

# Better Energy Homes Quality Assurance and Disciplinary Procedures for Contractors

Version 5.8 2024



## INTRODUCTION

By carrying out energy efficient upgrades in Irish homes, you are playing a vital role in helping Ireland to reduce its greenhouse gas emissions.

Ireland and the European Union are working towards a set of goals for 2020, 2030 and 2050. The aim is to make the energy usage in the EU largely carbon free by 2050. To achieve this, a number of goals have been agreed such as the reduction in greenhouse gases by 20% in 2020, compared with 1990 levels and to improve energy efficiency by 20%.

The quality of service delivery by Contractors registered on the Better Energy Homes Contractor Register (“Registered Contractors”) is central to the reputation and effectiveness of the delivery of all domestic energy efficient works carried out under SEAI’s Programmes. This is for the purpose of achieving energy savings for home owners and value for public monies. That quality of service has two key dimensions: competence and compliance.

A primary element of the Quality Assurance and Disciplinary Procedures (QADP) is the performance monitoring and evaluation procedure which is applicable to findings of administrative and/or technical non-compliance with the Better Energy Homes Terms and Conditions, SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor’s Code of Practice.

### Summary of Quality Assurance and Disciplinary Procedures (QADP) revisions

Version	Date	Changes from previous version
5.8	April 2024	<ul style="list-style-type: none"><li>• <b>Update to section 2.5</b></li></ul>
5.7	May 2023	<ul style="list-style-type: none"><li>• Update to product certification requirements in Appendix 2</li></ul>
5.6	August 2022	<ul style="list-style-type: none"><li>• Clarified criteria for Heating Control upgrades in Appendix 2;</li><li>• Correction of formatting errors;</li><li>• Replacement link for S.R. 54:2014;</li><li>• Additional information on seriously non-compliant works, Section 2.1;</li><li>• Update to SEAI contact details;</li><li>• Change to minimum number of works required Section 2.5;</li><li>• Appendix 2: removal of Oil/Gas boiler checklist.</li></ul>
5.5	November 2019	<ul style="list-style-type: none"><li>• Changes to the Severities of some items on the checklists (Appendix 2);</li><li>• Clarification on the role of the Nominated Personnel;</li><li>• Requirement for Quality Management System for contractors completing more than 50 applications per year;</li><li>• Update to Evaluation of Contractor Performance to exclude Severity 3;</li><li>• Added review of performance related to previous periods;</li><li>• Clarifications in the text for deregistrations and appeals.</li><li>• Reviewed sanction table in Appendix 1 and made some changes</li></ul>
5.4	February 2019	<ul style="list-style-type: none"><li>• Aligns QADP with the new Domestic Technical Standards and Specifications Version 1 and the Better Energy Homes Contractor’s Code of Practice Version 1.</li></ul>
5.3	January 2019	<ul style="list-style-type: none"><li>• Addition of a summary of revisions;</li><li>• Update of links no longer relevant;</li><li>• Changes to some items on the checklists (Appendix 2); and</li><li>• Update to the requirement for contractor to complete a minimum number of grant related works to remain registered;</li></ul>
5.2	April 2018	<ul style="list-style-type: none"><li>• Some revisions to the text ;</li><li>• Inclusion of text and checklist for heat pump installations;</li></ul>

		<ul style="list-style-type: none"> <li>• Revision of the non-compliances checklist contained in Appendix 2- Checklists for Energy Efficient Upgrade works and of the list of non-compliances in Appendix 1 – Corrective Actions for Non Compliance; and</li> <li>• Change to the time period allowed to appeal reworks after notification.</li> </ul>
<b>5.1 (draft only)</b>		N/A
<b>5.0</b>	<b>2017</b>	<ul style="list-style-type: none"> <li>• Some revisions to the text;</li> <li>• Revisions to the non-compliances checklist contained in appendices 2 and 3; and</li> <li>• Aligns the QADP with the Better Energy Code of Practice and the Technical Specification Version 7.2</li> </ul>

**Note: SEAI no longer accepts applications for grants for the installation of High Efficiency Boilers (both gas and oil) as of the 15<sup>th</sup> January 2018. Any applications received before this date are processed according to the current Programme rules.**

#### **Important points for Contractors operating under SEAI Programmes**

- This document outlines the key elements and processes of the Quality Assurance and Disciplinary Procedures (QADP) for Better Energy Homes Registered Contractors. All Registered Contractors must ensure that they and their operators are fully familiar with the Quality Assurance and Disciplinary Procedures set out therein.
- Contractors operating under the Better Energy Warmer Homes Scheme, Better Energy Finance Scheme, Communities and Better Energy Partners must be registered on the Better Energy Homes Contractors register. This entails signing up to the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and the Better Energy Homes Quality Assurance and Disciplinary Procedures for Contractors.
- The Better Energy Warmer Homes Scheme has a different Contractor Scorecard system. Contractors on the Better Energy Warmer Homes panel should refer to their contracts for further details.
- Contractors deregistered as a result of works carried out under a specific Better Energy Programme are prohibited from carrying out works under other Better Energy Programmes. It is the registered contractor's responsibility to inform their clients of any such disciplinary measures. Where a contractor is de-registered as a result of inspection on a particular measure(s), they are automatically prohibited and de-registered from all other programmes and measures.

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## 1. Quality Assurance System

### 1.1 System Overview

The overall approach by SEAI to the Quality Assurance of Better Energy Homes Registered Contractors consists of a combination of:

- Enforcement of the SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice through frequent audits (inspections),
- Enforcement of the terms and conditions of the Scheme via desk audits and administration checks.
- Promoting best practice and professional development of Quality Assurance of Better Energy Homes Contractor

In order for a contractor to properly operate within the Better Energy Schemes it is essential that they have read, understood, signed up to and strictly adhere to their obligations contained within:

- The Better Energy Homes Contractor [Registration Form](#);
- The SEAI's [Domestic Technical Standards and Specifications](#);
- The [Better Energy Homes Contractor's Code of Practice](#);
- The Better Energy Quality Assurance and Disciplinary Procedure (this document);
- All technical documentation as published on the [Contractor Supports page](#) on the SEAI Website; and
- All relevant technical documentation and notifications as SEAI may issue from time to time.

**Note:** It is the version published on the web which is deemed to be currently applicable.

In addition to the above, Standard Recommendation S.R.54:2014: "Code of practice for the energy efficient retrofit of dwellings" has been developed by State Agencies and National Standards Authority of Ireland in conjunction with the Building Research Establishment to provide guidance on the energy efficient retrofit of dwellings. Better Energy Contractors are asked to familiarise themselves with this standard and put its recommendations into practice. A link to this document can be found here: <https://www.nsai.ie/about/news/publication-of-sr-542014-code-of-practice/>.

