<input type="checkbox"/> Commissioning documents not available/correct <input type="checkbox"/> RECI cert not present/correct <input type="checkbox"/> Technician not F-gas registered where required <input type="checkbox"/> No F-Gas cert present where required	√		
AW, GW, WW, EAW	HP - Commissioning and Handover	<input type="checkbox"/> 2 systems not integrated safely and efficiently <input type="checkbox"/> Unit not setup for legionella prevention <input type="checkbox"/> No facility to support legionella prevention	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	<input type="checkbox"/> No User Manual left with homeowner		√	
GW	HP - Commissioning and Handover	<input type="checkbox"/> GSHP documentation missing (see list in the COP)		√	
AW, GW, WW, EAW, AA	HP – Space heating	<input type="checkbox"/> Installed heat emitters not as designed (High Risk)	√		
AW, GW, WW, EAW, AA	HP – Space heating	<input type="checkbox"/> Heating system not heating/not properly vented <input type="checkbox"/> Installed heat emitters not as designed		√	

Heating Controls Upgrade

Code	Heating Controls Upgrade	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A3	HEATING STANDARD	<input type="checkbox"/> No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	√		
A1 A2	HEATING STANDARD	<input type="checkbox"/> Controls not working correctly <input type="checkbox"/> Heating not working correctly		√	
E4 E6	PIPE WORK NOT ACCEPTABLE	<input type="checkbox"/> Not adequately supported <input type="checkbox"/> Leaking		√	
E3	PIPE WORK NOT ACCEPTABLE	<input type="checkbox"/> Badly graded			√
J2 J3	THERMOSTATIC RADIATOR VALVE (TRV)	<input type="checkbox"/> TRV installed in room with room stat <input type="checkbox"/> Minimum required number of TRV's not installed		√	
L1	AUTO BYPASS	<input type="checkbox"/> None installed where required	√		
L2 L3	AUTO BYPASS	<input type="checkbox"/> Manual bypass fitted <input type="checkbox"/> Incorrectly sited		√	
M1	BOILER INTERLOCK	<input type="checkbox"/> Not installed	√		
M2 M3	BOILER INTERLOCK	<input type="checkbox"/> Not working <input type="checkbox"/> Pump over-run not installed correctly (where applicable)		√	
ZD1 ZD2	HOT WATER TANK JACKET	<input type="checkbox"/> Cylinder jacket not in place <input type="checkbox"/> Cylinder jacket condition is poor		√	
N2	CYLINDER STAT	<input type="checkbox"/> Not fitted	√		
N1 N3	CYLINDER STAT	<input type="checkbox"/> Poor location <input type="checkbox"/> Not working		√	
O1 O2	SPACE AND WATER HEATING ZONES	<input type="checkbox"/> Motorised valve not working <input type="checkbox"/> Lever valve fitted		√	
O4	SPACE AND WATER HEATING ZONES	<input type="checkbox"/> No separate space and water heating zones fitted	√		
P1 P2	EXTRA ZONE	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Neither 3rd zone nor TRVs fitted	√		
R4	7 DAY (2/3 CHANNEL) PROGRAMMER	<input type="checkbox"/> Not fitted	√		
R1 R2 R5	7 DAY (2/3 CHANNEL) PROGRAMMER	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Poor location (inaccessible) <input type="checkbox"/> Incorrect programmer fitted		√	
S3 S4	HOT WATER/HEATING	<input type="checkbox"/> Heating and/or hot water not working correctly <input type="checkbox"/> Some radiators heating on Hot Water only		√	
T5	ROOM STAT	<input type="checkbox"/> Not fitted	√		
T1 T2 T3 T4 T6	ROOM STAT	<input type="checkbox"/> Poor location <input type="checkbox"/> Wrong height (1.5m) <input type="checkbox"/> In direct sunlight <input type="checkbox"/> Subject to draughts <input type="checkbox"/> Not working		√	
U1	IMMERSION HEATER TIMER	<input type="checkbox"/> Not fitted but required	√		
U2 U3 U4	IMMERSION HEATER TIMER	<input type="checkbox"/> Not working <input type="checkbox"/> No immersion switch fitted with timer <input type="checkbox"/> Unsuitable immersion timer fitted		√	
Page 2 of 2					
V6 V12 V7 V9	ELECTRICAL WORK	<input type="checkbox"/> No spur switch visible/ poorly located <input type="checkbox"/> Homeowner not issued with 'Electrical Safety notice to homeowner' if required <input type="checkbox"/> Bonding not present on pipework to ETCI rules (at boiler and hot press) <input type="checkbox"/> Earthing not to ETCI rules	√		

Code	Heating Controls Upgrade	Detail	Severity		
			One	Two	Three
V10 V11 V13		<input type="checkbox"/> Cross bonding in Hot Press incomplete & not to ETCI rules <input type="checkbox"/> Earthing/bonding fitted to gas supply is not to ETCI rules <input type="checkbox"/> Not to standard			
V1	ELECTRICAL WORK	<input type="checkbox"/> Incorrectly fused		√	
W1	CONTRACTOR MAKING GOOD	<input type="checkbox"/> Property not returned to manner in which it was found		√	
X1 X2	INSTRUCTION GIVEN	<input type="checkbox"/> No instruction given <input type="checkbox"/> Inadequate instruction given		√	
Y1	USER DOCUMENTATION	<input type="checkbox"/> User Manuals not left with homeowner		√	
ZB1&2	CONTROLS AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard		√	

