

# HOME UPGRADE GRANT CUSTOMER JOURNEY

## 01. APPLICATION

- Check you meet the criteria to see if we can help you.
- Fill in the online form.

## 02. ASSESSMENT

- If we feel we could help you, an assessment of your home will be arranged.
- You will be informed of the outcome of your assessment and what support may be available.
- You will be advised at each stage what will be involved.

## 04. SUITABILITY & AGREEMENT

- A technical survey will be done, to check your property is suitable for the measures suggested.
- A Home Owner Agreement will be provided highlighting the measures being offered within this scheme.
- Our funding provider will check your application to ensure it meets the requirements of the scheme.

## 03. HOME ASSESSMENT REPORT

- An email or letter will be sent including the measures suggested for this scheme.

## 06. COMPLETION OF WORKS

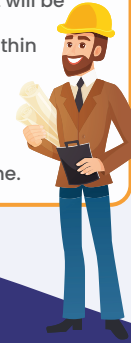
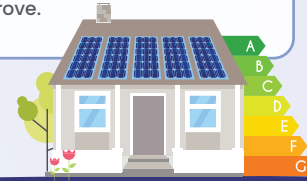
- All paperwork (warranties, manuals & certificates) will be provided.
- A satisfaction Survey will be provided to make sure you are satisfied.

## 05. INSTALLATION

- Works done by various specialist installers.
- Work may be checked independently to make sure quality standards are maintained.

## 07. CONTINUED JOURNEY

- Your home can continue to improve.



# HUG