**Works completed must be carried out, supervised or inspected by "Nominated personnel" listed on the Contractor Registration Form and the Declaration of Works must be signed by that person. This signature on the Declaration of Works form is a confirmation by the Contractor that the work meets the required standards.**

This QADP document sets out the approach to detecting and scaling non compliances and the disciplinary action arising out of failure to meet the requirements of the Better Energy Homes Scheme and / or to adhere to the terms and conditions.

SEAI shall use all means at its disposal to ensure quality and compliance issues are identified and remedied. This includes, but is not restricted to, property audits, Contractor and homeowner phone audits, complaints investigation etc.

### 1.2 Contractor's Quality Management Systems

Registered Contractors have committed to deliver services under the Scheme with all due skill, care and diligence using materials which are fit for purpose and of adequate quality and will only use adequately qualified personnel, including the nominated personnel, in providing the services. Furthermore, Registered

Contractors have undertaken to carry out works in accordance with the SEAI Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice, and any other directions and guidelines issued by SEAI from time to time.

All Registered Contractors must be able to demonstrate to SEAI the steps they have put in place to achieve and maintain the Quality of Service they have committed to under the terms of their registration.

**Registered Contractors completing works on 50 applications or more per year must have an adequate Quality Management System, satisfying the following:**

1. The **Quality Management System** must comprise of Quality Assurance processes, procedures, and responsibilities for achieving the quality objectives required to operate as a Better Energy Homes Registered Contractor;
2. Internal monitoring and auditing, competency checks, and staff training must be carried out regularly and documented; and
3. All documents detailing the Quality Assurance processes, procedures, and responsibilities, including the details and results of internal monitoring and auditing, competency checks, and staff training must be made available to SEAI upon request.

The Quality Management System must be adequate to support the requirements set out above and the scale of the Contractor's operations. Failure to maintain an adequate Quality Management System may constitute ground for de-registration from the Scheme.

### **1.3 SEAI Audit Process and Technical Non Compliances**

Audits, inspections and on-going continuous improvement are the main tools through which the Quality Assurance of the works and competency/compliance of Better Energy Homes registered Contractors is achieved. The aim of the Better Energy Homes Audit Process is to identify technical faults in a timely manner so that:

- Any technical errors identified can be corrected via reworks by the responsible Contractor;
- Such errors are avoided in future through feedback directly to the Better Energy Contractor concerned as appropriate through the relevant communication channels to continuously improve the service; and
- Such errors are avoided in future through disciplinary sanctions as appropriate.

The audit process involves planning, co-ordinating, conducting of audits, reporting and acting on the findings. The selection of Better Energy Contractor/homes for an audit is carried out on both a random and a targeted basis. Selection of a Better Energy Contractor for audit should not be interpreted as there being any prior presumption by SEAI of there being error / non-compliance on the part of the Better Energy Contractor concerned. Each and every active Contractor can expect to be audited regularly.

### **1.4 Administrative Non Compliances**

The continued efficient administration of the Scheme requires contractors to fulfil their obligations in respect of registration and installation documentation. In the course of routine grant administration and auditing SEAI may become aware of cases where installers are not fully compliant with the Scheme Terms and Conditions or aspects of SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice, other than specific technical issues previously referenced in Section 1.3.

In instances where these Administrative Non Compliances are deemed serious, they may result in sanctions being applied under the scheme Quality Assurance and Disciplinary Procedures, emphasising the importance of maintaining professional administration and customer service at all times.

Where insurance or eTax expires, the CO shall be automatically deregistered. The CO is obliged to update their records in order to be reregistered. No penalty points are applied for this.

Administrative Non Compliances are set out in Appendix 1 – Corrective Actions for Non Compliance to this document. (SEAI retains the right to add to / amend this appendix as required to maintain the integrity of the scheme).

### 1.5 Classification System for Audit Findings of Technical Non Compliances

An audit finding of non-compliance may arise from a technical error or non-compliance with the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice or the Contractor Registration terms and conditions.

Each non-compliance is assigned a severity rating and penalty points are assigned to each severity rating for the purpose of evaluating a contractor's performance in accordance with SEAI's evaluation method.

The severity ratings of Non Compliances are defined as follows:

Severity Rating	Severity 1	Severity 2	Severity 3
<b>Classification</b>	Possible health and safety risk or highly non-compliant, potential to impede payment.	Potential to compromise the effectiveness of the installation, potential to delay payment. Not to standard.	Not best practice
<b>Rework Requirement</b>	Reworks required	Reworks required	Reworks required
<b>Penalty Points Applicable</b>	3 penalty points	2 penalty points	1 penalty point

Technical Non Compliances are contained in Appendix 2- Checklists for Energy Efficient Upgrade works. SEAI retains the right to add to/amend these appendices as required to maintain the integrity of the Scheme.

### 1.6 Response Time to Rework Requirement Notifications

The allowable period for Contractor reworks to take place is determined by the severity level discovered at the time of audit. All reworks instructions must be responded to within the timeframe indicated (varies depending on severity).

- **Severity 1:** Contractor is notified within 1 week of audit and he / she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Three penalty points are awarded.
- In certain instances a Severity 1 merits immediate action to ensure the issue is made safe and in such circumstances SEAI notifies the Contractor that immediate remedial action is required. This

rework must be completed as a matter of urgency and confirmation of completion of same submitted to SEAI within 48 hours of notification of rework requirement.

- **Severity 2 and 3:** Contractor is notified within 1 week of audit and he/she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Two or one penalty points respectively are awarded.

The contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address.

A reworks notification may be appealed within 2 weeks, in writing only, by using the Reworks Appeal form (available at <https://www.seai.ie/grants/supports-for-contractors/>).

**Failure to comply with a direction to undertake reworks will result in deregistration from the SEAI Better Energy Homes Contractor register.**

See Section 2.6 for Deregistration and Section 2.8 Contractor Appeals for more details.



## 2. Risk Based Evaluation of Contractor Performance and Disciplinary Procedures.

SEAI assess Contractor performance by way of risk-based analysis of a Contractor's performance over a particular time period which takes account of:

- The proportion of houses inspected which have reworks (Sev 1, Sev 2)
- The severity of these reworks (gross penalty point average for all homes that did not pass).

This approach takes account of the volume of activity being undertaken; level of inspections and the severity of instances of Non Compliance identified in particular properties.

Based on this evaluation, SEAI may issue guidance to Contractors on actions necessary to reach the required standard. The intention of any corrective actions is to assist Contractors in improving their work standards, reputation and competitiveness in accordance with the requirements of the Better Energy Schemes.

