

# Better Boilers scheme

## Terms and conditions

### 1. Eligibility for the scheme

- 1.1 Properties in which the boiler is being replaced must be located in London (that is, within the 32 London boroughs or the City of London Corporation).
- 1.2 Applicants must be:
  - the owner of and live in the property
  - in receipt of qualifying benefits as set out at **Appendix 1**
- 1.3 The boiler must be the main boiler to heat the home and:
  - if it is in working order, an 85-per cent or below efficient gas, oil, LPG or solid fuel boiler (SAP2005 energy efficiency rating as detailed in [this database](#)), or
  - if it is broken, a gas, oil, LPG or solid fuel boiler of any age or level of efficiency.
- 1.4 Electric boilers or electric heaters do not qualify for the scheme.
- 1.5 Only one boiler per property can be either replaced or repaired.

### 2. Applications to the scheme

- 2.1 Applications to the scheme must include:
  - your contact details, including an email address
  - information on the existing boiler, including the make and model of your current boiler, whether the boiler is in working order or broken and, if it is in working order, confirmation that it is 85 per cent or below efficient
  - information on the benefits you receive.
- 2.2 The scheme operates on a first come, first served basis. There is no guarantee that applications under this scheme will be successful. Even if all the eligibility criteria are met, boiler replacements and repairs are subject to the availability of funds from the Greater London Authority.
- 2.3 All information you give to the Energy Saving Trust (administrators of the scheme) as part of your application must be accurate. If any of this information changes at any stage between you applying for the scheme and receiving the boiler replacement or repair, you must notify the Energy Saving Trust immediately, as it may affect your right to the boiler replacement or repair.
- 2.4 The Energy Saving Trust will carry out the following checks on the behalf of the applicant:
  - benefits checks using a Department for Work and Pensions approved on-line process for benefits verification
  - Land Registry checks to confirm the homeowner status of the applicant.

### 3. Cancelling applications

- 3.1 The Energy Saving Trust has the right to cancel applications or require that the cost of boiler replacement or repair is repaid, if any one or more of the following events occurs:
  - 3.1.1 any information that you provided to the Energy Saving Trust is subsequently found to be untrue, inaccurate or incomplete
  - 3.1.2 you were never eligible, or prior to receiving the boiler replacement or repair you ceased to be eligible
  - 3.1.3 you fail to comply with these terms and conditions

- 3.1.4 appointments for the survey or installation/repair cannot be made within a reasonable timescale because the homeowner is not contactable or is unavailable over a protracted period
- 3.1.5 the survey cannot be undertaken or the installation/repair cannot be carried out because the homeowner is not at home at the agreed appointed time(s).

4. **Installation and repair**

- 4.1 Boiler installations and repairs will be undertaken by Ecologic Energy. Ecologic Energy will be responsible for the quality and performance of your new boiler and the work carried out.
  - 4.2 All replacements will be new 'A' rated, low emission boilers.
  - 4.3 Repairs to broken boilers will be undertaken where Ecologic Energy decides it is economical to do so, otherwise they will be replaced.
  - 4.4 Replacement or repaired boilers will include new thermostats or boiler controls and thermostatic radiator valves where Ecologic Energy consider appropriate.
  - 4.5 Ecologic Energy will check the details provided by the applicant in their application and undertake a survey of the work required before carrying out the boiler replacement or boiler repair.
  - 4.6 During the survey and boiler installation or repair, additional minor repairs may be identified as necessary in order to make the boiler operate fully and effectively. If the works are extensive a further survey may be undertaken by Ecologic Energy.
  - 4.7 Additional repairs and measures which will be covered include
    - broken/cracked radiators
    - gas supply pipe upgrade
    - powerflushing (where a repair is being carried out, rather than a boiler replacement)
    - extension of other pipework
    - minor decorative changes, such as boxing in pipework (only where the replacement boiler is a different size to the old boiler, or where the new boiler requires additional pipework).
  - 4.8 In exceptional cases, Ecologic Energy may consider the additional repairs or measures required to be too extensive to be covered by this scheme. In these cases, the replacement or repair will not be eligible for the scheme.
  - 4.9 General cosmetic improvements/repairs to the property, such as redecoration or making good of walls and carpets, will not be covered.
  - 4.10 Upon completion of the works, key documentation and information will be provided to you, including:
    - Gas Safety installation certificates
    - completed boiler checklist document
    - instructions and advice on how to operate the new boiler and heating controls
    - a five-year manufacturer warranty for the new boiler. However, regular servicing, which may be a condition of the warranty, will be the responsibility of the homeowner. The warranty for any repairs to boilers or heating systems will be two years.
5. **Record keeping and inspections**
- 5.1 You must keep a record of all relevant documentation that you obtain in relation to your new boiler and its installation, including any warranties that are given to you by Ecologic Energy.