Solar PV Installation

Section	Solar PV Inspection Item	Code	Detail	Severity		
				One	Two	Three
Structure and mounting frame						
A	Roof structure does not appear to be in sufficient condition to support mounting frame over time	A1	Roof in poor condition	✓		
B	Ground / mounting structure not in stable condition / not secured	B1	Frame not level or square	✓		
		B2	Unsuitable footing/fixing	✓		
		B3	Mounting structure or frame damaged	✓		
		B4	Not fixed according to manufacturer's instructions	✓		
C	Evidence mounting frame is not securely fixed	C1	No/poor ballast/anchor	✓		
		C2	Lack of roof fixings visible	✓		
		C3	Wrong fixings used	✓		
		C4	Roof integrity compromised	✓		
D	Operation of existing vents is compromised	D1	Array fitted over vents	✓		
		D2	Vents used for cable entries	✓		
E	Leaks or water penetration evident	E1	Leak visible at cable entry	✓		
		E2	Staining on roof/ceiling around penetration	✓		
		E3	Mechanically protected fitting not used	✓		
F	Evidence land not cleared around ground mounting frame	F1	Evidence land not cleared around ground mounting frame		✓	
G	Mounting configuration is not in accordance with Solar PV COP	G1	Mounting configuration is not in accordance with Solar PV COP	✓		
Array						
H	Location & orientation of array does not reasonably maximise the energy yield of Solar PV system	H1	Optimal orientation not used	✓		
		H2	Shading not avoided	✓		
I	Proximity of array to roof perimeter not in accordance with COP	I1	Array is not minimum 500mm from roof edge	✓		
		I2	Array is not 200mm below the ridge tile	✓		
J	Evidence of no rail overhang for module and clamp where required	J1	Evidence of no rail overhang for module and clamp	✓		

Section	Solar PV Inspection Item	Code	Detail	Severity		
				One	Two	Three
K	Evidence of no end caps on mounting bar	K1	Evidence of no end caps on mounting bar		✓	
M	Number of panels do not match the number declared in DOW	M1	Number of panels does not match the number declared in DOW	✓		
String Inverter						
N/A	Not applicable	N/A	Not applicable	N/A		
N	Poor location - not safe / not maintainable	N1	No access to inverter	✓		
		N2	Data not accessible to user	✓		
		N3	Not firmly fixed	✓		
		N4	Inadequate ventilation	✓		
O	Poor location - not in accordance with manufacturer's instructions	O1	Poor location - not in accordance with manufacturer's instructions	✓		
P	Inappropriate IP rating	P1	Inverter not suitable for outdoor use	✓		
		P2	Inverter located in an area with an unsuitable environmental conditions	✓		
Q	String Inverter not mounted on fire resistant surface (Class O) which extends minimum 150mm beyond edge of inverter	Q1	String Inverter not mounted on fire resistant surface (Class O) which extends minimum 150mm beyond edge of inverter	✓		
R	Evidence inverter not as described in DOW / NC6	R1	Evidence inverter not as described in DOW / NC6	✓		
S	Automatic isolation of the circuit (shunt)	S1	Not present	✓		
		S2	Not working or automatic isolation of the circuit does not reconnect upon reconnection of AC supply	✓		
		S3	Not within 1.5m of entry to the building or 1.5m from ground mounted array	✓		
Micro Inverters						
N/A	Not applicable	N/A	Not applicable	N/A		
T	Data not accessible to user	T1	Data not accessible to user		✓	

Section	Solar PV Inspection Item	Code	Detail	Severity		
				One	Two	Three
U	Evidence that inverter not installed to manufacturer's requirements	U1	Evidence that inverter not installed to manufacturer's requirements	✓		
V	AC isolator not fitted in accordance with manufacturer's instructions	V1	AC isolator not fitted in accordance with manufacturer's instructions	✓		
W	AC cable and fittings not suitable	W1	AC cable and fittings not suitable	✓		
X	Automatic isolation of the circuit (shunt)	X1	Not present	✓		
		X2	Not working or automatic isolation of the circuit does not reconnect upon reconnection of AC supply	✓		
		X3	Not within 1.5m of entry to the building or 1.5m from ground mounted array	✓		
Diverter						
N/A	Not applicable	N/A	Not applicable	N/A		
Y	Diverter not installed to manufacturer's instructions	Y1	Diverter not installed to manufacturer's instructions	✓		
Z	Diverter not in compliance with EN 61000	Z1	Diverter not in compliance with EN 61000	✓		
AA	Diverter not commissioned	AA1	Diverter not commissioned	✓		
AB	Evidence of diverter not operating as intended	AB1	Evidence of diverter not operating as intended	✓		
AC Electrical installation & metering						
AC	AC Installation not connected to dedicated circuit in compliance with ET101	AC1	AC Installation not connected to dedicated circuit in compliance with ET101	✓		
AD	AC Isolator not within 2 meters of Inverter	AD1	AC Isolator not within 2 meters of Inverter	✓		
AE	Evidence of AC Cables not secure / mechanically protected	AE1	Evidence of AC Cables not secure / mechanically protected		✓	
AF	No check meter present on AC supply visible to Homeowner	AF1	No check meter present on AC supply visible to Homeowner	✓		