Should a Contractor fail to reach the required standard when following direction on corrective action, then, in accordance with warnings issued, disciplinary action will follow, up to and including deregistration from the SEAI Better Energy Homes Contractor register.

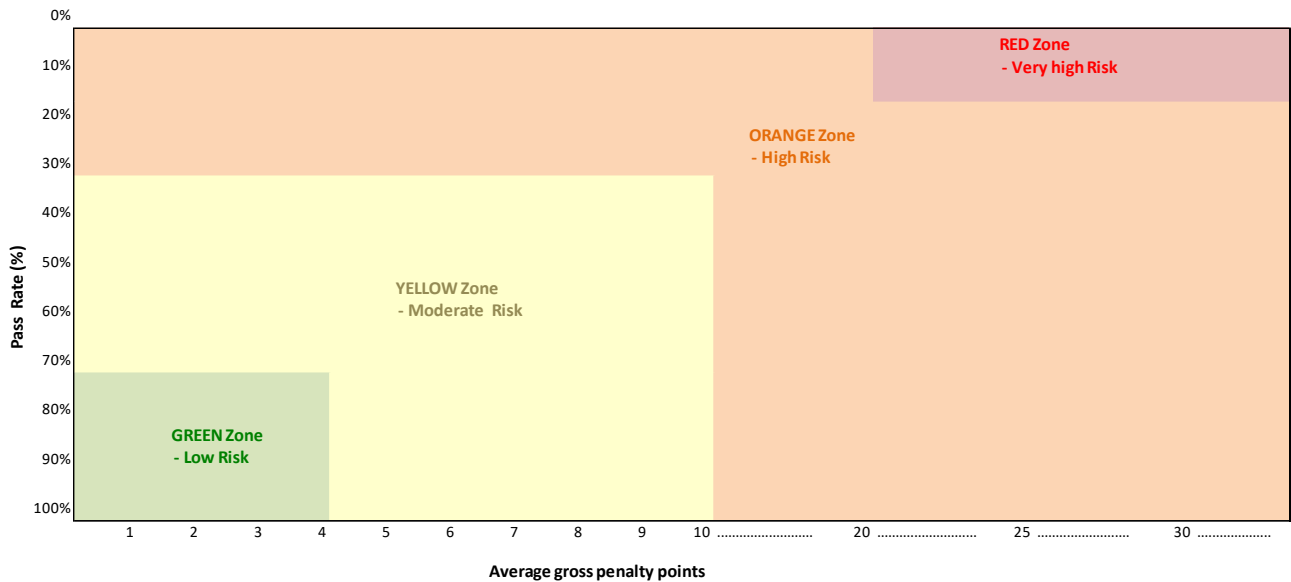
### 2.1 Evaluation of Contractor Performance

- All Contractors will be audited on a regular basis with respect to technical and administrative compliance with the codes and standards of the Better Energy Schemes.
- Each Contractor's audit results for the previous six months will be evaluated on a regular basis to determine the:
  - **% of properties as a proportion of inspected** which pass inspection (no issues on the Sev 1 to Sev 2 scale) with a target pass rate of  $\geq 70\%$ .
  - **Average gross penalty points, across** all issues identified, for failed properties (Sev 1 and Sev 2 issues identified) with a target of  $\leq 4$  points.
- Contractors will be advised of their evaluation results.
- SEAI may review quality records more frequently and reserve the right to communicate same more frequently, particularly where signs of risk of non-compliance are emerging.
- Where a contractor's performance falls outside of the required performance levels then appropriate guidance and / or sanctions will be notified to the contractor.
- Where a contractor works in conjunction with an Energy Partner, and carries out works under other Home Energy Schemes, SEAI will share performance results with that Energy Partner.
- SEAI reserves the right to publish the names of top performing Contractors.
- SEAI may publish and make public information concerning any deregistration from the Registered Contractors list.
- Where an inspection finds a significant portion of the works is not complete, i.e. the works do not meet the minimum installation standard, the works may be deemed **seriously non-compliant**. Reworks notifications will not be issued in these circumstances. Seriously non-compliant works may result in deregistration for 6 months and the homeowner could have their grant declined or rescinded. See Section 2.6 for further information.

## 2.2 Performance Categories, Corrective Actions and Sanctions.

The evaluation of Contractor performance will place individual Contractors in the following four performance categories (identified diagrammatically below):

- GREEN: good performance / low risk
- YELLOW: medium performance / moderate risk
- ORANGE: poor performance / high risk
- RED: very poor performance / very high risk.



Performance evaluation will take place on a half-yearly basis. The performance categories are divided into separate bands and a Contractor's placement in a band shall determine the requirement for particular actions or sanctions as defined by SEAI. Placement in the green zone means the Contractors' performance is acceptable and no corrective actions are required.

Once contractors are identified as in a zone other than Green, they must take demonstrable action to improve performance including eliminating repeat issues.

- If in the orange zone, they must have moved to the green zone within the next three evaluations, i.e. within 18 months.
- If in the yellow zone, they must have moved to the green zone within the next two evaluations, i.e. within the next 12 months.
- If there is no demonstrable improvement, contractors may receive a letter of deregistration pending appeal and shall have 14 days to appeal the decision of deregistration.

The table below sets out the specific actions applying to each zone.

<b>ZONE</b>	<b>SEAI ACTION</b>	<b>SANCTION</b>
<b>GREEN</b> Good Performance Low risk	Congratulations! You are doing well. Written notification of contractor scorecard. Inspection regime maintained	None
<b>YELLOW</b> Moderate Performance Medium Risk	Written notification of contractor scorecard.	<b>May be deregistered for a TWO (2) month period</b> if no demonstrable improvement following 3 consecutive SEAI performance evaluations, i.e. after 18 months. Performance evaluations carried out every 6 months.
<b>ORANGE</b> Poor Performance High risk	Written notification of contractor scorecard.	<b>May be deregistered for a SIX (6) month period</b> if no demonstrable improvement following 2 consecutive SEAI performance evaluations, i.e. after 12 months. Performance evaluations carried every 6 months.
<b>RED</b> Very Poor Performance Very High Risk	Written notification of contractor scorecard. A deregistration letter pending appeal within 14 days is issued. Contractor cannot be selected for new works, but may complete on-going works.	Deregistered for a six (6) month period if a) no appeal is received or b) appeal is rejected.

**Any contractor identified in the Red Zone shall receive a deregistration letter pending appeal within 14 days. The Contractor cannot be selected for new works, but may complete ongoing works.**

**The deregistration period begins 14 days after the date of issue of deregistration letter or email, unless an appeal is received within this time period.**

Appendix 3 – Better Energy Homes QADP Zone Examples sets out examples of various contractors to demonstrate how the assessment scheme operates. Please take time to consider the scenarios set out therein.

