



Warm Homes Fund

**Feedback from Market Consultation with Installers for
the Delivery of Grant Funded Central Heating**

1. Introduction

Detailed below are the outcomes of BDC Market Consultation to seek input from the market before considering a list of Registered Vetted of Contractors to deliver heating repairs, first time central heating installations and/or insulation measures.

Date: 30th April 2019

Time: 7:30 am -8:30 am

Location: Broadland District Council

Attendees:

- Chair Private Sector Housing Manager, Broadland DC
- Warm Homes Programme Manager, Broadland DC
- Procurement Consortium Manager, South Norfolk Council
- Warm Homes Administrator, Broadland DC
- Warm Homes Project Manager Broadland DC
- Installers

2. Summary of Meeting

Introduction and Welcome

The Private Sector Housing Manager welcomed attendees and introduced the attending Council officers. The objective of the meeting was to gain feedback from the market before issuing documents to increase the number of installers working with Broadland District Council (the Council) to deliver first time central heating, repairs and replacement boilers.

Background to grant funding

The Warm Homes Programme Manager presented information (see www.AffordableWarmthSolutions.org.uk) about grant funded programmes.

The Council is the lead partner working with all Norfolk Councils to deliver first time central heating systems (oil, gas, LPG), boiler replacements and repairs. Services are offered to Norfolk residents that are vulnerable and on a low income, living in the private sector, home owners, or landlords.

A minimum of 25% contribution to the works is required from landlords. The majority of the funding available is through the Warm Homes Fund, a national programme, funded through the National Grid. Funding is available to installs approximately 120 new gas boilers, 220 new oil boilers as well as repairs and replacements.

Residents are referred to the programme through supporting partner organisations including Age UK, Citizens Advice and health partners. Residents can also self-refer and installers may also find and refer individuals to the programme. Residents will be checked by the Council to determine whether they are eligible for support through the grant funded programmes. Residents are not able to contribute to any costs of installs or repairs.

What we are trying to achieve

The Warm Homes Programme Manager presented the 3-part draft documents. Part A describes what the Council is trying to achieve and a description of the opportunity. Part B specifies the service requirements, with time frames, and required service quality. Part C needs to be completed by the interested installer.

A minimum of a 5-year warranty is required for all boilers to be included in the price. Annual servicing should not be included in the offer to residents. Installers were advised that these warranties are available in the market place.

All installers are to be Gas Safe /OFTEC registered. Installers are able to subcontract the works; however, any sub-contracting must be formally approved by the Council.

The contractual relationship remains between contractor and homeowner or landlord and the Council pays the grant on behalf of the resident. There is no contract between the Council and the Contractor.

The Council will pay the installer by BACS after receipt of written confirmation from the resident that the works have been completed to their satisfaction. The Council has a weekly payment system which closes on 12 noon each Tuesday for payment on the Friday. Purchase orders are raised with approval documents before any works can start. The Council pays 5% VAT on grant funded works.

A marketing and promotion campaign will be launched in August to install boilers in readiness for winter.

Response to Questions from Installers;

1. Question: How straight forward will it be for you to complete the required documentation?

Response: The documents as presented do not present a problem to complete.

2. Question: Is it useful to separate the works into Lots?

Response: There was a mixed response on whether to separate the work into Lots/areas. The majority of respondents were able to work across the Norfolk. A couple of respondents were only interested in working in specific local areas.

3. Question: Does the Council have a preference for working with small or large installers?

Response: The Council has no preference and wishes to work with as many installers as possible.

4. Question: Are installers interested in fixed pricing?

Response: The replies to fixed pricing have been mixed. While the majority of installers present at the meeting preferred fixed pricing based on the heating systems for new installs as opposed to property type, responses from installers unable to attend the meeting were not in favour of fixed pricing. Therefore, the Council is minded to develop a pricing schedule seeking indicative prices for different sizes and types of boiler systems e.g gas/oil new installs and replacements. Most responders agreed that fixed pricing will be difficult to deliver for boiler repairs therefore the Council will seek two quotes from contractors where quotes are over £600. .

5. Question: How do installers interact with landlords?

Response: The contractual relationship is between the installer and the landlord. The Council will send a letter to the landlord approving the grant contribution of 75% with the remaining 25% landlord contribution being paid directly to the installer.

6. Question: Are contractors able to complete the required documentation in two weeks?

Response: No one responded that this was too short a timeframe for responses.

7. Question: How will works be awarded?

Response: Installers that meet the criteria will be included on the list of vetted contractors and work will be awarded on a rotational basis.

8. Question: How should installers deal with any identified safeguarding issues?

Response: The Council has a team of support workers who are able to support installers with vulnerable residents. If an installer considers a resident particularly vulnerable or if they consider there to be any safeguarding issues they should inform the Council.

3. Concluding Remarks next steps

The Private Sector Housing Manager informed in the meeting that we will consider the feedback from the installers in redrafting the documents over the next 10 days.

We will then issue finalised documents for completion by interested installers/contractors with a view to finalising the list of vetted contractors in early June.

The Council welcomes any further questions following the meeting.