

GLGS - Frequently asked questions

Current or potential applicants with any questions or queries are encouraged to contact the GLGS team on 687333 or by email at GreenLivingGrant@gov.im

More information on the Green Living Grant Scheme is available at www.dfe.im/greenliving

Scheme closing information – KEY DATES.

- 28th June 2024 – Closure of Manx Home Energy Audit applications
- 30th September 2024 – Closure of Green Living Grant applications
- 31st December 2024 – All offer letters to be approved and issued.
- 31st March 2025 – Cut-off for claiming approved grants
- 30th June 2025 – Deadline for completion of second audits following completion of works

Q: I've already applied to the Scheme. What do I need to do now?

A: Please give us a ring on 687333 or email greenlivinggrant@gov.im and we can discuss where your application is up to and the next steps to progress your application.

Q: I haven't applied yet, when do I need to apply by?

A: Initial applications must be submitted by the 28th June 2024 to access support through the Green Living Grant Scheme (GLGS). Please visit our [website](#) for further details on the GLGS and to access the application form.

Q: When must the work I'm having done be completed by?

A: All grant payments must be processed by the 31st March 2025 in order to guarantee your claim will be paid. You **must** submit the following documents to the Department by the end of February 2025: -

- Invoice; and
- Evidence of payment of the invoice.

Q: When must I have submitted my quotes to apply for the grant?

A: All information **must** be provided by the 30th September 2024 in order for you to receive your offer letter before grant applications close. For any works you're claiming for we require the following information: -

- A copy of your quote(s) – we only require a copy of the quote you're progressing with;
- A copy of your 22/23 or 23/24 tax assessment (called a resident assessment notice / R200); and
- Payment type confirmation is also required. You can choose either direct payment or contractor payment.

Q: I have received my Manx Home Energy Audit some time ago but not yet applied. Has it expired?

A: No, Manx Home Energy Audits do not expire. If you are eligible and wish to proceed through the Scheme you may do so, however the above deadlines will be applied to all applications.

Q: I received a grant offer letter some time ago, but works have not yet been completed. Does my grant offer expire?

A: No, grant offer letters do not expire, however the above deadlines will be applied to all applications. This means that in order to receive the grant all works must be completed and paid for, with evidence of this submitted to the Department by the end of February 2025, in order for all grants to be paid before the end of March 2025. The Scheme's funding will be withdrawn at the end of March 2025 and no grant payments will be made after this date.

Manx Home Energy Audits (MHEA).

Q: What is a Manx Home Energy Audit?

A: A Manx Home Energy Audit (MHEA) is a report, equivalent to a UK Energy Performance Certificate (EPC). Both are generated using Reduced Data Standard Assessment Procedure (RdSAP) software.

In the UK EPC's are considered industry standard and are required in order to sell or rent your property.

Both MHEA's and EPC's detail how energy efficient a property is and what improvements would result in savings on your energy bills.

Q: Who conducts Manx Home Energy Audits?

A: Under the Green Living Grant Scheme (GLGS), MHEA's are undertaken by Domestic Energy Assessors (DEA). DEA's are external contractors to the Department for Enterprise (the Department) who have successfully applied to provide services under the Scheme.

All DEA's who may visit your property hold a Level 3 Certificate in Domestic Energy Assessment.

DEA's who provide services under the Scheme are listed on the Scheme's webpage - <https://www.iomdfenterprise.im/green-living>

Q: How long do Manx Home Energy Audits take?

A: How long an MHEA takes will depend on the size of your property. On average you can expect this to last up to one hour.

Q: When will my Manx Home Energy Audit take place?

A: Applications are processed in the order in which they were received.

At the time of writing, approximately 150-200 audits are being completed per month.

The scheduling of audits is entirely between the applicant and the Domestic Energy Assessor. The Department doesn't get involved in the scheduling of the audits.

You can find statistics relating to the number of applications received, as well as the audits completed and scheduled to date, on the Scheme's webpage - <https://www.iomdfenterprise.im/green-living>

Q: How do Domestic Energy Assessors recommend works?

A: DEA's do not recommend what works should be completed.

When they visit your property, DEA's take measurements and note details about your property which is then input into the RdSAP software. This will then determine your energy asset rating. This must be between **D to G** in order to potentially access financial assistance. The works you may apply against are listed in the Scheme guidance under section 1.3c).

If your property is rated A to C, you cannot claim any assistance against any works, even if there is one area in particularly poor condition. It is the overall rating of your whole property which determines whether you can access support or not. Support has been designed to be directed to the most inefficient properties, and so if your property is rated between A and C, you are unfortunately ineligible to apply for financial assistance.

Q: Why does my Manx Home Energy Audit report state a UK post code?

A: The RdSAP software used to generate MHEA's does not recognise Isle of Man post codes. Instead, a Cumbrian post code is used, as the Cumbrian climate is considered the most similar to the Isle of Man's. The report provided will still relate to your property.

Q: Why is my Manx Home Energy Audit report marked as 'draft'?

A: Your MHEA report is noted as a draft because the RdSAP software does not recognise Isle of Man postcodes. As a result, the report is not lodged on the RdSAP system and therefore noted as a draft.