### 2.3 Record of Non-Compliances

The recording of Non-Compliances in the form of Severity Ratings is one element of the evaluation process described above. Contractors shall be formally notified of Non-Compliances and Severity Ratings applied by post as part of the Reworks Notification. It is important to note that:

- A Better Energy Contractor’s inspection results are recorded against their profile. Where a contractor works in conjunction with an Energy Partner, SEAI will share performance results with that Energy Partner.
- All Non-Compliances / severity ratings associated with individual properties will be recorded on the contractor profile.

- Each company's profile is treated as a single entity and the Non-Compliances / severity ratings accrued by individual nominated personnel listed on their Better Energy profile are assigned cumulatively.
- Each Contractor's audit results for the previous six months will be evaluated. Note this is a rolling evaluation system, so for example if an evaluation takes place on 20<sup>th</sup> December of any given year only Non-Compliances / severity ratings applied in the previous 6 months will be considered in the evaluation.
- Significant poor performance will require corrective actions by Registered Contractors to improve performance as directed by SEAI. Failure by a Registered Contractor to improve performance following direction by SEAI may lead to deregistration.
- Review may include looking at previous performance periods to review the progress made in quality performance by Registered Contractors.

SEAI maintains the records of inspection results for Contractors beyond the period of performance evaluations and during periods of deregistration. These records may be used by SEAI for review of quality performance, and for purposes related to Contractor registration and administration of the grants.

## 2.4 Immediate Deregistration

The table below lists some of the triggers which will result in deregistration:

Deregistration Period	Triggers
2 Months	<ul style="list-style-type: none"> <li>• Failure to attend targeted workshops / training when directed by SEAI.</li> <li>• Undertaking work without appropriate insurance cover</li> <li>• Contractor is not registered for the measure or undertaking works while deregistered.</li> <li>• Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel). Exception: where an Energy Partner is applying on behalf of homeowner.</li> </ul>
6 Months	<p>Inappropriate or fraudulent behaviour, including but not limited to:</p> <p>(a) attempt to defraud SEAI / state            (b) attempt to defraud homeowner            (c) any attempt to support the homeowner in their endeavours to defraud SEAI / state            (d) Inappropriate, unsafe or highly non-compliant behaviour such as:</p> <ul style="list-style-type: none"> <li>• Failure to do reworks within the appointed time.</li> <li>• Tampering with/moving gas network equipment.</li> <li>• Natural gas works done by a non-RGII registered person.</li> <li>• Failure to use products that are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property or not installed to applicable standards.</li> <li>• Subcontracting work to a Contractor not on the Better Energy Homes list of registered Contractors.</li> <li>• Very high Risk Category after a single SEAI performance evaluation. See Appendix 1.</li> </ul>

## 2.5 Summary Deregistration

Notwithstanding the above, SEAI reserves the right to summarily deregister a Better Energy Contractor in specific circumstances including, but not limited to, the following:

- technical non-compliance with SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor's Code of Practice or technical failure that risks compromising homeowner health and safety (such as a non-compliant electrical works);
- repeated seriously non-compliant works;
- failure or a verification audit or inspection (re-inspection); or
- activities that could bring the Scheme into serious disrepute.

In case of Summary Deregistration, this will not be deferred for two weeks although the Contractor will still be entitled to appeal the decision. No grant related works may be conducted until the appeal has been heard.

In order to remain registered Contractors must remain active. Homeowners rely on the Better Energy Homes register to source contractors with a high level of competence and familiarity with the programme requirements. Though presence on the register is not in itself a guarantee of quality, it is misleading to homeowners to permit contractors to remain on the register who are not sufficiently experienced in completing works to programme standards. If they do not carry out a sufficient number of SEAI supported (grant-related or other) jobs, contractors may be removed from the register. The minimum required to be considered active is five jobs per year, with at least one job completed every six months. When a Contractor is removed from the register for being inactive, they can contact [contractor@betterenergyhomes.ie](mailto:contractor@betterenergyhomes.ie) to request re-registration. Please refer to section **2.7 Re-registration** in the [Better Energy Homes QADP](#) for full details.

## 2.6 Deregistration Process

When a Contractor has been identified for deregistration, e.g. for seriously non-compliant works, the contractor may appeal this decision according to the deregistration appeal process set out in section "2.8 Contractor Appeals".

When the deregistration is due to failure to complete reworks, the contractor is given the opportunity to appeal the reworks and there is no additional deregistration appeal process after the reworks appeal decision is made or the time allowed for appeal of reworks has passed. See section "2.8 Contractor Appeals".

During the deregistration period the following restrictions apply:

- A Contractor must not commence any Better Energy Homes or other Better Energy Schemes works not already started prior to de-registration
- A Contractor must not accept any new works through the Better Energy Homes Scheme or other Better Energy Programmes
- A Contractor is strictly forbidden to accept works as a change of Contractor as and from the effective date of deregistration
- The completion of any Better Energy Homes works already started by a Contractor prior to this notice, must be completed within 14 days and shall be subject to the Terms and Conditions of the scheme including audit and rework requirements.

- The contractor must notify SEAI immediately of works intended to be carried out by him/her under other SEAI Better Energy Programmes.

## 2.7 Re-registration

**Re-registration on the Better Energy Contractor list is NOT automatic.** Once a Contractor's period of deregistration is completed, it is the responsibility of the Contractor to contact SEAI to request re-registration. The following information should be provided with the Contractor's re-registration request:

- Evidence that the basis for your deregistration has been rectified and that the Contractor's company has incorporated the necessary steps in its processes to ensure that it does not occur again.
- Up to date Insurance and Tax Clearance Certificates.

SEAI reserves the right to impose particular conditions on the Contractor before re-registration. Such conditions may include, but are not limited to, the following requirements: to provide proof of competency, to study the terms and conditions of registration, to study SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and QADP document (this document), to complete a training course, to pass a specified examination, or to provide an updated quality assurance statement. This list may be amended by SEAI from time to time. The number of penalty points applied and the details of the deregistration shall be kept on record.

SEAI reserves the right to refuse an application for registration or re-registration from a contractor in the following cases:

- The contractor has in any way purported to be registered with the Better Energy Homes Scheme while not registered, e.g. during periods of deregistration;
- The contractor has repeatedly failed to adhere to the Terms and Conditions during previous periods of registration;
- The contractor has inappropriately interfered with the correct administration of the SEAI grants while not registered, e.g. during periods of deregistration. This includes, but is not limited to, facilitating the payment of grant moneys for works that are not compliant with the requirements of the Better Energy Homes Scheme, signing off a Contractor Declaration in the Declaration of Works form, circumventing the intent of their or another contractor's deregistration;

## 2.8 Contractor Appeals

Contractors may appeal the audit and inspection outcomes, and the decision to deregister them from the Better Energy Homes Registered Contractors List within the time limits specified.

