

Better Energy Homes: Individual Energy Upgrade Grants

Frequently Asked Questions from Homeowners and
Applicants

April-2024



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Frequently asked Questions and Answers

What information do I need in order to apply for a grant?

Answer:

- To apply for a grant you will need the following:
 - Your property's MPRN (meter point reference number). This unique 11-digit number can be found in the top right-hand corner of your electricity bill.
 - Your dwelling type (eg. apartment, detached, mid-terrace, etc.)
 - The grants you wish to apply for
 - Your contractor selected (must be on the list of registered SEAI contractors)
 - Year home built and occupied
- If applying for a Heat Pump, a Technical Assessment may be needed, see [Do I have to do a lot of work to my home before I can install a Heat Pump and get a grant?](#) for further details.

How can I check if my property is eligible for a grant?

Answer:

1. Go to [SEAI BEH - Apply for Grant](#)
2. Enter your
 - a. Property's MPRN (meter point reference number). This number can be found in the top right-hand corner of your electricity bill.
 - b. Email
 - c. Dwelling Type
 - d. Year home built
 - e. Application Type

<p>(i) Meter Point Reference Number (MPRN) *</p> <input type="text"/>	<p>Year home built and occupied (To qualify a home must have been built and occupied prior to 2021 for heat pump systems and solar heating and 2011 for all other measures, and measures must not comprise an extension or a material alteration as defined in the Building Regulations) *</p> <input type="text"/>
<p>Email *</p> <input type="text"/>	<p><input type="checkbox"/> For this grant application, Is the Installation address on an island? If so, please tick this box and select the applicable Island name from the list below</p>
<p>Repeat Email *</p> <input type="text"/>	<p>Island Name</p> <input type="text"/>
<p>Dwelling Type *</p> <input type="text"/>	<p>Application Type *</p> <p><input type="radio"/> Homeowner</p> <p><input type="radio"/> Owner Management Company / Property Management Agency</p>

Note on Owner Management Company:

Where OMCs are making applications on behalf of HOs, they must contact info@betterenergyhomes.ie in advance.

What is the average payment schedule for grants? When will I get paid?

Answer:

- Currently, the time for grant payments is 4-6 weeks after all documentation is correctly completed and submitted.
- If your home is inspected and reworks are necessary, your contractor will need to make a return visit to bring the works to the required standard. This will impact payment timeframes.

I can't get my application finished in 8 months. Can you extend the application period?

Answer:

- Yes, we can accommodate extensions in certain cases. Contact us prior to grant expiry if you require additional time to complete the works.

Can I get a grant for windows and doors?

Answer:

- Grants for windows and doors are available under our One Stop Shop (OSS) programme provided that:
 - A range of retrofitting measures is installed.
 - Your home has an existing BER of B3 or lower.
 - A minimum rating of B2 on work completion is achieved.
- See [One Stop Shop Services | Home Energy Grants | SEAI](#) for further details.
- Grants for windows and doors are not available through the Better Energy Homes scheme.

Is there a grant for boilers?

Answer:

- SEAI supports heating controls to help reduce your carbon footprint. The grant for this is €700 which you can avail of with or without the installation of a high efficiency boiler.
- SEAI does not give grants for fossil fuel boilers such as gas or oil boilers.

How do I get a contractor?

Answer:

- To avail of a grant you must use an SEAI registered contractor.
- You can find an SEAI registered contractor at [SEAI BEH - Contractor Search](#).

What is SEAI's role in relation to contractors?

Answer:

- Contractors are registered by SEAI on the basis of:
 - Adhering to SEAI's technical standards and code of practice
 - Tax compliance
 - Insurance cover
 - Having a standard contract in place with the homeowner for all works
- SEAI does not provide a guarantee, warranty, or approve a company's or the contractor's works. Any dispute must be resolved between the homeowner and contractor.

How can I ensure my appointed contractor will do a good job?

Answer:

- Select an SEAI registered contractor.
- Ensure your contractor is registered for the type of work that they are carrying out, eg. if a contractor is registered for wall insulation only, they can't be used for grant aided works for roof insulation.
- Shop around to get the best quote.
- Check references, talk to previous customers.
- Have a written contract with the contractor which details the works, prices, time, payment terms and warranties.
- Follow guidelines as per [Homeowner-Application-Guide](#).

Do I have to do a lot of work to my home before I can install a Heat Pump and get a grant?

Answer:

- To qualify for a Heat Pump grant your home needs to have sufficiently low heat loss.
- While some homes are ready for the installation of a Heat Pump others may require some increased insulation.
- Some of the measures that can help achieve this are insulation upgrades such as roof and wall insulation. The pre-installation heat loss requirements for your home will depend on the year your home was constructed.
- **Pre-2007 built homes:** A Technical Assessment must be carried out by a registered Technical Advisor (there is a €200 grant towards the cost) and any identified fabric upgrades are mandatory to complete. This allows:
 - To ensure your home meets the required heat loss indicator.
 - Allowing your Heat Pump system to perform efficiently and effectively.

- **Post-2007 built homes:** A Technical Assessment is not mandatory to complete due to the heat loss in the original building fabric. Homeowners have the option of completing a Self-Declaration form or a Technical Assessment. One of these documents must be uploaded as part of the Heat Pump Grant application.
- More information on this process can be found on the SEAI Heat Pump System Grant webpage: <https://www.seai.ie/grants/home-energy-grants/heat-pump-systems/>

Why is my house selected for inspection and what is the impact on the grant payment?

Answer:

- We carry out inspections in order to:
 - Maintain high quality standards and best practice.
 - Ensure measures implemented in your home improve the energy efficiency to the greatest extent possible.
- If your home is selected for pre-payment inspection, payment will remain on hold until the inspection and any potential reworks are completed.
- See full details on inspections in section 7 of the [Application Guide](#).

What should I do if I am notified of an SEAI inspection?

Answer:

- Give the inspector access to your home, as this is a condition for grant payment.
- Make sure you have received the Safety File from the contractor. The Safety File contains the Declaration of Works forms signed by you, your contractor and your BER Assessor and all additional documents such as:
 - Invoice for works
 - Contract for works
 - Receipt/proof of payment
 - Supplier warranty
 - Supplier guarantee
 - Boiler logbook
 - Product certification
 - Manufacturer/product details and datasheets
 - Commissioning reports
 - Other relevant certificates

What documentation does my contractor have to provide me with in terms of a potential inspection for a Heat Pump?

Answer:

- After the Heat Pump installation make sure your contractor provides you with:

Declaration of Works Form	Supporting Documents for Heat Pump
✓ Completed in all parts	<ul style="list-style-type: none">✓ Ecodesign datasheet✓ Completed Designer/Installer spreadsheet✓ Commissioning certificate✓ Safe Electric Completion certificate✓ Details of F-Gas Certified Company and sign-off✓ Where applicable, documentation of Ground and Water collector design and installation✓ User and Installation manuals

- It's important to keep these documents as they will be needed for the inspection and they must be present in order for the grant to be paid. Also, keep these documents safe for the BER assessor, when you sell your house, etc.

Does my house need ventilation?

Answer:

- Yes, it does. You need ventilation in your home to get fresh air and reduce harmful pollutants in your home. It also minimises the risk of condensation, damp and mould; and provides an air supply to fuel burning appliances. For further details, see [Why you need proper ventilation in your home](#).

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