Section	Solar PV Inspection Item	Code	Detail	Severity		
				One	Two	Three
AG	Evidence that system is not generating correctly	AG1	Evidence from the check meter that system is not generating	✓		
		AG2	No past meter reading available / past meter reading inconsistent		✓	
DC Electrical installation						
AH	Evidence of DC Isolator not present	AH1	Evidence of DC Isolator not present	✓		
AI	Evidence of DC Cables not secure	AI1	Evidence of DC Cables not secure		✓	
AJ	Evidence of DC Cables not mechanically protected at points of entry from wear and tear.	AJ1	Evidence of DC Cables not mechanically protected at points of entry from wear and tear.		✓	
AK	Evidence of DC Cables not in accordance with COP	AK1	Evidence of DC Cables not in accordance with COP	✓		
Documentation and labelling						
AL	Datasheets for Solar PV Modules, Inverters and BESS not provided	AL1	Datasheets for Solar PV Modules, Inverters and BESS not provided		✓	
AM	Warranties for Solar PV Modules, Inverters, Mounting System not provided	AM1	Warranties for Solar PV Modules, Inverters, Mounting System not provided		✓	
AN	O&M Manual not provided	AN1	O&M Manual not provided		✓	
AO	Basic start up, shut down, safety, operation and maintenance instructions not provided	AO1	Basic start up, shut down, safety, operation and maintenance instructions not provided	✓		
AP	Estimation of system performance calculated using common tools not provided	AP1	Estimation of system performance calculated using common tools not provided		✓	
AQ	All safety and information labels not in place	AQ1	All safety and information labels not in place	✓		
Battery Energy Storage System						
AR	Poor location	AR1	Not accessible	✓		
AS	Poor location	AS1	Not protected	✓		
AT	Evidence battery is not secured in accordance with manufacturer's instructions	AT1	Evidence battery is not secured in accordance with manufacturer's instructions	✓		

Section	Solar PV Inspection Item	Code	Detail	Severity		
				One	Two	Three
AU	Battery system earthing not present / not in accordance with OEM recommendations	AU1	Battery system earthing not present / not in accordance with OEM recommendations	✓		
AV	Battery system not mounted on a fire proof surface extending 150mm beyond the edge of the battery storage system.	AV1	System not mounted on a fire proof surface extending 150mm beyond the edge of the battery storage system.	✓		
AW	Battery system is not 150mm from combustible material.	AW1	Battery system is not 150mm from combustible material.	✓		
AX	No isolation present on battery circuit in accordance with OEM	AX1	No isolation present on battery circuit in accordance with OEM	✓		
Planning Permission						
AY	Homeowner advised of planning requirements	AY1	Yes	N/A		
		AY2	No	N/A		

Solar Thermal

Code	Solar Installation	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A4	SYSTEM DETAILS	<input type="checkbox"/> Aperture Area of panels/tubes not correctly sized by house area	√		
A1 A2	SYSTEM DETAILS	<input type="checkbox"/> System not designed as per SEAI Spec and COP <input type="checkbox"/> Cylinder not sized correctly		√	
B1 B5	INSTALLATION OF COLLECTORS	<input type="checkbox"/> Collectors not adequately fastened to the roof <input type="checkbox"/> Panel/tubes are visibly damaged	√		
B2 B3	INSTALLATION OF COLLECTORS	<input type="checkbox"/> Collectors not properly oriented and angled <input type="checkbox"/> Potential for shading of collectors (trees, buildings, etc.)			√
D2 D3 D4 D5 D8	SOLAR CONTROLLER/ PUMPING STATION	<input type="checkbox"/> The electrical controls, including immersion and temperature sensors are not operating correctly <input type="checkbox"/> Circulation indicator for the solar loop not present/visible <input type="checkbox"/> The circulating pump not operating correctly <input type="checkbox"/> Temperature and controller settings incorrect <input type="checkbox"/> Solar controller fitted at wrong height		√	
E1 E5	DOMESTIC HOT WATER INSTALLATION	<input type="checkbox"/> Anti-water boiling controls not in place <input type="checkbox"/> Auxiliary heating not set-up to allow raising water temperature above 60 deg. C regularly to avoid legionella risks	√		
E2 E3 E4 E7	DOMESTIC HOT WATER INSTALLATION	<input type="checkbox"/> Hot water cylinder not insulated properly <input type="checkbox"/> No mechanism in place for unwanted circulation <input type="checkbox"/> No temperature interlock present between solar heated storage and auxiliary heating <input type="checkbox"/> Safety Notice not provided to homeowner where TMV was not installed		√	
F1	INTEGRATION WITH SPACE HEATING	<input type="checkbox"/> Sensor for space heating control incorrectly placed		√	
G3 G6	COMMISSIONING AND HANDOVER	<input type="checkbox"/> Antifreeze concentration does not comply with manufacturers requirements <input type="checkbox"/> Home owner not issued with 'Electrical Safety notice to home owner' where required		√	
G1 G2 G4 G5	COMMISSIONING AND HANDOVER	<input type="checkbox"/> Maintenance instructions and schedules not provided to customer/end user <input type="checkbox"/> All safety and information labels not in place. <input type="checkbox"/> Customer/end user has not been instructed in correct operation of system <input type="checkbox"/> System documentation and operating manual have not been supplied to end user			√

Page 2 of 2					
J2 J3 J4 J5	SOLAR LOOP ANCILLARY/VALVES	<input type="checkbox"/> Pressure release valves are caught open or closed <input type="checkbox"/> Connection of solar loop to storage tank heat exchanger is incorrect <input type="checkbox"/> Expansion vessel not sized correctly/suitably rated as per solar manufactures recommendations		√	