### 2.8.1 Contractor Appeals to Reworks

If an inspection returns a finding of Sev 1, Sev 2 or Sev 3 reworks, the contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address. The Contractor may appeal the reworks decision in writing, within 2 weeks, using the Reworks Appeal form. The reworks appeal is reviewed by the SEAI Inspections Unit. The reworks decision may be re-appealed but only under provision of new information. The re-appeal is reviewed by the Head of the Inspections Unit and the decision is final.

A contractor who fails to complete reworks by the given deadline, and does not appeal the reworks decision, is deregistered until the reworks are completed or for longer periods where applicable.

Once a rework has been applied and not successfully appealed, penalty points are automatically awarded. Penalty points may not be appealed.

Once an appeal is received, no sanctions are imposed pending consideration of the appeal by SEAI (except in the case of summary deregistration as set out in Section 2.5 Summary Deregistration). All appeals must be submitted in writing using the forms provided for that purpose. SEAI endeavours to respond with a decision to all appeals as quickly as possible.

Appeals on Reworks should be sent to:

Technical Helpdesk  
Better Energy Programmes  
Beech Hill Office Campus  
Beech Hill Road  
Dublin 4  
D04 V5N2  
Email: [inspections@betterenergyhomes.ie](mailto:inspections@betterenergyhomes.ie)

### **2.8.2 Contractor Appeals to deregistration**

Contractors de-registered from the Better Energy Homes Registered Contractors List may appeal this decision in writing, describing in detail the grounds for the appeal and including the following information:

- Contractor ID
- Company Name
- Key Contact
- Date of Appeal
- Appeal Reference (App ID and/or MPRN)
- Key Contact Signature and Date

If an inspection returns a finding that works are seriously non-compliant, i.e. a significant portion of the work is not complete, the contractor will receive a letter of “Deregistration Pending Appeal”. The Contractor has two weeks to appeal the deregistration in writing, and providing all the information listed above. Appeals for deregistration due to significant non-compliance are heard by the SEAI Appeals Board. The decision of the Appeals Board is final and may not be re-appealed.

Deregistration appeals (and insurance updates) should be sent to:

Administration Helpdesk  
Better Energy Homes Programme  
SEAI  
PO Box 119  
Cahirciveen  
Co Kerry  
Email: [info@betterenergyhomes.ie](mailto:info@betterenergyhomes.ie)

### 3. Amendments to the Quality Assurance and Disciplinary Procedure

SEAI has the right to periodically update its procedures and practices. As a result, SEAI reserves the right to review and amend the systems and procedures outlined in this document and may also issue other directions to Better Energy Homes Contractors.

Contractors shall be made aware of any such proposed amendments by email or by way of an update displayed on the Better Energy Homes Contractors section of SEAI's website. SEAI may invite Better Energy Homes registered Contractors to submit comments on, or provide a response to, the proposed amendments. For the most up to date version of this document, that is binding on all Better Energy Homes Contractors, visit and download from SEAI's website at: <https://www.seai.ie/energy-in-business/register-with-seai/contractor>

### 4. Classification of Non-Compliances

The lists are separated into administrative and technical as appropriate. As noted previously these lists may be updated from time to time and are provided here for clarity and information.

### 5. Contact details for SEAI

The SEAI website details the relevant contact details for the Better Energy Homes programme: <https://www.seai.ie/grants/supports-for-contractors/>

<p><b><u>Contractor technical queries</u></b></p> <p>Contractor Technical Helpdesk</p> <p> 01-2776977</p> <p> <a href="mailto:inspections@betterenergyhomes.ie">inspections@betterenergyhomes.ie</a></p>
<p><b><u>Contractor registration queries</u></b></p> <p>Customer Care Centre</p> <p> 01-8082004</p> <p> <a href="mailto:contractor@betterenergyhomes.ie">contractor@betterenergyhomes.ie</a></p>



## Appendix 1 – Corrective Actions for Non Compliance

The list of corrective actions in the table below is not exhaustive, and sanctions may also apply to other instances of non-compliance with the T&C, the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and other directions from SEAI.

#	Doc Ref	Description	Immediate Sanction
1	T&C 4	Engaging in inappropriate or fraudulent behaviour	6 months
2	T&C 13	Failure to carry out remedial works as required and within the appointed deadline.	6 months
3	DTSS 6.8	Natural gas works done by a non-RGII registered person	6 months
4	T&C 9, 21 COP 2.2, DTSS 2.3	Failure to use products that, are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property, or not installed to applicable standards	6 months
5	T&C 28	Sub-contracting to a contractor not on the Better Energy Homes scheme list of registered contractors for said measures	6 months
6	T&C 20	Failure to attend targeted workshops / training when directed by SEAI	2 months
7	T&C 7	Undertaking works without appropriate Insurance cover	2 months
8	CoP 2.1 T&C 8	Contractor is not registered for the measure or undertaking works while deregistered (where applicable this sanction runs subsequent to the earlier term of deregistration)	6 months; may be unable to re-register
9	T&C 6 & 7 CoP 2.1	Undertaking works while unregistered due to failure to provide valid eTax details and/or valid Declaration of Insurance)	2 months or Dereg until received, whichever date is later
11	T&C 18 CoP 2.3 DTSS 2.3 etc	Failure to provide optimal solution to homeowner where physically and economically possible or to improve the energy efficiency as required (e.g. less than minimum required wall / roof insulation / heat pump efficiencies lower than required)	6 months
12	CoP 3	Contractors should behave professionally at all times and maintain the high standards expected of the scheme from the quality of the physical works carried out to the level of professionalism with which they are completed, as per the Better Energy Homes Contractor's Code of Practice	2 months
13	CoP 2.2	Failure to respond to SEAI email requests within the required timeframe thereby impeding the effective and efficient administration of the scheme	Dereg until received
14	CoP 2.2	Failure to provide the correct data and date of works on the declaration of works (DoW) form, required documentation or in a verification email, thereby impeding the effective and efficient administration of the Scheme	2 months
15	Reg Email	Unauthorised use of the SEAI logo for marketing or other purposes	2 months
16	CoP 3	Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel), except for counterparty applications	2 months
17	T&C 9-10	Failure to ensure that nominated personnel meet the technical competency requirements for the scheme as specified by SEAI, and are competent, qualified and have the necessary training and experience to complete the works according to the scheme's specifications	2 months or until personnel meets requirement; whichever date is later
18	T&C 9	DoW signed by a non-nominated person (not on the nominated personnel list for the company)	2 months
19	CoP 3	Failure to explain the terms of an offer clearly, the full implications of the works proposed and give appropriate information in writing when dealing with vulnerable homeowners and/or Special Needs Persons.	6 months

