**SECTION B**

**CUSTOMER JOURNEY**

1. **Introduction**
	1. The Delivery Organisation is responsible for the entire Customer Journey.
	2. The Customer Journey process begins with marketing and lead generation, and includes; initial discussion with customer and eligibility checking, this needs to be carried out by a Retrofit Advisor[[1]](#footnote-2); Energy Performance Certificate (EPC)/ Retrofit assessment; Retrofit Coordinator proposals and conversations with customer; allocation of appropriate installers; initial site inspection for pricing; quote generation; conversion to sale; installation of agreed measures; Retrofit Coordinator inspections and sign-off; evaluation and monitoring (PAS2035); lodgement of documentation with the Data Warehouse[[2]](#footnote-3); data recording; invoicing; transfer of required documentation.
	3. The Delivery Organisation shall also record details of enquiries that do not proceed to installation and record these as ‘Cancellations.’
	4. The Customer profile is likely to include vulnerable individuals and some who may have particular care and communication needs. Customers may also have long term health concerns, disabilities, and / or mobility issues.
	5. The Delivery Organisation must provide a Customer-focussed service by:
* carrying out functions to the prescribed standards every time;
* managing Customer expectations;
* maintaining regular and clear communications with the Customer or their nominated third-party contact;
* communicating with Customers via the Customer’s preferred means every time;
* understanding and taking account of the varying needs of Customers;
* keeping appointments with the Customer; and
* being accountable.
	1. The Delivery Organisation shall ensure that only those Measures that are appropriate for a Dwelling are recommended and installed in every case. By following the PAS2035 process this should be done as a matter of course.
	2. **Covid-19 Policy** - The Delivery Organisation will need to have a Covid-19 house visit policy in place and this will need to be regularly reinforced with any staff members or sub-contracted staff who make house visits. A copy of the Covid-19 Policy should be easily accessible on any website and should be communicated to every Customer participating in the Scheme.
1. **Personnel requirements**
	1. The Delivery Organisation must ensure that all personnel involved in the delivery of the agreement are competent in their role, have a good understanding of the requirements of the scheme and the Technical Specification, and a detailed knowledge of the requirements most relevant to their own role.

Where appropriate this will include PAS2035 qualifications and registrations with appropriate governing/certification bodies. This includes (but is not limited to):

Energy Advisors - City and Guilds level 3 in Energy Awareness

Energy Assessors - PAS2035 Retrofit Assessor qualification and registration with appropriate governing body.

Retrofit Coordinators – OCN Level 5 Retrofit Coordinator qualification and registration with Trustmark

PAS2030:2019 certification for installers for each measure to be installed – certificates must be valid for the year in which work is due to take place or must be renewed if this falls within the contract period. Installers should also have the relevant trade specific qualifications and experience.

MCS certification in the appropriate renewable or heating systems installations.

* 1. The Delivery Organisation shall have in place a Customer care commitment, including a Customer charter which applies to all personnel likely to come into contact with Customers, or their nominated third-party contact. Personnel will always be required to be:
* polite;
* honest;
* respectful;
* courteous;
* reasonable; and
* professional.
	1. The Delivery Organisation shall ensure that all personnel[[3]](#footnote-4) involved in the delivery of the agreement are appropriately security checked, including, but not limited to, ensuring that all personnel have a satisfactory clearance at an appropriate level from Disclosure and Barring Service (DBS). The Delivery Organisation is expected to comply with any guidance from Disclosure and Barring Service on best practice for disclosure checking personnel and to consider the security of their own personnel particularly those working onsite.

This particularly applies to any personnel who will meet with Customers in their homes including, but not limited to; Retrofit Assessors, Retrofit Coordinators, Installer representatives.