J7		<input type="checkbox"/> Unsuitable collector or no collector from pressure relief valve in place <input type="checkbox"/> Anti-reverse-circulation measure not in place (e.g. non-return valves in solar station as per manufactures details)			
H1 H2	COMMISSIONING	<input type="checkbox"/> Commissioning report not available for inspection <input type="checkbox"/> Commissioning report not completed		√	
J1	SOLAR LOOP ANCILLARY/VALVES	<input type="checkbox"/> Expansion and pressure release valve not installed	√		
K11	SOLAR LOOP SYSTEM DETAILS	<input type="checkbox"/> Pressure in the solar loop incorrect as per manufacturer's instructions		√	
L1 L2 L3	SOLAR LOOP PIPEWORK	<input type="checkbox"/> Solar loop pipe or components leaking <input type="checkbox"/> Pipe penetrations of building fabric not sealed <input type="checkbox"/> Pipes not securely fixed		√	
M1 M2 M3	SOLAR LOOP INSULATION	<input type="checkbox"/> Pipe work in the solar loop (internal & external) has not been thoroughly insulated <input type="checkbox"/> High temperature insulation not fitted <input type="checkbox"/> Solar loop external pipe and fittings not insulated with UV resistant insulation		√	
N1	SOLAR WATER HEATING SYSTEM AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard			√
P1 P6 P8	ELECTRICAL	<input type="checkbox"/> Permanent Electrical wiring not installed/ not to ETCI rules and untidy (not temporary extension lead) <input type="checkbox"/> Cables not clipped/untidy <input type="checkbox"/> Homeowner not issued with 'Electrical Safety notice to home owner' if required		√	
P3 P4 P5 P7 P9	ELECTRICAL	<input type="checkbox"/> Probes/sensors not securely fixed <input type="checkbox"/> Non switchable spur not visible/ poorly located <input type="checkbox"/> Bonding not present on pipework to ETCI rules (on solar loop and hot press) <input type="checkbox"/> Earthing not to ETCI rules <input type="checkbox"/> Work not to standard	√		

Ventilation: MVHR

MVHR	Detail	Severity		
		One	Two	Three
System	Insufficient ventilation	✓		
	Not installed as per manufacturer's instructions		✓	
	Excessive noise		✓	
	Distribution grilles not locked		✓	
	Barriers compromised by the installation of the system		✓	
	Not as per design	✓		
Inlets/Outlets	Vents blocked	✓		
	Vents not sleeved		✓	
	Not correctly positioned		✓	
	Inlets not fitted but required	✓		
	Outlets not fitted but required	✓		
	Permanent vent not fitted but required	✓		
	Permanent vent not installed to standard		✓	
	Defunct inlets/outlets of the original system not decommissioned or removed where required	✓		
	Not as per manufacturer's instructions		✓	
	Mechanical extract ventilation advisory note not available		✓	
	Mechanical extract ventilation installed in the same room as an open flued appliance	✓		
	Movement sensors not installed		✓	
	Insufficient distance between inlets and outlets		✓	
Heat recovery unit	Spur not fitted/ Incorrect fuse fitted	✓		
	Incorrectly fitted/ not safely fitted	✓		
	Poorly sited (for safe electrical insulation, allow adequate cooling of air, minimise duct length)	✓		
	No suitable access for maintenance	✓		
	Not adequately insulated		✓	
Ducting	Not insulated where required		✓	
	Not adequately supported		✓	
	Not sealed		✓	
	Excessive ducting or bends		✓	
	Installed where it can be damaged		✓	
	No boxing where required		✓	
	No fireproofing	✓		
	Metallic duct not earth bonded/ not to ETCI standards	✓		
Condensate drain	Not fitted		✓	
	Not adequately supported	✓		
	Not insulated		✓	
	Insufficient back fall		✓	
	Condensate traps not fitted where required		✓	
	Not correctly terminating		✓	
Documentation	IVIA commissioning checklist sheet not completed/ not uploaded to the database		✓	
	Operation and maintenance manual not provided		✓	
Ventilation Validation	Ventilation Validation cert not available	✓		
	Validator not registered		✓	
	Evidence that the detail of the certificate are incorrect	✓		

Ventilation: DCV/CMEV

DCV/CMEV	Detail	Severity		
		One	Two	Three
System	Insufficient ventilation	✓		
	Not installed as per manufacturer's instructions		✓	
	Excessive noise		✓	
	Barriers compromised by the installation of the system		✓	
	Not as per design	✓		
Inlets/Outlets	Vents blocked	✓		
	Vents not sleeved		✓	
	Not correctly positioned		✓	
	Inlets not fitted but required	✓		
	Outlets not fitted but required	✓		
	Permanent vent not fitted but required	✓		
	Permanent vent not installed to standard		✓	
	Defunct inlets/outlets of the original system not decommissioned or removed where required	✓		
	Not as per manufacturer's instructions		✓	
	Mechanical extract ventilation advisory note not available		✓	
	Mechanical extract ventilation installed in the same room as an open flued appliance	✓		
Fan	Spur not fitted/ Incorrect fuse fitted	✓		
	Incorrectly fitted/ not safely fitted	✓		
	No suitable access for maintenance	✓		
	Poorly sited/ not installed as such to minimise duct length and restrictions	✓		
Ducting	Not insulated		✓	
	Not adequately supported		✓	
	Not sealed		✓	
	Excessive ducting or bends		✓	
	Installed where it can be damaged		✓	
	No boxing where required		✓	
	No fire proofing	✓		
Documentation	IVIA commissioning checklist sheet not completed/ not uploaded to the database		✓	
	Operation and maintenance manual not provided		✓	
Ventilation Validation	Ventilation Validation cert not available	✓		
	Validator not registered		✓	
	Evidence that the detail of the certificate are incorrect	✓		