#	Doc Ref	Description	Immediate Sanction
20	T&C 14	Nominated Personnel repeatedly signing Declarations of Works although the works are not to standard, with the same issues arising several times	6 months
21	CoP 2.5	If a contractor is reinstated after deregistration for item 20 on this list, and continues to sign Declarations of Works although the works are not to standard, with the same issues arising	Indefinite deregistration
22	CoP 3	Failing to adhere to the other directions in the Code of Conduct, e.g. on offering professional advice, providing clear information to homeowners, issuing detailed quotations and invoices.	2 months
23	T&C 4	Purporting to be SEAI, or a related Government Department, or giving the impression of representing same	2 months

## Appendix 2- Checklists for Energy Efficient Upgrade works

### 2.1 Roof Insulation

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

Code	Section	Detail	Severity		
			One	Two	Three
		o No Irish Agrément Certificate or equivalent <sup>1</sup> for spray foam insulation			

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<sup>1</sup> "Equivalent" means "certified to an alternative national specification of any State which is a contracting party to the Agreement on the European Economic Area, which provides an in use level of safety and suitability"

## 2.2 Cavity Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 1					
B2, B3, B4	WALL AREA TO BE FILLED	o Whole house solution not installed	√		
C1 C2	DRILL PATTERN	o Drill Hole Pattern not to Scheme Standard (see Irish Agrément [or equivalent] Certificate) o Sealing of drill holes not as per Scheme standard (see Irish Agrément [or equivalent] Certificate)		√	
G1 G2	CAVITY BRUSHES	o Not as per Scheme standard (see Irish Agrément [or equivalent] Certificate) o Required but not fitted (see Irish Agrément [or equivalent] Certificate)		√	
H1	TOP OF CAVITIES CAPPED	o Not closed as per Scheme standard		√	
I1	IRISH AGREEMENT OR EQUIVALENT	o Not provided			√
J1 J7 J9 J5 J4 J12	VENTILATION	o Vents blocked o Background vent not fitted but required o Permanent vent not fitted but required o Mechanical vent not fitted but required o Insufficient Ventilation o Mechanical extract ventilation installed in the same room as an open flued appliance	√		
J2 J8 J10 J6	VENTILATION	o Vents not sleeved o Background vent not installed to standard o Permanent vent not installed to standard o Mechanical vent not installed to standard		√	
J11	VENTILATION	o Mechanical extract ventilation advisory note not available			√
L1	WALL PENETRATIONS	o Not sealed and not watertight		√	
M1	BEAD ADHESIVE	o Insufficient adhesive	√		
Z1	INSULATION AS PER SPECIFICATION	o Not as per Scheme standards		√	
Z2	INSULATION AS PER SPECIFICATION	o Not as per Scheme standard	√		
N1 N2 N3	BEAD SPILLAGE	o ESB meter box o Gas meter box o Boiler flue compromised by works	√		
O1	ELECTRICAL	o Work not to standard	√		

## 2.3 Internal Wall Insulation

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

## 2.4 External Wall Insulation

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

Code	Section	Detail	Severity		
			One	Two	Three
Page 2 of 2					
HA4		accordance with ESB Job Aid Note			
HA5		o Meter box has not been extended in accordance with ESB Job Aid Note o ESB supply cable anchors not in accordance with ESB Job Aide Note			
M1	ELECTRICALWORK	o Not to standard	√		



## 2.5 Heating Controls Upgrade

**Note: All of the below checks must be completed, however a minimum of 6 items from the prescribed list of heating control items must be *newly* installed by you and must *not* be pre-existing, otherwise the works will be deemed seriously non-compliant. The grant does not cover replacement of existing heating controls equipment. Further details can be found in the Better Energy Homes Domestic Technical Standards and Specification, and Contractor's Code of Practice documents.**

Code	Heating Controls Upgrade	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A3	HEATING STANDARD	o No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	√		
A1 A2	HEATING STANDARD	o Controls not working correctly o Heating not working correctly		√	
E4 E6	PIPE WORK NOT ACCEPTABLE	o Not adequately supported o Leaking		√	
E3	PIPE WORK NOT ACCEPTABLE	o Badly graded			√
J2 J3	THERMOSTATIC RADIATOR VALVE (TRV)	o TRV installed in room with room stat o Minimum required number of TRV's not installed		√	
L1	AUTO BYPASS	o None installed where required	√		
L2 L3	AUTO BYPASS	o Manual bypass fitted o Incorrectly sited		√	
M1	BOILER INTERLOCK	o Not installed	√		
M2 M3	BOILER INTERLOCK	o Not working o Pump over-run not installed correctly (where applicable)		√	
ZD1 ZD2	HOT WATER TANK JACKET	o Cylinder jacket not in place o Cylinder jacket condition is poor		√	
N2	CYLINDER STAT	o Not fitted	√		
N1 N3	CYLINDER STAT	o Poor location o Not working		√	
O1 O2	SPACE AND WATER HEATING ZONES	o Motorised valve not working o Lever valve fitted		√	
O4	SPACE AND WATER HEATING ZONES	o No separate space and water heating zones fitted	√		
P1 P2	EXTRA ZONE	o Not fitted correctly o Neither 3rd zone nor TRVs fitted	√		
R4	7 DAY (2/3 CHANNEL) PROGRAMMER	o Not fitted	√		
R1 R2 R5	7 DAY (2/3 CHANNEL) PROGRAMMER	o Not fitted correctly o Poor location (inaccessible) o Incorrect programmer fitted		√	
S3 S4	HOT WATER/HEATING	o Heating and/or hot water not working correctly o Some radiators heating on Hot Water only		√	
T5	ROOM STAT	o Not fitted	√		
T1 T2 T3 T4 T6	ROOM STAT	o Poor location o Wrong height (1.5m) o In direct sunlight o Subject to draughts o Not working		√	