1. **Customer communications**
	1. The Delivery Organisation shall provide a dedicated Customer contact service which must include:
* a free to call telephone service, designed to deal with enquiries and complaints fully and within a reasonable time;
* facilities to handle other kinds of Customer communications such as email, letter, and SMS; and
* facilities to assist those applicants with additional needs including, hearing or other language.
	1. The free to call telephone service must be staffed from 09:00 to 19:00 on Working Days, but voicemail must be available 24 hours a day, 7 days a week and 365 days throughout the year so that Complaints and out of hours calls can be logged. Voicemails logged out of hours must be dealt with as soon as possible the next Working Day. These requirements also apply to the other kinds of Customer communications set out at 3.1.
	2. The free to call telephone service will have the following service levels:
* 95% of incoming calls are answered within 90 seconds;
* 98% of incoming calls are answered within 180 seconds; and
* any calls not answered within 180 seconds to go to voicemail with 100% call back next Working Day.
	1. The telephone service shall include the facility to advise the caller the position they are in the queue.
	2. The Delivery Organisation must ensure that all staff operating within this service are trained and competent to use the telephony, IT systems, programmes, and software relevant to their role. Where customer service staff are giving out energy efficiency or general retrofit advice, they must also be qualified as Retrofit Advisors as identified in the PAS2035 process. They must be made aware of, and consider, the communication needs of the Customer and whether the Customer has a nominated third-party contact.

Where possible and particularly with vulnerable individuals, it may be better to assign a case handler to the Customer throughout their journey to maintain consistency and provide assurance to the customer.

* 1. The Delivery Organisation shall also ensure that support staff are trained and supported by more senior staff in handling complex Customer enquiries and Complaints and that they are conversant with the Customer Journey Service Levels for the agreement, [which are summarised in 7.0 LADs2 Document 7 Funding, Payment and Performance].
	2. The Delivery Organisation shall retain records of all Customer communications, including inbound and outbound telephone calls, letters, emails, voicemails, and agreements, and must make these available to the Authority on request, not least for the purposes of resolving Complaints.

The Delivery Organisation shall keep all customer records on a secure database compliant with the General Data Protection Regulations (GDPR) requirements.

1. **Customer representatives**
	1. Where a Customer has requested and authorised that communications are to be made via a third-party representative, the Delivery Organisation must communicate via that third party.
	2. All powers and duties on the Delivery Organisation to communicate with the Customer in the Customer contract should be read as obligations to communicate with the third-party representative, where paragraph 4.1 above applies.
2. **First contact with the Customer**
	1. Where the Delivery Organisation receives referrals through a sub-contractor or other agreed route, they must make contact with a new Customer within 5 working days of initial contact.
	2. Where the Delivery Organisation is using a third-party referral generation route, they must provide clear instructions on the qualification criteria and Customer service requirements as laid out in this specification and manage the transfer of information in line with agreed GDPR legislation.
	3. The Delivery Organisation must attempt to contact the Customer at least three times by the Customer’s chosen primary method of communication on three separate occasions. These three occasions must be at different times of day and not all on the same day. If this is unsuccessful, the Delivery Organisation must write to the Customer giving them at least 5 Working Days to respond. If the Customer does not contact the Delivery Organisation within the required response period, the Delivery Organisation may cancel the application but must inform the Customer of this in writing.
	4. Where the Customer makes direct contact with the Delivery Organisation, a new Customer card shall be created on the Delivery Organisation’s database, thus creating a unique customer reference number that should be used on all correspondence in respect of the Dwelling in question.
	5. Where the Customer is a landlord and owns multiple properties, the Delivery Organisation must make a unique customer reference for each Dwelling to ensure that the correct information is stored against each Dwelling. There is no limit to the number of landlord owned properties that can be upgraded within the legal limits applied under Subsidy Control. The Delivery Organisation must seek written confirmation from the landlord that they are within the Subsidy Control limit applied to their business/organisation.
	6. It is the Delivery Organisation’s responsibility to check the eligibility of Customers and confirm they meet the criteria before continuing with the Customer Journey.
	7. The Delivery Organisation must make clear to the Customer that proof of eligibility will be required under the ‘low-income’ section and set out the process involved in progressing their application.
	8. As outlined in Table 4.1 (4.0 Specification Document), the Delivery Organisation is requested to collect Equalities and Diversity Monitoring data at the start of the customer journey. [8.0 LADs2 Document 8 Management Arrangements] identifies the standard monitoring information as used by the Office for National Statistics.
	9. Once the Delivery Organisation has satisfied itself that the Customer meets the eligibility requirements, the Delivery Organisation must follow up with a letter to the Customer setting out the next steps and outlining how their eligibility will be confirmed, including information on:
* The date the EPC/SAP Assessment is scheduled to take place;
* details of the Assessment process and a means for the Customer to identify the Assessor(s) as being appointed by the Delivery Organisation;
* any documentation the Customer will be asked to provide, such as proof of benefits receipt or income, name and contact details and consent (if they have it) from the landlord of the Dwelling (or joint owner in the case of Dwellings in shared ownership);
* when and how this documentation is to be provided;
* how the Customer can get in contact with the Delivery Organisation; and
* how to make a Complaint or lodge an appeal under the appeals procedure.

