

04. SUITABILITY & AGREEMENT



Checking the suitability of measures and providing an agreement

- **Technical Survey** - A qualified installer working on the scheme will contact you to organise a survey to ensure your property is suitable to install the recommended measure(s). A technical survey allows the installer to assess your property and ensure their **product is suitable for your property**. The installer will be able to explain the measure in more detail at this point and you can **ask any questions** you may have. You will be informed of any disruptions associated with getting the works you are offered completed. You may have **more than one technical survey** and more than one installer, depending on what measure(s) have been recommended and the process may take a while to complete.

It is important to note, your property **may not be suitable** for installation of the recommended measure(s) upon completion of the technical survey(s). For example, if you have been recommended insulation measures, but the required ventilation is not suitable or is declined, the offer for insulation may also be withdrawn. Ventilation is important to control potential condensation and mould issues and is a specific requirement of the scheme.

Once the suitability of measures have been confirmed, a **Home Owner Agreement** will be provided **for you to review, sign and return**. Subsequent provisional installation dates will be confirmed will you subject to funding provider approval.

- **Funding Provider Approval** - Our funding provider will check your application to ensure it meets the requirements of the scheme. You will be contacted if there are any issues obtaining funder approval with advice on next steps.

There is a cool-off period for residents after the Home Owner Agreement has signed and returned.

