

# A Step-By-Step Guide to the Inspection Process for Homeowners

## Better Energy Homes scheme



## Introduction

If your home is getting work done through the SEAI grant, it might be chosen for an inspection once the works have completed.

Please note SEAI may inspect your grant aided works before **or** after the Grant has been paid.

This is to make sure the work has been done properly and meets our best practice standards and specifications. This guide explains the Quality Assurance and inspection process if your home is picked for an inspection.

## 1. What happens if your house is selected for inspection?

- You will be notified by the SEAI Inspections unit by post and email with two weeks' notice of the inspection date. If we do not hear from you, we will assume the provided date and time is agreeable.
- The day before your scheduled inspection, our Inspector will contact you by phone to confirm an estimated time of arrival. If possible, please provide your Eircode when confirming your inspection; this will make it easier for our Inspector to find your home.
- If you are unavailable to attend the inspection at the given date you can reschedule to a more suitable day. **Please note you will only be able to re-schedule the inspection date one time.** To reschedule the date please call us on 01-2776977 as soon as possible to rearrange your inspection.
- Contact your Contractor to ensure they have provided all necessary documentation. Please refer to table 4.1 below for the full list of required documentation.
- SEAI may hold payment of the grant pending the outcome of the inspection.
- It is in your interest that you have all necessary documentation provided to you by your Contractor at hand, for inspection purposes. Should any issues be identified in the inspection, payment will be further delayed until your Contractor has rectified all outstanding issues.



## 2. Be available on the agreed date and time to facilitate inspection.

- Please double check your contact details before submitting your grant application to prevent additional delays if your property is selected for inspection.
- For the inspection to take place, a person over the age of 18 years must be present at the property on the agreed date and time to allow access to the Inspector.
- Failure to access the property on the scheduled date of the inspection will result in your grant being cancelled.
- SEAI Inspectors will only inspect works completed as part of your grant application and listed on the Declaration of Works.
- If you are unable to attend the arranged inspection due to health reasons you may reschedule. Please contact SEAI Inspections at the contact details above as soon as possible to rearrange your inspection.

### 3. How long does the inspection take?

- This will depend on the complexity and size of your home. Typically, inspections usually last between 30 and 60 minutes and will require access to visually inspect all grant works.



### 4. Documentation required for Inspection.

- To prevent delays to your grant payment or to prevent issues with your grant payment, please ensure that all documentation provided by your Contractor(s) is available for the Inspector, either in email or hard copy form.
- If you have had any of the following measures installed, your Contractor must provide you with your **Safety File** including the following documents:

<p><b>Heat Pumps</b></p> <ul style="list-style-type: none"> <li>• Register of Electrical Contractors Ireland (RECI) Certificate</li> <li>• Commissioning Certificate</li> <li>• User Manual</li> <li>• F-Gas Certificate (if applicable)</li> <li>• Ground &amp; Water Collector design document (if applicable)</li> </ul>	
<p><b>Cavity and External Wall Insulation</b></p> <ul style="list-style-type: none"> <li>• Irish Agrément Certificate for Wall Insulation Product used</li> <li>• Mechanical Extract Ventilation (MEV) Advisory Note if MEV has not been installed.</li> </ul>	<p><b>Roof Insulation</b></p> <ul style="list-style-type: none"> <li>• Insulation Guarantee</li> <li>• Irish Agrément Certificate if spray foam installed</li> </ul>
<p><b>Heating controls</b></p> <ul style="list-style-type: none"> <li>• Electrical Safety Notice</li> <li>• User Manuals</li> </ul>	<p><b>Solar Thermal</b></p> <ul style="list-style-type: none"> <li>• Safety Notice provided to Homeowner where Thermostatic Mixing Valve (TMV) was not installed</li> <li>• Electrical Safety Notice</li> <li>• System Documentation and Operating Manual</li> <li>• Commissioning Report</li> </ul>

Table 4.1 Documentation requirements

## 5. Grant Payments

- SEAI may inspect your grant aided works **before or after** the Grant has been paid.
- If your property is selected for Inspection **before** you receive your grant, SEAI withholds payment of the grant until the inspection is completed and should any issues be identified during the inspection, payment will continue to be withheld until your Contractor has rectified any issues.
- If your property is selected for inspection **after** payment of the grant SEAI will be forced to reclaim the grant payment in situations where we are unable to access the property for inspection **or**, where issues are found during the inspection that are not rectified by your Contractor.

## 6. What happens after your home is inspected?

- The SEAI Inspector will inform you of the outcome of the inspection **before leaving your home** and we will send confirmation of the inspection outcome by e-mail/post after the inspection is completed.
- Following inspection, the works will either be **COMPLIANT** or **NON-COMPLIANT**.

### If the Inspection outcome is **COMPLIANT**:

1. The Inspector will inform you the grant aided energy upgrade work has passed, and **no further action will be required by you**, your Contractor or by the SEAI Inspector.
2. **GOOD NEWS:** Once the home has passed the inspection, your request for payment will go into SEAI's next payment run. (Where the inspection has taken place at pre-grant payment stage.)

### If the Inspection outcome is **NON-COMPLIANT**:

1. SEAI will issue a '**Reworks Notification**' via email/post to you and your Contractor detailing what works need to be rectified.
2. Your Contractor will have 28 days to rectify any 'non-compliance' and return the declaration on the '**reworks notification**' to confirm all outstanding non-compliances have been addressed.
3. The Reworks Notification Declaration must be signed by you and your Contractor.
4. SEAI will contact you to confirm reworks have been rectified as stated on the signed reworks declaration.
5. When it is confirmed that all works have been completed to the required standard, (where grant payment has been held pending inspection), the grant will now be processed for payment.
6. In very limited cases, SEAI may need to re-inspect homes if found to be non-compliant in the first inspection to ensure your contractor has rectified any non-compliances to the required SEAI standards.

## 7. If you have applied through a One Stop Shop

- If your property is selected for inspection and your works were completed through a One Stop Shop, then they should ensure you are aware that you must provide access at the arranged date and time. The One Stop Shop is responsible for engaging with the Contractor, ensuring reworks are completed, and returned as required.

w: [www.seai.ie](http://www.seai.ie)

e: [info@seai.ie](mailto:info@seai.ie)

t: 01 8082100