- 5.2 If asked to do so at any time, you must also allow authorised representatives of the Greater London Authority to have access to your property in order to inspect your boiler and verify that you have complied with these terms and conditions.
6. **Government schemes**
- 6.1 The scheme can operate in conjunction with any existing Energy Company Obligation funding.
- 6.2 **English law**  
The contract between you and the Greater London Authority (including representatives of the Greater London Authority) in relation to this scheme will be governed by English law.
7. **Personal Data**
- 7.1 Both the Greater London Authority, the Energy Saving Trust and Ecologic Energy are committed to protecting your privacy and this section sets out the privacy practices in accordance with the Data Protection Act 1998.
- 7.2 The Better Boilers scheme is being administered and delivered by the Energy Saving Trust and Ecologic Energy on behalf of the Greater London Authority. Accordingly, all personal data collected in relation to this scheme will be processed by the Energy Saving Trust in accordance with their [Privacy Policy](#), and Ecologic Energy in accordance with their Data Protection Policy, **as set out at Appendix 2.**
- 7.3 The Greater London Authority do not handle, collect or otherwise process any personal data relating to this scheme.
- 7.4 Personal data is required in order for the Energy Saving Trust to process your application and installation purposes. Personal data may be shared by the Energy Saving Trust in accordance with their Privacy Policy.

**Appendix 1: Qualifying benefits for the Better Boilers scheme**

<b>Benefit</b>	<b>Additional requirements</b>
Child tax credit	relevant income of £16,010 or less
Income-related employment and support allowance	receiving a work-related activity or support component <b>or</b> responsible for a qualifying child <b>or</b> receiving a qualifying component
Income-based job seeker's allowance	responsible for a qualifying child <b>or</b> receiving a qualifying component
Income support	responsible for a qualifying child <b>or</b> receiving a qualifying component
State pension credit	none
Working tax credit	relevant income of £16,010 or less <b>and</b> responsible for a qualifying child <b>or</b> receiving a disability or severe disability element <b>or</b> aged 60 years or over
Universal credit	for <b>single claimants</b> - earned income in any of the twelve preceding assessment periods of no more than £1,250 <b>and</b> responsible for a child or qualifying young person <b>or</b> limited capability for work <b>or</b> limited capability for work and work-related activity <b>or</b> receiving a disability living allowance <b>or</b> receiving a personal independence payment
	for <b>joint claimants</b> - combined earned income in any of the twelve preceding assessment periods of no more than £1,250 <b>and</b> responsible for a child or qualifying young person <b>or</b> limited capability for work <b>or</b> limited capability for work and work-related activity <b>or</b> receiving a disability living allowance <b>or</b> receiving a personal independence payment
<p><b>Definitions</b></p> <p><b>Qualifying component</b> means:</p> <ul style="list-style-type: none"> <li>(i) child tax credit which includes a disability or severe disability element</li> <li>(ii) a disabled child premium</li> <li>(iii) a disability premium, enhanced disability premium or severe disability premium</li> <li>(iv) a pensioner premium, higher pensioner premium or enhanced pensioner premium</li> </ul> <p><b>Qualifying child</b> means:</p> <ul style="list-style-type: none"> <li>(i) a child who ordinarily resides with you and who: <ul style="list-style-type: none"> <li>(a) is under the age of 16; or</li> <li>(b) is 16 or over but under the age of 20 and in full-time education</li> </ul> </li> </ul>	

## **Appendix 2: Ecologic Energy data protection policy**

### **Introduction**

Ecologic Energy is fully committed to compliance with the requirements of the Data Protection Act 1998. We will therefore follow procedures that aim to ensure that all employees, members, contractors, agents, consultants, partners or other servants of the company who have access to any personal data held by or on behalf of us, are fully aware of and abide by their duties and responsibilities under the Act.

