



CONWY COUNTY BOROUGH COUNCIL
ECO-FLEX GUIDANCE NOTE FOR INSTALLERS

1. Installers interested in working in Conwy should contact Conwy County Borough Council on ecoflex@conwy.gov.uk in the first instance.
2. Conwy County Borough Council discourages installers, or canvassing companies, from undertaking cold calling face-to-face contact. We insist that you initially contact householders via phone, email, letter or a leaflet drop. Any complaints received from householders regarding cold calling will be investigated and could result in declarations not being issued by the Council.
3. You will be submitting the application to the Council on behalf of the householder. Please ensure that the householder does not submit the application directly themselves.
4. Please explain to the householder that ECO-Flex is a private sector led scheme and that the funding for improvements is awarded by the energy companies. Householders need to be made aware that Conwy County Borough Council has limited involvement and is not responsible for issuing the funding, appointing contractors, installing the works or checking the quality of the work undertaken.
5. You must not use any Council branding, or suggest that you are working on behalf of the Council, without the Council's prior written consent.
6. You must leave your contact details, including named contact, telephone number and e-mail address, with the householder. Please advise the householder that if they wish to make any enquiries, check on progress or raise any concerns that they should contact you and not CCBC.
7. By participating in the ECO-Flex scheme Conwy County Borough Council seeks to support those households who are experiencing fuel poverty and are vulnerable to living in a cold home. To ensure that those eligible householders capitalise from the scheme, installers must recommend the most affordable and energy efficient infrastructure for the householder and the property and not just propose those measures which may secure a higher level of grant intervention.
8. You must advise householders of any works and additional costs which cannot be funded through the ECO-Flex scheme and explain to them that they may have to cover these costs. Householders must be informed that they are not obliged to proceed with the scheme if they do not believe that the improvement works are appropriate or affordable to them.
9. The administration charge of £150 +VAT (per Declaration) levied by Conwy County Borough Council in providing the Declaration must be paid by the energy supplier or their installer/contractor. You must not in any circumstances pass this cost onto the householders receiving assistance from the scheme.
10. Payment of £150 + VAT must be paid to Conwy County Borough Council either by cheque (payable to Conwy County Borough Council) or by BACS transfer. The payment must be made at the same time that the application forms are submitted. We require a numbered remittance to cross reference the BACS payment or cheque back to the individual properties in the application form.

11. Please use the application form template provided and provide your company name, contact details and privacy notice as instructed.
12. Where multiple application forms are being submitted, an accompanying spreadsheet specifying the property address, reference number and eligibility criteria must also be submitted.
13. All installers must provide Conwy County Borough Council with the name and contact details and the PAS 30/35 number (and other relevant accreditations relating to the specialist measures installed) of all contractors and installers that will be used to undertake the works. All installers must be TrustMark accredited.
14. All installers and contractors will be expected to comply with the General Data Protection Regulation. You will need to undertake work in accordance with Ofgem requirements and act in accordance with industry best practice in relation to consumer care and quality standards.
15. All application documentation should be sent to:

ecoflex@conwy.gov.uk

Coed Pella, Conwy Road, Colwyn Bay, LL29 7AZ