

Trade Accreditation Schemes for home energy efficiency improvements

There are a variety of energy efficiency improvements that will make a house feel warmer in winter and cooler in summer. These measures will also save you money on the energy bills.

To give you assurance in the quality of the product and workmanship you should ensure installers and products are registered with a trade accreditation scheme, professional standard or a recognised organisation like those listed below.

Home Insulation options

Roof and loft insulation / Cavity wall insulation / Internal and external solid wall insulation / Floor insulation

Your installer should be a member of one of these organisations:

- The [National Insulation Association \(NIA\)](#)
The NIA is a member organisation for the insulation industry in the UK. Members agree to follow a code of professional practice to ensure that customers who use them receive excellent customer service. You can use their [website](#) to find an NIA installer near you.
- The [Home Insulation & Energy Systems Contractors Scheme \(HIES\)](#)
HIES is a Consumer Protection organisation. We ensure that consumers are dealt with professionally, courteously and sympathetically. Any products installed by HIES Members must be fit for purpose, installed professionally and come with comprehensive guarantees which are underwritten with HIES approved specialist insurance.
- The [British Board of Agrément \(BBA\)](#)
BBA certification on products is recognised throughout the construction industry as a symbol of quality and reassurance. It's a vital ingredient for product manufacturers to help ensure acceptance with specifiers, building control, local authorities and insurers. We will work with you to achieve the approval of construction products through our robust test and assessment schemes.

The [Cavity Insulation Guarantee Agency \(CIGA\)](#)

CIGA provides independent 25 year guarantees for cavity wall insulation fitted by registered installers in the UK and Channel Islands.

For internal and external solid wall insulation remember to check with your installer that the installation is covered by the [SWIGA guarantee](#) which gives 25 years cover for defective materials, design or workmanship or by other appropriate guarantees such as [Kinnell ECO Guarantee](#) (which covers most of natural building technologies).

Draught-proofing

Draught-proofing can be done as a DIY or professional job.

There are plenty of DIY stores that sell draught-proofing materials, but look for draught-proofing with a Kitemark – this shows that the product is made to a good standard. [British Standard Institution](#) accredited products have a 20-year life when correctly installed and maintained.

For a professional who can fit draught-proofing check with the [National Insulation Association \(NIA\)](#). The NIA is a member organisation for the insulation industry in the UK. Members agree to follow a code of professional practice to ensure that customers who use them receive excellent customer service. You can use their [website](#) to find an NIA installer near you.

For products, installers and manufacturers visit the [Draught Proofing Advisory Association \(DPAA\)](#). The DPAA represents the major draught proofing suppliers and contractors in the UK. The aim of the Association is to promote the advantages of fitting high quality draught excluders, together with their good installation.

Renewable Energy Microgeneration

The Microgeneration Certification Scheme (MCS)

[MCS](#) is a nationally recognised quality assurance scheme, supported by the Department of Energy and Climate Change. MCS certifies microgeneration technologies used to produce electricity and heat from renewable sources.

To be eligible for payments through the Government Feed in Tariff scheme, your renewable energy product must be certified under MCS and the panels must be installed by an MCS-certified installer.

Renewable Energy Assurance Scheme (REAL)

[REAL](#) is a membership scheme that companies can sign up to, to indicate that they approve and follow its OFT-approved consumer code. The code aims to ensure a high standard of service for renewable energy install projects. Details of the REAL scheme and a list of membership companies can be found on the website.

The Renewable Energy Consumer Code (RECC)

[RECC](#) was set up by the Renewable Energy Association. Their aim is to guarantee a high quality experience for consumers wishing to buy or lease small-scale energy generation systems for their homes. The Renewable Energy Consumer Code logo is a sign that the company has agreed to abide by the high standards set out in our Consumer Code.

National Association of Professional Inspectors (NAPIT)

[NAPIT](#) are also a body that represents professions such as electricians and microgeneration installers. In a similar way to the other bodies they offer a quality benchmark that both professionals and consumers can recognise. A work guarantee scheme is offered to members as well as advice and training.

