

Better Energy Homes: Individual Energy Upgrade Grants

Frequently Asked Questions from Contractors

April-2024

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Frequently asked Questions and Answers

I have renewed my insurance. Do I need to notify SEAI?

Answer:

- Yes, you need to be fully insured at all times and notify us when your insurance is renewed.
- In order to do so, send the completed [Contractor Declaration of Insurance Form](#) to contractor@betterenergyhomes.ie.
- You will receive a reminder from us 2 months and 2 weeks prior to your insurance expiry.

How do I register with SEAI as a contractor?

Answer:

- 1) Complete the [Contractors Registration Form](#) and include all relevant documents:
 - a) [Contractor Declaration of Insurance form](#)
 - b) Tax Clearance Certificate (TCC) or electronic Tax Clearance Certificate
 - c) Send forms to contractor@betterenergyhomes.ie
- 2) Join the monthly BEH Contractor Onboarding session which is mandatory and held online. You will receive an invite from us.
- 3) Familiarise yourself with the technical documentation outlining the SEAI standards:
[Domestic Technical Standards and Specifications](#)
[Better Energy Homes Contractor's Code of Practice](#)
[Quality Assurance and Disciplinary Procedure](#)
[S.R.54:2014 Code of Practice for the Energy Efficient Retrofit of Dwellings](#)

I have been deregistered. Can I re-register?

Answer:

- Yes, you can. Contact contractor@betterenergyhomes.ie after your period of deregistration to request re-registration.
- The following is required for re-registration:
 - 1) Evidence that the basis for your deregistration has been rectified.
 - 2) Up to date Insurance and Tax Clearance Certificates.
 - 3) Attend the online BEH Contractor Onboarding again.

How can I amend/add contact details to my profile?

Answer:

- Send your updated details to contractor@betterenergyhomes.ie and include supporting documentation where applicable.

- This email must come from your email address which is associated with your SEAI profile.

My company name has changed. Do I need to notify SEAI?

Answer:

- Yes, you do.
- To request a company name change:
 - 1) Send an email to contractor@betterenergyhomes.ie from the email address registered with SEAI, or a letter on company headed paper.
 - 2) Include the updated Declaration of Insurance with the new Company name as well as updated Tax details (Tax Number and 6-digit TCAN Number)
 - 3) Include a certificate of name change from the CRO (if registered with them) stating the new company name and the associated CRO number.

Is there a checklist that I can use to ensure my upgrade works are compliant?

Answer:

- Yes, there is. You can find the checklists relevant to each measure in section "Appendix 2- Checklists for Energy Efficient Upgrade works" in the [Better Energy Homes QADP](#).

How can I appeal reworks identified by the Inspection Team?

Answer:

- If an inspection returns reworks:
 - 1) You will receive a Reworks form with a deadline of four weeks to complete reworks and return the Reworks form to inspections@betterenergyhomes.ie.
 - 2) You may appeal the reworks decision in writing, within 2 weeks, using the Reworks Appeal form.
 - 3) If you fail to complete reworks within four weeks of the date of the letter, and do not appeal the reworks decision, you will be deregistered until the reworks are completed.

My insurer is based outside the Republic of Ireland. What do I need to do?

Answer:

- This is no problem. Provide the Central Bank of Ireland reference number on the [Declaration of Insurance Form](#).

I've done some extra qualifications. How can I add these as new measures to my SEAI profile?

Answer:

- 1) Send the details to contractor@betterenergyhomes.ie from your email address that's registered with SEAI. Alternatively send it in writing on company headed paper and signed by the key contact.
- 2) Include all relevant certifications.
- 3) If the Declaration of Insurance on file does not include cover for the new measure a new updated DOI must be submitted showing the new measures ticked on the form.

How can I complete further training?

Answer:

- There are multiple resources available, below are just some suggestions:
 - 1) <https://mountlucas.ie/> - The National Construction Training Centre is a Retrofitting and NZEB Centre of Excellence for the midlands. Additional training centres are located across the country. Visit www.solas.ie for further information.
 - 2) Webinars and technical bulletins on [Support for Contractors](#)
 - 3) [NSAI \(National Standards Authority of Ireland\)](#)

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