

**Name**

**Address**

**Date**

Dear Resident,

[Organisation name] would like to thank you for completing the eligibility application for the [retrofit scheme name] scheme. We have checked the evidence you provided and are now able to complete an energy efficiency survey on your home.

## **What is a Retrofit Assessment (RFA)?**

An RFA is a PAS 2035 requirement for your property to participate in the scheme you have applied for. PAS 2035 is a national framework to ensure energy efficiency works are installed professionally, safely and to the highest standards.

You may already have had an Energy Performance Certificate (EPC) carried out for your property. A RFA is an energy efficiency survey similar to that for an EPC, but is much more detailed, tailored to your property and a requirement of government grant funding.

## **What does the work involve?**

Your property will be assessed on which energy efficiency improvements are best suited to your home and may include some of the following measures:

- Cavity or external wall insulation
- Loft insulation
- Suspended floor insulation
- Internal wall insulation
- New windows and doors
- Solar panels
- Ventilation system
- Heating system including new customer friendly programmer

## **What do I need to prepare?**

The RFA is conducted by a Retrofit Assessor who will ask a series of questions about your energy usage. It will be useful for you to have your electricity bills and other fuel bills/invoices from the last 12 months handy so that your answers can be as accurate as possible.

Please note that having an RFA at this stage of the grant process does not guarantee grant funded works for your property, nor does it mean that you are required to proceed with works. Before any grant is offered, you will have the option to review all works proposed.

## What are the different stages?

The following are the various delivery stages undertaken for the energy efficiency measures to be implemented:

- **[enter name of housing provider]** will contact you to advise and provide support throughout the whole process
- RFA completed to decide what energy efficiency improvements need to be made
- **[Possible installation of a 'smart' thermostat to calculate current energy usage]**
- Complete the Home Energy Diary (attached)
- Confirmation with you of the energy efficiency works suitable for your property
- Installation of the energy efficiency works

After the RFA, surveys carried out by installers may involve checks of current insulation levels. For example, if your property has cavity walls, what is called a 'borescope check' may be required to ensure that the property has the necessary levels of cavity wall insulation.

We have appointed the independent Energy Advisor, **[enter name of energy advisor]**, to assist and support you throughout the whole process, and make sure you are comfortable with each stage of the delivery process.

If your property is selected to participate in the scheme, the first thing to happen will be the installation of a smart thermostat called a **[enter name of monitoring technology]**. This works like a normal thermostat but also learns your heating routine and how long your home takes to warm up and cool down. It will help you reduce energy waste and save money; it helps **[enter name of housing provider]** to assess which energy efficiency improvements are best suited to your home, and after these are installed, it will help ensure they work correctly.

Yours faithfully,

**Name**

**Job title**

**Organisation**