Code	Heating Controls Upgrade	Detail	Severity		
Page 2 of 2					
U1	IMMERSION HEATER TIMER	o Not fitted but required	√		
U2	IMMERSION HEATER TIMER	o Not working		√	
U3		o No immersion switch fitted with timer			
U4		o Unsuitable immersion timer fitted			
V6 V12 V7 V9 V10 V11 V13	ELECTRICAL WORK	o No spur switch visible/ poorly located o Home owner not issued with 'Electrical Safety notice to home owner' if required o Bonding not present on pipework to ETCl rules (at boiler and hot press) o Earthing not to ETCl rules o Cross bonding in Hot Press incomplete & not to ETCl rules o Earthing/bonding fitted to gas supply is not to ETCl rules o Not to standard	√		
V1	ELECTRICAL WORK	o Incorrectly fused		√	
W1	CONTRACTOR MAKING GOOD	o Property not returned to manner in which it was found		√	
X1 X2	INSTRUCTION GIVEN	o No instruction given o Inadequate instruction given		√	
Y1	USER DOCUMENTATION	o User Manuals not left with homeowner		√	
ZB1&2	CONTROLS AS PER SPECIFICATION	o Not as per Scheme Standard		√	

## 2.6 Heat Pump Systems

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	<ul style="list-style-type: none"> <li>o Does not have ability to provide 100% space heating</li> <li>o Unit not to Scheme requirements (High Risk)</li> <li>o Heat Pump cooling function not disabled</li> <li>o Unit less than required unit efficiencies</li> <li>o No data plate/CE mark (outdoor and indoor unit)</li> </ul>	√		
AW, GW, WW, EAW, AA	SYSTEM DETAILS	<ul style="list-style-type: none"> <li>o Unit not to Scheme requirements</li> <li>o System not working correctly</li> <li>o System not interlocked</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<ul style="list-style-type: none"> <li>o Not as per manufacturer’s instructions (High Risk)</li> <li>o Unit mounted on an unstable structure,</li> <li>o Obstructing access to services e.g. manhole</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<ul style="list-style-type: none"> <li>o Not as per manufacturer’s instructions</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<ul style="list-style-type: none"> <li>o Poorly fixed to wall</li> <li>o Unstable, poorly fixed to ground</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<ul style="list-style-type: none"> <li>o Poorly fixed to ground</li> <li>o Unit not level</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<ul style="list-style-type: none"> <li>o Excessive vibration</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<ul style="list-style-type: none"> <li>o Excessive noise</li> <li>o No anti-vibration mountings</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<ul style="list-style-type: none"> <li>o Condition of appliance detrimentally affecting performance / longevity (high risk)</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<ul style="list-style-type: none"> <li>o Condition of appliance negatively affecting performance</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – Condensate pipework	<ul style="list-style-type: none"> <li>o Condensate discharge potential safety issue posing safety risk</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – Condensate pipework	<ul style="list-style-type: none"> <li>o Condensate not discharging to a drain or soakaway</li> </ul>		√	
	HP - Refrigerant Pipework	<ul style="list-style-type: none"> <li>o Not as per manufacturer’s specification (High Risk)</li> <li>o No pipe lagging present</li> </ul>	√		
	HP - Refrigerant Pipework	<ul style="list-style-type: none"> <li>o Not as per manufacturer’s specification</li> <li>o Pipework untidy / not secured</li> </ul>		√	

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
Page 2 of 3					
		<ul style="list-style-type: none"> <li>o Not as per manufacturer's specification</li> <li>o Incorrect pipe lagging / poorly insulated</li> <li>o Pipework vibration causing unwanted noise</li> <li>o Sealing of penetration through walls</li> </ul>			
AW, GW, WW, EAW, AA	HP – Split Indoor Model	<ul style="list-style-type: none"> <li>o Model unserviceable</li> <li>o Model inaccessible (obstructed by pipes etc)</li> </ul>	√		
AA	HP - Air to Air systems indoor unit	<ul style="list-style-type: none"> <li>o Not as per manufacturer's instructions (High Risk)</li> <li>o Indoor unit insecurely fixed</li> <li>o Indoor units not working</li> </ul>	√		
AA	HP - Air to Air systems indoor unit	<ul style="list-style-type: none"> <li>o Not as per manufacturer's instructions</li> </ul>		√	
AW, GW, WW, EAW	HP - Water Pipework	<ul style="list-style-type: none"> <li>o No pipe lagging present in unheated space or outdoors</li> <li>o Leaks present on pipework</li> <li>o Pressure relief valve not piped to safe and visible area</li> </ul>	√		
AW, GW, WW, EAW	HP - Water Pipework	<ul style="list-style-type: none"> <li>o Pipework untidy / not secured</li> <li>o Incorrect pipe lagging / poorly insulated</li> <li>o Sealing of penetration through walls</li> <li>o Pressure relief valve pipework not working correctly</li> </ul>		√	
AW, GW, WW, EAW	HP - Auto Bypass/Buffer	<ul style="list-style-type: none"> <li>o None installed where required</li> <li>o Manual bypass fitted</li> <li>o Incorrectly sited</li> </ul>		√	
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<ul style="list-style-type: none"> <li>o No separate hot water</li> <li>o No separate space heating</li> </ul>	√		
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<ul style="list-style-type: none"> <li>o Motorised valve not working</li> <li>o Lever valve fitted in lieu of motorised valve</li> <li>o No load and weather compensation</li> </ul>		√	
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<ul style="list-style-type: none"> <li>o None fitted (Programmer/weather compensation with at least 1 room stat/sensor)</li> <li>o Programmer/inbuilt controller not working/ scheduling</li> </ul>	√		
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<ul style="list-style-type: none"> <li>o Not fitted correctly</li> <li>o Poor location (inaccessible)</li> </ul>		√	
AW, GW, WW, EAW	HP - Cylinder Stat/Sensor	<ul style="list-style-type: none"> <li>o Poor location</li> <li>o Not fitted</li> <li>o Not working</li> </ul>		√	
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<ul style="list-style-type: none"> <li>o No room stat fitted where applicable</li> </ul>	√		
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<ul style="list-style-type: none"> <li>o Poor location</li> <li>o Wrong height (1.5m)</li> <li>o In direct sunlight</li> <li>o Subject to draughts</li> <li>o Room stat not working</li> </ul>		√	