Windows and Doors

Windows	Detail	Severity		
		One	Two	Three
U-VALUE	U value not as per specification	✓		
SYSTEM DETAILS	Not installed as per specification		✓	
	Not in compliance with regulations (openings, glazing...)	✓		
	Not securely/ not correctly fixed in place	✓		
	Opening and locking sections not operating correctly	✓		
	No safety catches where required	✓		
	Gaskets not fitted correctly	✓		
	Joints & seals not fitted correctly	✓		
	Reveals-Heads not repaired		✓	
	Internal window boards not to standard		✓	
	Trickle vents not to standards		✓	
CE MARK	No evidence of CE mark	✓		
DOCUMENTATION	No evidence of Declaration of Conformity	✓		
	Datasheet not uploaded to the database		✓	
	Operation & Maintenance documentation not uploaded to database		✓	

Doors	Detail	Severity		
		One	Two	Three
U-VALUE	U value not as per specification	✓		
SYSTEM DETAILS	Not installed as per specification		✓	
	Not in compliance with regulations (openings, glazing...)	✓		
	Not securely/ not correctly fixed in place (thresholds)	✓		
	Opening and locking sections not operating correctly	✓		
	No safety catches where required	✓		
	Gaskets not fitted correctly	✓		
	Joints & seals not fitted correctly	✓		
	Reveals-Heads not repaired		✓	
	Internal window boards not to standard		✓	
	Trickle vents not to standards		✓	
CE MARK	No evidence of CE mark	✓		
DOCUMENTATION	No evidence of Declaration of Conformity	✓		
	Datasheet not uploaded to the database		✓	
	Operation & Maintenance documentation not uploaded to database		✓	

Airtightness

Airtightness test	Detail	Severity		
		One	Two	Three
Documentation	NSAI Certified Tester	✓		
	Airtightness test report not left with appropriate person			✓
	BER rate not as per Scheme standards	✓		

Appendix C – Example of Re-works Declaration Form

Works Order ID: WORKSo1234

MPRN: 10123456789

RE-WORKS DECLARATION

We acknowledge receipt of the re-work notification for the above application and confirm that the rework(s) encircled below have been rectified to comply with OSS standards (subject to comments below):

Category description	Description of Re-works	Inspector Notes	Complete
Solar PV			
String inverter	Inverter not set to Irish grid settings (Sev 1)	Inverter set to incorrect grid frequency	Yes/No
Windows			
System details	No safety catches where required (Sev 1)	No safety catches on bathroom windows	Yes/No
Heat Pump			
Commissioning and handover	Commissioning documents not available (Sev 1)	No commissioning cert uploaded or available onsite	Yes/No

Re-works sign off WORKSo1234

One Stop Shop (Signature)

(Print name)

(Date)

Batch oo Sign-off

We confirm that the rework(s) identified by the Quality Inspection on this home are not present at other homes completed as part of this Batch.

One Stop Shop (Signature)

(Print name)

(Date)

Appendix D – Example of Re-works Appeal Form

RE-WORKS APPEAL FORM

- Use this form for all schemes except Better Energy Homes and Better Energy Warmer Homes
- Please complete Sections A, B and C
- Any relevant documents you wish to have considered in your appeal should be enclosed with this form

Section A – Project Details

Please use **BLOCK CAPITALS**

Programme Name

Project Reference Number

Name

Installer Name

Facility Name (Building Reference)

Facility Address

Email address

Date of Appeal

Section B – Declaration

I wish to appeal against the decision of:

My grounds of appeal are set out in **Section C** below.

Supported documentation enclosed Yes

Signed: _____

Date: _____

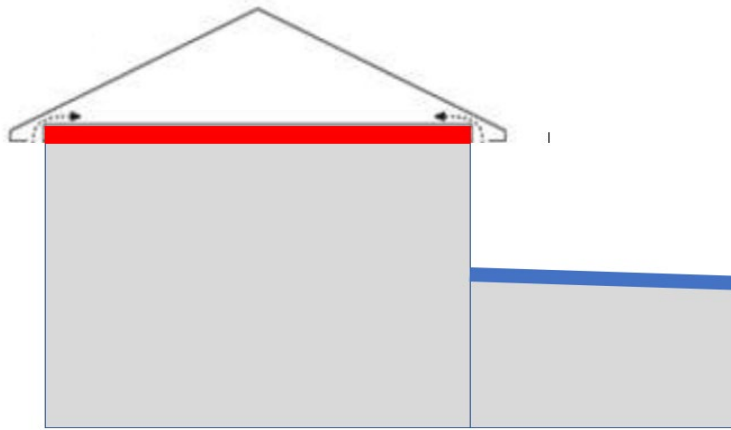
Section C – Grounds of Appeal

Please state all the details you wish to have considered. If necessary, you may use a separate sheet (s) of paper.

Appendix E – Combined measures

Roof insulation examples

House Type A – Detached



House Type A

- Total attic area for roof 1 = **100m²** (red section)
- Total flat roof area for roof 2 = **25m²** (blue section)

Example 1

Pre-works condition:

- Roof 1 has 20m² of insulation @ 300mm deep installed by the Client.
- Roof 2 has 50mm of insulation and requires additional insulation.

Grants on offer

- Attic Insulation grant **or** Rafter Insulation (incl. flat roof insulation)

Assessment

- Grant is based on largest m² upgraded, per roof type.

Calculation:

Roof 1 = 100m² – 20m² = **80m²** (20m² upgraded by the Client) vs. Roof 2 = **25m²**

Roof 1 > Roof 2, therefore **Attic Insulation Grant applies.**

Example 2

Pre-works condition:

- Roof 1 has 80m² of insulation @ 300mm deep installed by the Client. A 20m² zone along the entire length of the attic was not sufficiently insulated.
- Roof 2 has 50mm of insulation that requires upgrading.