Your report still represents a measurement of the energy efficiency of your property, it is simply not submitted to the UK system.

Q: Why can't I claim against a new fossil fuel boiler, even though it is stated as a recommended measure?

A: Your MHEA may list a new fossil fuel boiler as a recommended measure to reduce your carbon emissions and make saving on your energy bills. However, the Department will not provide grant support towards this.

This is because the Isle of Man Government has committed to becoming carbon neutral by 2050, with the GLGS being developed and operated with this in mind. Supporting fossil fuel boilers would be in conflict with this target, and so they are not supported under the Scheme. The Scheme does however support electric boilers.

Q: Why isn't cavity wall insulation listed as a recommended measure?

A: Cavity wall insulation is ineligible under the Scheme as it is not suited to the Island's climate and can cause serious issues if installed.

Q: Why aren't modern heating systems such as heat pumps listed as recommended measures?

A: Heating systems such as ground source and air source heat pumps are not routinely recommended on MHEA's.

Among other factors, in order to work efficiently, these heating systems require appropriate high levels of insulation in your property. The Scheme can provide assistance with regards to insulation in order to ensure that if you were to install such a system it would work as intended.

Homes which are appropriately insulated in order for a heat pump to adequately perform would generally be rated A – C, and thus be ineligible to claim funding under the Scheme. As a result, heat pumps are not a common recommendation made by the RdSAP software under the Scheme.

Manx Utilities are currently operating an Air Source Heat Pump trial. Further details relating to this can be found here - <https://www.manxutilities.im/your-home/electricity/air-source-heat-pump-trial/>

The Cabinet Office's Climate Change Transformation Team lead the Isle of Man Government's policy in relation to climate change issues and are considering further Schemes and measures to reduce the Island's carbon emissions on an ongoing basis. Further details relating to these initiatives, as well as contact details to provide feedback and consultation on possible future Schemes, are available via netzero.im

Q: My property has been rated as A, B or C, what should I do next?

A: Unfortunately, as your property has been rated a A-C you are ineligible for financial assistance through the GLGS and therefore your application is now closed.

Q: I've been rated a D or below, what do I do now?

A: Following your Manx home Energy Audit you will be emailed a copy of your Manx Home Energy Audit (MHEA), as well as details on how to progress your application to make a claim towards items of work. The email includes a link to the 'further information submission form' which can be completed once you've obtained quotes towards the works that you are carrying out.

Once you've completed the form, please send through copies of your quote(s) and tax assessment to the Green Living Grant Scheme email address greenlivinggrant@gov.im

Green Living Grants.

Q: What if I don't have access to the internet to apply?

A: Please ring the team on 687333 and we can post out a copy of all information you are required to submit, or you can come to the Department of Enterprise office at St George's Court, and we can provide you with a copy of a grant application form and can help you to complete it if required.

All following correspondence will then be posted to you.

Q: Can I claim for items of work started or completed before applying?

A: If the work has been completed and paid in full the Department cannot offer any financial support towards the cost.

If you have started installing an item of work and paid a deposit before applying, the Department can only offer support towards the remaining payment. For example, if you were fitting windows for £4,000 and you paid a deposit of £2,000 before applying the Scheme can only assist with 50% of the remaining £2,000.

Q: Can I only claim towards items of work as they are listed in the MHEA?

A: No, you are free to claim against any recommended measure listed on your report and items of work stated in the 'eligible works' list in the Scheme Guidance. However, it is strongly recommended that you complete the works in the order listed on your MHEA report in order to complete works which provide the best return on investment in energy efficiency terms.

This is because recommended measures are listed in cost efficiency order. Therefore, completing the lower cost works towards the top of the report, such as loft insulation, will result in more carbon savings per pound spent than those lower down the list, such as new windows and doors.

When the Scheme initially launched in October 2021, it was compulsory to claim against works in the order in which they were listed. However, following feedback on the Scheme, this requirement was amended when the Scheme Guidance was updated in April 2022 and further amendments were implemented in December 2022 to remove the requirement of only claiming for items of work stated in your MHEA.

Q: Can the Department offer any advice with regards to what works my home may require?

A: No, as the officers administering the Scheme are not suitably qualified or experienced, the Department cannot offer any building advice whatsoever. It is your responsibility to source appropriate building contractors qualified to give this advice.

Q: Does the Department or Isle of Man Government offer any endorsement of my contractors or guarantee of their work?

A: No it doesn't – it is important to understand that any potential offer of grant funding does not represent an endorsement or recommendation by the Department of the applicant's chosen building contractor.

The applicant appoints their chosen building contractor at their own risk and the Department accepts no liability for any works arranged and/or undertaken by the applicant's chosen building contractor, even if the works are supported by grant funding.

Any disputes concerning the works undertaken must be dealt with directly between the applicant and their chosen building contractor.

The Department's requirement for the use of a Construction IOM contractors provides assurance to applicants that they are using appropriately qualified, professional and reliable contractors undertake the work.

Q: Can I claim against works I install myself?

A: Yes, where you are able to complete works without the need to employ a contractor you are permitted to do so.