### **Statement of policy**

In order to operate efficiently, Ecologic Energy has to collect and use information about people with whom it works. These may include members of the public, current, past and prospective employees, clients and customers, and suppliers. This personal information must be handled and dealt with properly, however it is collected, recorded and used, and whether it be on paper, in computer records or recorded by any other means, and there are safeguards within the Act to ensure this.

Ecologic Energy regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between us and those with whom it carries out business. We will ensure that it treats personal information lawfully and correctly.

To this end we fully endorse and adheres to the Principles of Data Protection as set out in the Data Protection Act 1998.

### **The principles of data protection**

The Act stipulates that anyone processing personal data must comply with Eight Principles of good practice. These Principles are legally enforceable. The Principles require that personal information:

1. Shall be processed fairly and lawfully and in particular, shall not be processed unless specific conditions are met
2. Shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes
3. Shall be adequate, relevant and not excessive in relation to the purpose or purposes for which it is processed
4. Shall be accurate and where necessary, kept up to date
5. Shall not be kept for longer than is necessary for that purpose or those purposes
6. Shall be processed in accordance with the rights of data subjects under the Act
7. Shall be kept secure i.e. protected by an appropriate degree of security
8. Shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of data protection.

The Act provides conditions for the processing of any personal data. It also makes a distinction between personal data and "sensitive" personal data.

Personal data is defined as data relating to a living individual who can be identified from:

- that data
- that data and other information which is in the possession of, or is likely to come into the possession of the data controller and includes an expression of opinion

about the individual and any indication of the intentions of the data controller, or any other person in respect of the individual.

Sensitive personal data is defined as personal data consisting of information as to:

- racial or ethnic origin
- political opinion
- religious or other beliefs
- trade union membership
- physical or mental health or condition
- sexual life
- criminal proceedings or convictions.

### **Handling of personal/sensitive information**

Ecologic Energy will, through appropriate management and the use of strict criteria and controls:

- Observe fully conditions regarding the fair collection and use of personal information
- Meet its legal obligations to specify the purpose for which information is used
- Collect and process appropriate information and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements
- Ensure the quality of information used
- Apply strict checks to determine the length of time information is held
- Take appropriate technical and organisational security measures to safeguard personal information
- Ensure that personal information is not transferred abroad without suitable safeguards
- Ensure that the rights of people about whom the information is held can be fully exercised under the Act.

These include:

- The right to be informed that processing is being undertaken
- The right of access to one's personal information within the statutory 40 days
- The right to prevent processing in certain circumstances
- The right to correct, rectify, block or erase information regarded as wrong information.

In addition, Ecologic Energy will ensure that:

- There is someone with specific responsibility for data protection in the organisation
- Everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice

- Everyone managing and handling personal information is appropriately trained to do so
- Everyone managing and handling personal information is appropriately supervised.
- Queries about handling personal information are promptly and courteously dealt with
- Methods of handling personal information are regularly assessed and evaluated
- Ecologic Energy Performance with handling personal information is regularly assessed and evaluated
- Data sharing is carried out under a written agreement, setting out the scope and limits of the sharing. Any disclosure of personal data will be in compliance with approved procedures.

All members are to be made fully aware of this policy and of their duties and responsibilities under the Act.

All managers and staff within the company will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:

Paper files and other records or documents containing personal/sensitive data are kept in a secure environment

Personal data held on computers and computer systems is protected by the use of secure passwords, which where possible have forced changes periodically

Individual passwords should be such that they are not easily compromised.

All contractors, consultants, partners or other servants or agents of the Company must:

- ensure that they and all of their staff who have access to personal data held or processed for or on behalf of the company, are aware of this policy and are fully trained in and are aware of their duties and responsibilities under the Act. Any breach of any provision of the Act will be deemed as being a breach of any contract between the company and that individual, company, partner or firm
- all contractors who are users of personal information supplied by the company will be required to confirm that they will abide by the requirements of the Act with regard to information supplied by Ecologic Energy.