Biomass boilers

[HETAS](#) is the official body recognised by Government to approve Biomass and solid fuel domestic heating appliances, fuels and services, including the registration of competent installers and servicing businesses.

HETAS also approve products through a government approved scheme of testing for solid fuel and biomass appliances. The HETAS guide provides installers and consumers with a current list of all HETAS approved products.

They also have a [Quality Assured Fuel Scheme](#) providing a recognised standard for biomass fuel quality. This approval scheme is designed to give consumers confidence in their fuel quality and in its sustainability.

Biomass boilers, Air source heat pump and Ground source heat pump

You may be eligible to receive payments for the heat you generate using a biomass boiler or heat pump through the UK Government's [Renewable Heat Incentive \(RHI\)](#).

Updates to RHI regulations affecting heat pumps:

On 6 July 2015, DECC announced further amendments to RHI regulations affecting heat pump eligibility.

The main changes affecting applicants relate to the implementation of the EU directives 'The Eco design of Energy-related Products Directive' (ErP) and 'The Energy Labelling Directive'.

Key points of the directives coming into force for heat pumps on 26 September 2015:

- A minimum performance standard for heat pumps that will be raised over time will be introduced.
- A requirement that heat pumps will be sold with EU energy labels, which provide an efficiency rating will be introduced.
- In order to be eligible for the RHI from 26 September 2015 all new heat pumps entering the market must meet these requirements of these directives. And after 25 March 2016 all heat pumps must meet the requirements.

Find out more about [support available](#).

Solar Photovoltaic panels, Wind turbines and Solar Thermal panels

To be eligible for payments through the Feed in Tariff, your solar panels must be certified under the Microgeneration Certification Scheme (MCS) and the panels must be installed by an MCS-certified installer.

Windows

Some window manufacturers show the energy efficiency of their products using an energy-rating scale from A to G. The whole window (the frame and the glass) is assessed on its efficiency at retaining heat. The scheme is run by the British Fenestration Rating Council (BFRC). Visit [BFRC](#) for more information.

Glass and Glazing Federation (GGF)

The [GGF](#) is a membership organisation whose members sign up to a consumer code, meaning you should receive excellent customer service. If you use one of their members to fit your windows but you are unhappy with the work, you will also be able to use their free reconciliation service. You can use their [member directory](#) to find a member who works in your area.

Heating systems

Replacement boilers

For a list of registered boiler installers visit the [Competent Persons Register](#) or Heating and Hot Water industry Council [HHIC](#).

For gas and LPG boilers, the installer must be Gas Safe registered. For oil boilers we would recommend that you use an OFTEC registered installer. You can find registered installers on [Gas Safe Register](#) and [OFTEC](#).

It's worth getting three quotes from different installers, and you may also want to check that installers:

- have a local office;
- have been in business locally for several years;
- have customer references that you can review; and
- offer a guarantee or warranty for the product as well as their workmanship.

Your registered installer will ensure that your system complies with current building regulations, and will make sure you get all the documentation to prove this. Keep these documents safe; you will need them when you sell the property.

Knowing what works to do

To find a list of the potential home energy efficiency improvements you can make visit the Making Home energy efficiency improvements webpage ([turn into a web link once page is on website](#))

The page lists each type of improvement works and you can click on each link to find out the benefit of the works and savings they will make, as well as details on how to find an installer in your area.

More information and advice is available on the Energy Saving Trust website at www.energysavingtrust.org.uk or for free and impartial advice contact the call the Energy Saving Advice Service on 0300 123 1234 (you pay the price of a national rate call) or email energy-advice@est.org.uk. The service is provided by the Energy Saving Trust on behalf of the Department of Energy and Climate Change.

Doing the works or buying materials yourself?

If you are looking to do the works and/or buy the materials yourself check with your local building suppliers and merchants for any discounts they may have available for local landlords.