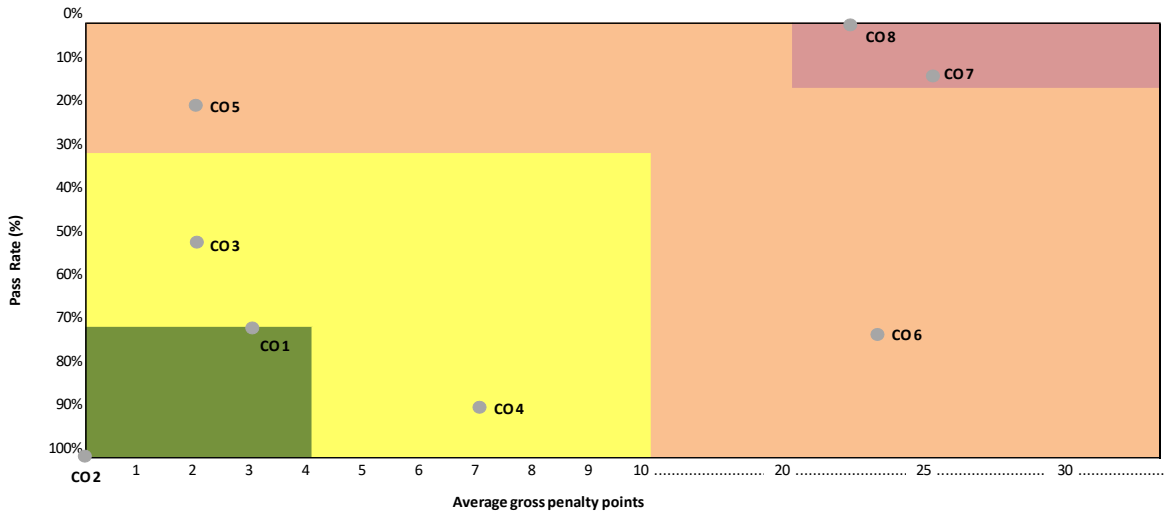
Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
Page 3 of 3					
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable if the immersion is "stand-alone")	o Unsuitable immersion timer fitted	√		
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable if the immersion is "stand-alone")	o Not fitted but required o Not working o No immersion switch fitted		√	
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	o Cylinder insulation not in place	√		
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	o Cylinder insulation condition is poor o Cylinder insulation not correct thickness		√	
EAW	HP – Exhaust Air Heat Pump Ductwork	o Not fitted but required o No duct lagging present in unheated space	√		
EAW	HP – Exhaust Air Heat Pump Ductwork	o Not terminating correctly		√	
AW, GW, WW, EAW, AA	HP - Electrical	o Mains not isolated by Rotary Switch	√		
AW, GW, WW, EAW	HP - Electrical	o Earthing / bonding not to required standard	√		
AW, GW, WW, EAW, AA	HP - Electrical	o Cables poorly secured o Sealing of penetration through walls o No outside sensor on north facing outside wall where applicable o Incorrect isolator switch		√	
GW	HP - Collector	o Collector field connected to water mains	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	o Commissioning documents not available/correct o RECI cert not present/correct o Technician not F-gas registered where required o No F-Gas cert present where required	√		
AW, GW, WW, EAW	HP - Commissioning and Handover	o 2 systems not integrated safely and efficiently o Unit not setup for legionella prevention o No facility to support legionella prevention	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	o No User Manual left with homeowner		√	
GW	HP - Commissioning and Handover	o GSHP documentation missing (see list in the COP)		√	
AW, GW, WW, EAW, AA	HP – Space heating	o Installed heat emitters not as designed (High Risk)	√		
AW, GW, WW, EAW, AA	HP – Space heating	o Heating system not heating/not properly vented o Installed heat emitters not as designed		√	

## 2.7 Solar Installation

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

Code	Solar Installation	Detail	Severity		
			One	Two	Three
Page 2 of 2					
J2 J3 J4 J5 J7	SOLAR LOOP ANCILLARY/VALVES	<ul style="list-style-type: none"> <li>o Pressure release valves are caught open or closed</li> <li>o Connection of solar loop to storage tank heat exchanger is incorrect</li> <li>o Expansion vessel not sized correctly/suitably rated as per solar manufactures recommendations</li> <li>o Unsuitable collector or no collector from pressure relief valve in place</li> <li>o Anti-reverse-circulation measure not in place (e.g. non-return valves in solar station as per manufactures details)</li> </ul>		√	
H1 H2	COMMISSIONING	<ul style="list-style-type: none"> <li>o Commissioning report not available for inspection</li> <li>o Commissioning report not completed</li> </ul>		√	
J1	SOLAR LOOP ANCILLARY/VALVES	<ul style="list-style-type: none"> <li>o Expansion and pressure release valve not installed</li> </ul>	√		
K11	SOLAR LOOP SYSTEM DETAILS	<ul style="list-style-type: none"> <li>o Pressure in the solar loop incorrect as per manufacturer's instructions</li> </ul>		√	
L1 L2 L3	SOLAR LOOP PIPEWORK	<ul style="list-style-type: none"> <li>o Solar loop pipe or components leaking</li> <li>o Pipe penetrations of building fabric not sealed</li> <li>o Pipes not securely fixed</li> </ul>		√	
M1 M2 M3	SOLAR LOOP INSULATION	<ul style="list-style-type: none"> <li>o Pipe work in the solar loop (internal &amp; external) has not been thoroughly insulated</li> <li>o High temperature insulation not fitted</li> <li>o Solar loop external pipe and fittings not insulated with UV resistant insulation</li> </ul>		√	
N1	SOLAR WATER HEATING SYSTEM AS PER SPECIFICATION	<ul style="list-style-type: none"> <li>o Not as per Scheme Standard</li> </ul>			√
P1 P6 P8	ELECTRICAL	<ul style="list-style-type: none"> <li>o Permanent Electrical wiring not installed/ not to ETCI rules and untidy (not temporary extension lead)</li> <li>o Cables not clipped/untidy</li> <li>o Home owner not issued with 'Electrical Safety notice to home owner' if required</li> </ul>		√	
P3 P4 P5 P7 P9	ELECTRICAL	<ul style="list-style-type: none"> <li>o Probes/sensors not securely fixed</li> <li>o Non switchable spur not visible/ poorly located</li> <li>o Bonding not present on pipework to ETCI rules (on solar loop and hot press)</li> <li>o Earthing not to ETCI rules</li> <li>o Work not to standard</li> </ul>	√		

### Appendix 3 – Better Energy Homes QADP Zone Examples



CO	Green		Yellow		Orange		Red	
	Contractor 1	Contractor 2	Contractor 3	Contractor 4	Contractor 5	Contractor 6	Contractor 7	Contractor 8
# Installations	600	10	75	850	350	100	210	5
# Inspections	55 (9%)	2 (20%)	8 (10.6%)	80 (9%)	30 (8.5%)	7 (7%)	24 (11%)	1 (20%)
# Pass (i.e. No reworks)	<b>39 (71%)</b>	<b>2 (100%)</b>	<b>4 (50%)</b>	<b>72 (90%)</b>	<b>6 (20%)</b>	<b>5 (71%)</b>	<b>3 (12.5%)</b>	<b>0 (0%)</b>
# Fail (Sev 1 and/or sev 2)	16 (29%)	0 (0%)	4 (50%)	8 (10%)	24 (80%)	2 (29%)	21 (87.5%)	1 (100%)
Gross penalty points	48	0	8	56	48	46	525	22
Average gross penalty points	<b>3</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>23</b>	<b>25</b>	<b>22</b>