Grants on offer per roof type

- Attic Insulation grant **or** Rafter Insulation (incl. flat roof insulation)

Assessment

- Grant is based on largest m² upgraded, per roof type.

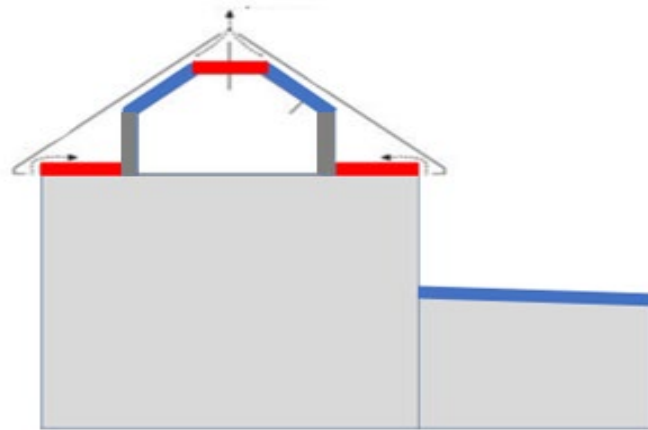
Calculation:

Roof 1 = $100\text{m}^2 - 80\text{m}^2 = 20\text{m}^2$ vs. Roof 2 = 25m^2

Roof 1 < Roof 2, therefore **Rafter Insulation (incl. Flat Roof Insulation) Grant applies**

House Type B - Detached

- Total attic floor area for roof 1 = 40m^2 (red zone)
- Total sloped ceiling area for roof 1 = 30m^2 (blue zone)
- Total flat roof area for roof 2 = 25m^2 (blue zone)



House Type B

Example 3

Pre-works condition:

- Roof 1 attic area = 100mm deep insulation in crawl spaces, 200mm in upper attic area.
- Roof 1 has 50mm of low conductivity insulation throughout sloped ceilings.
- Roof 2 has 50mm of low conductivity insulation throughout flat roof.

Grants on offer

- Attic Insulation grant **or** Rafter Insulation (incl. flat roof insulation)

Assessment

- Grant is based on largest m² upgraded, per roof type.

Calculation:

Attic floor area to be upgraded = 40m^2

Total area to be upgraded associated with the [sloped ceilings x mod. factor] + flat roof
= $[30\text{m}^2 \times 2] + 25\text{m}^2 = 85\text{m}^2$

Therefore, **Rafter Insulation (incl. Flat Roof Insulation) Grant applies.**

Example 4

Pre-works condition:

- Roof 1 attic area = 100mm deep insulation in crawl spaces, 200mm in upper attic area.
- Roof 1 has 50mm of low conductivity insulation throughout sloped ceilings.
- Roof 2. Flat roof with a U-value of $0.22\text{W}/\text{m}^2\text{K}$, therefore no upgrade work required.

Grants on offer

- Attic Insulation grant **or** Rafter Insulation (incl. flat roof insulation)

Assessment

- Grant is based on largest m² upgraded, per roof type.

Calculation:

Attic floor area to be upgraded = **40m²**

Total area to be upgraded associated with the [sloped ceilings x mod. factor] + flat roof = [30m² x 2] + 0m² (as the flat roof is already at the required U-value of 0.22W/m²K) = **60m²**

40m² < 60m²

Therefore, **Rafter Insulation (incl. Flat Roof Insulation) Grant applies.**

Example 5

Pre-works condition:

- Roof 1 attic area = 100mm deep insulation in crawl spaces, 200mm in upper attic area.
- Roof 1 sloped ceilings have a U-value of 0.20W/m²K. No upgrade work required.
- Roof 2 has 50mm of low conductivity insulation throughout flat roof.

Grants on offer

- Attic Insulation grant **or** Rafter Insulation (incl. flat roof insulation)

Assessment

- Grant is based on largest m² upgraded, per roof type.

Calculation:

Attic floor area to be upgraded = **40m²**

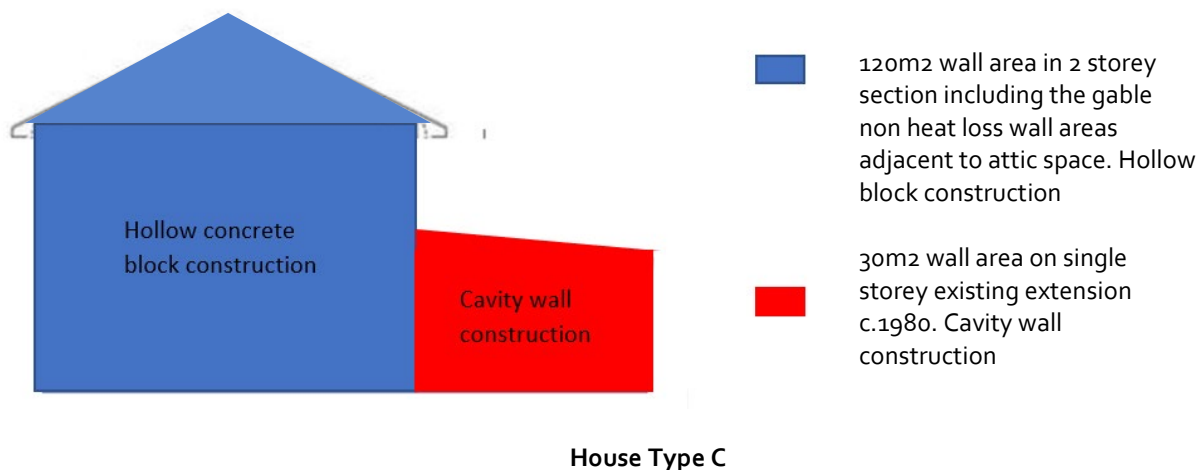
Total area to be upgraded associated with the [sloped ceilings x mod. factor] + flat roof
= [0m² x 2] + 25m² = **25m²**