You would be able to claim against the materials used, such as loft insulation, by providing receipts for the materials bought. However, no grant support would be paid in relation to your time spent installing the materials. Grants may not be available for self-installation of a complex nature (solar panels) unless the applicant is suitably qualified or experienced.

Q: Why must I use Construction Isle of Man (CIOM) contractors for works to a value of more than £1,000?

A: The Department's requirement for the use of Construction IOM contractor to be used for any items of work over £1,000 is assurance that applicants are using appropriately qualified, professional and reliable contractors undertake the work.

Where works are to a value of less than £1,000, there is no requirement to use a CIOM registered contractor as these works are generally of a less complex nature.

You can check whether or not a contractor is CIOM registered here -

<https://www.constructioniom.im/find-an-accredited-professional>

Q: Can I claim 75% of the cost of the first £1,000 of an invoice which totals more than £1,000, and claim 50% of the cost of the remainder? E.g. total cost of works is £1,200 do I receive 75% or £1,000 and 50% of £200.

A: No, this is not permitted. The 75% rate of support is only applied where the total cost of the recommended measure totals £1,000 or less.

Where the total cost of the recommended measure totals more than £1,000, the 50% rate of support is applied.

This rule also applies where applicants submit multiple grant applications for the same recommended measure e.g. loft installation being installed in phases by the applicant. If you

receive a first offer towards £800 worth of loft insulation you can claim 75%. However, if you then want to claim an additional £400 towards insulation totalling £1,200 your second offer will be adjusted based on your first offer amount to ensure you only receive 50% of the towards the total cost.

Q: When do I know that my application for a grant has been approved and I can allow my contractors to start work?

A: The Department will review the quote(s) and tax document(s) you've provided, and once all information has been provided and there are no further queries the team will then draft an offer letter. The offer letter states how much grant support will be provided, and also confirms your chosen building contractors.

Once you have received this offer letter you can instruct your building contractors to begin works.

Q: What do I do if my intended works differs to what my offer states?

A: In cases like this, applicants are encouraged to contact the Department before committing to or commencing the works as a failure to do so may result in the grant offer being invalidated and withdrawn.

Q: Can I make multiple applications to claim the full grant amount or must I submit everything relating to all of my works at once?

A: You can make multiple applications until your full grant amount is claimed. For example, you could apply for support for glazing of £5,000.00, and once completed, make a second application for £725.00 for loft insulation.

Q: Can I claim against a newly built property?

A: No, newly built properties are ineligible under the Scheme. This is because new builds will already have a rating of C or above on the MHEA before being signed off by Building Control.

The Scheme's purpose is to reduce carbon emissions by retrofitting existing properties; it is not targeted at new energy efficient properties.

Q: Can I claim against a property which I am renovating?

A: In order to apply under the Scheme the property must already be habitable.

If the property is not habitable and lived in, for example a building with no windows or no roof e.g. a tholtan, it would not be eligible under the Scheme. This is because it would be impossible to conduct an initial MHEA without the building being habitable, and if works were so extensive they needed sign off by building control, the property would be considered the same as a new build for the Scheme's purposes.

Q: Can I claim against the costs of building a new extension?

A: No, claiming against the costs of extensions is not permitted.

The purpose of the Scheme is to retrofit existing properties to make them more energy efficient. Once your extension was completed you could apply in relation to your entire property, i.e. the existing building and extension combined, and if this were to be rated D or below you could potentially apply for grant funding.

Payments.

Q: How is my grant paid?

A: Applicants will be provided with two options for payment:

Direct payment – You can make payment in full to the contractor, and then claim the grant amount stated on the offer letter to be paid to you from the Department. You will be required to supply a copy of the contractor's invoice to you and evidence of your payment of this invoice before requesting payment of the grant to you from the Department.

Contractor payment: All works must be complete for the Department to make their payment to the contractor, the Department can then be invoiced for the grant amount stated on the offer letter. Please confirm with your contractor that they agree to handle payment in this manner.

Q: How do I progress my payment?

A: To receive payment, you must email the Department to confirm that the work has been completed, along with a copy of the invoice and evidence that it has been fully paid for if you requested payment from the Department. If you have requested, we pay the contractor we will require evidence of your payment and then the contractor will need to invoice us for the amount stated on the offer letter. Proof of payment can include an invoice marked paid or a screenshot of the bank payment(s) to the contractor.

If you have more than one item stated on your offer letter i.e. double glazing and loft insulation and the glazing work has been completed first we can make separate payments however we can't make part payments for individual items, for example the glazing work must be completed in full before we will progress payment and you can claim the insulation at a later date.

Q: How long will it take to receive payment?

A: Once we have all the information that we require, it can take 2-3 weeks for payment to reach you, payments will be made into the bank account stated on the offer letter on the Friday of that week.

Follow up Manx Home Energy Audits.

Q: Why must I permit a follow up Manx Home Energy Audit after works have been completed?

A: Follow up MHEA's are required in order to confirm that works claimed against have been completed and also to measure the reduction in carbon emissions.

The same DEA who conducted your initial audit will conduct the follow up MHEA.

Failure to permit the follow up MHEA to take place will result in the grant being repayable in full.