40m² > 25m²

Therefore, **Attic Insulation Grant applies.**

Combined Wall Insulation examples

House Type C – Detached



- Blue Zone: Two storey section - Hollow concrete block construction throughout = 120m²
- Red Zone: Single storey extension - Cavity wall construction = 30m²

Example 6

Pre-works condition:

- Wall Type A: 120m² wall area of which:
 - 20m² is already @ 0.27 W/m²K
 - 100m² has a u-value of 1.1W/m²K (eligible for upgrade)
- Wall Type B: 30m² has a pre-works u-value of 1.1W/m²K (eligible for upgrade)

Grants on offer

- External Wall Insulation grant **or** Cavity Wall Insulation grant

Assessment

- Grant is based on largest m² upgraded.

Calculation:

External wall insulation area installed = (120m² – 20m²) = **100m²**

Cavity wall insulation installed = **30m²**

100m² > 30m² therefore, **External Wall Insulation Grant applies.**

Openings examples

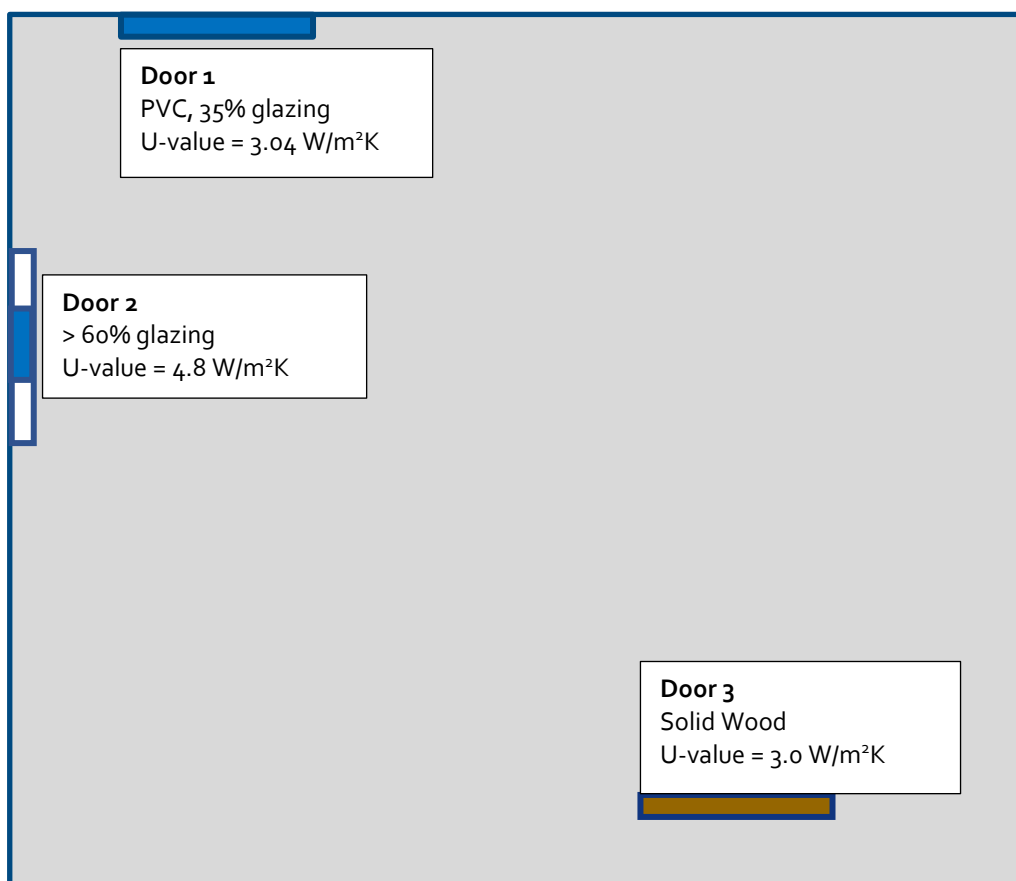
Door Example

The property below has 3no external doors as referenced in the diagram.

All 3no doors must each be upgraded to a certified U-value of $\leq 1.4 \text{ W/m}^2\text{K}$, as listed, to be eligible for the external door grant, and to provide a whole house solution in accordance with scheme requirements.

- **Door 1:** upgrade from $3.04 \text{ W/m}^2\text{K}$ to $\leq 1.4 \text{ W/m}^2\text{K}$
- **Door 2:** upgrade from $4.8 \text{ W/m}^2\text{K}$ to $\leq 1.4 \text{ W/m}^2\text{K}$
- **Door 3:** upgrade from $3.0 \text{ W/m}^2\text{K}$ to $\leq 1.4 \text{ W/m}^2\text{K}$

If "Door 3" had a U-value of $0.8 \text{ W/m}^2\text{K}$ prior to works, only both "Door 1" and "Door 2" would each need to be upgraded to $\leq 1.4 \text{ W/m}^2\text{K}$, to avail of the door grant.



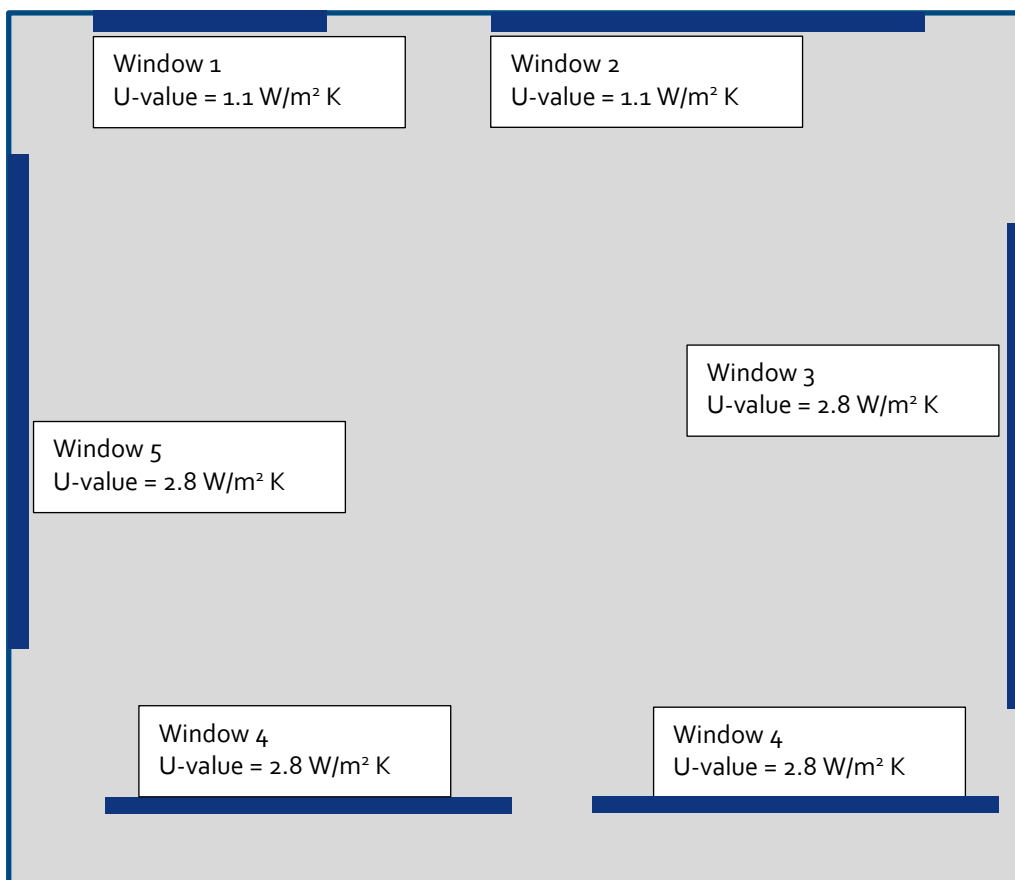
Window Example

The property below has 5no windows as referenced in the diagram.

“Window 3, 4, and 5” must each be upgraded to a certified U-value $\leq 1.4 \text{ W/m}^2 \text{ K}$, as listed, to be eligible for the window grant support, and to provide a whole house solution in accordance with scheme requirements.

- **Window 3:** upgrade from 2.8 to $\leq 1.4 \text{ W/m}^2 \text{ K}$
- **Window 4:** upgrade from 2.8 to $\leq 1.4 \text{ W/m}^2 \text{ K}$
- **Window 5:** upgrade from 2.8 to $\leq 1.4 \text{ W/m}^2 \text{ K}$

In this example both “Window 1” and “Window 2” do not need to be upgraded as they both, when assessing each window individually, are $< 1.4 \text{ W/m}^2 \text{ K}$ each and meet the standard outlined in SEAI’s Domestic Standard and Specification document (DTSS).



Appendix F – Contact Preference Form

Please download from hyperlink below and provide to Homeowner for completion and return.
Sample form shown below.

<https://www.seai.ie/publications/National-Home-Energy-Upgrade-Scheme-Contact-form.pdf>



National Home Energy Upgrade Scheme – Contact Preference Form V1.2			
Application Number:			
The Sustainable Energy Authority of Ireland (SEAI) may like to contact you as a householder in our National Retrofit Scheme to gather information on your experience of the programme. Filling out this contact preference form does not oblige you to participate in any research, such participation will be voluntary.			
Would you be happy for us to contact you for the purposes of:			
• Collect your feedback on your experience	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
• Collect energy performance data on your home	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
• and in relation to other related research	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
If you answered yes above, please provide the following details			
Address			
Eircode			
Email			
Phone			
How would you like to be contacted by SEAI (more than one option can be selected):	Phone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
	Email	<input type="checkbox"/> YES	<input type="checkbox"/> NO
	Post	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Withdrawing your consent: If at any time you decide to change your mind , please send an email directly to onestopshop@seai.ie to withdraw your consent. Details of how to opt out of receiving contact from SEAI is also available on SEAI's website.			
PRINT NAME			
Signature			
Date			

Data Protection and Privacy Notice: SEAI fully respects your right to privacy. If you return this form to SEAI, we will collect and process your personal data, which you provide to us here, for the purposes of contacting you with research surveys as set out above. Your personal data will be shared only as necessary with employees of SEAI and third parties providing services on our behalf. We will only retain your data for as long as is necessary for the purposes above, and in accordance with data protection law. For more information about your personal data rights, and how SEAI collects, holds and processes your personal data, please refer to the Data Protection and Privacy statement which is available on our on scheme webpage www.seai.ie/grants/national-home-retrofit/. It also details how to exercise those rights, and what to do if you require more information or wish to make a complaint.



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