Where the Customer is a tenant, they must be advised to contact their landlord to progress the application further. The tenant will not be able to proceed without landlord approval and this is best requested directly with the landlord (social or private).

If the Delivery Organisation progresses an installation without the Landlord’s express approval the Delivery Organisation shall be responsible for managing the outcomes.

1. **Scheduling appointments**
	1. The Delivery Organisation is responsible for the scheduling and sequencing of all appointments to be carried out onsite, including assessments, Retrofit Coordinator visits/discussions, Installations, and Inspections. The Delivery Organisation must ensure that the allocated time is convenient to the Customer and that the Customer is given an appropriate reminder of the visit at least 24 hours in advance. Where the allocated time is not convenient or the Customer later cancels, they must be offered at least two alternative dates (see paragraph 23 for more detail).
	2. The Delivery Organisation must take all reasonable steps to ensure appointments with Customers are kept but must give a minimum of 24 hours’ notice if they are making a cancellation and must reschedule the appointment at the Customer’s convenience.
	3. The Delivery Organisation must make use of appropriate technology to supplement visits to customers properties to reduce the potential risk of exposing both Customer and visitors to Covid-19.
2. **Arranging the Assessment**
	1. The Delivery Organisation must arrange for an assessment of the Customer eligibility and Dwelling in line with the PAS2035 process. The assessment process must:
* confirm (and document) the grounds on which the Customer is found to meet the Eligibility Criteria (if these have not already been provided by the Customer – proof will benefit as a qualifier will be required);
* confirm whether the Customer requires a support worker or other nominated individual to be present and involved in the process if this has not already been ascertained or agreed in the initial telephone conversation;
* determine the condition of the Dwelling, its current SAP rating and potential Measures which may be appropriate for the Dwelling; and
* collect and record sufficient detail as required by the Retrofit Coordinator.
1. **Assessors**
	1. The Delivery Organisation must appoint Retrofit Assessors to undertake assessments and ensure:
* that all Retrofit Assessors meet the competency and qualification requirements of the standard at paragraph [10.1];
* compliance with the requirements of the Technical Specification.
* Retrofit Coordinators can provide assessments on single measures installations.
1. **Assessment: confirming eligibility**
	1. The Delivery Organisation will be provided with the person Eligibility Criteria by the Authority. It is the responsibility of the Delivery Organisation to obtain evidence of eligibility from the Customer prior to offering the Customer an installation. Evidence of eligibility may be requested by the Authority and/or Funder.

The Delivery Organisation can employ alternative routes for collecting and checking this information if they can guarantee data protection for Customer information and verification against fraudulent activity.

* 1. Where the Customer is found not to meet the Eligibility Criteria at Assessment, the application should be Cancelled (see paragraph 23 for more detail).
	2. Where the Customer cannot produce documentary evidence before or at the Assessment, they should be given an additional 10 Working Days to do so before their application is Cancelled.
	3. The Assessor(s) must report all Customers who do not meet the Eligibility Criteria or cannot evidence their eligibility to the Delivery Organisation by the end of the same Working Day.
	4. Where a Customer fails to provide relevant permissions or proofs to the Delivery Organisation or Assessor, within the 10 Working Days the Delivery Organisation may cancel the application.
	5. All Cancellations must be confirmed to the Customer in writing.
1. **Assessment of the Dwelling**
	1. The assessment will follow the requirements as set out in the different pathways of the PAS2035 documentation.
	2. Where no Measures are found to be suitable for the Dwelling, this must be explained to the Customer and reported to the Delivery Organisation. The Customer’s application must then be cancelled as detailed in the Cancelled section (see paragraph 23 for more detail).
	3. Where the Assessor is not a Retrofit Coordinator, The Assessor(s) is not able to recommend Measures. This can only be provided by the Retrofit Coordinator.
	4. Where the Customer is a landlord, and is present at the assessment of the building, the Assessor(s) must highlight to the Customer the contribution element of the grant funding.
	5. During the assessment, the Assessor(s) must:
* take adequate photos of the Dwelling – demonstrating any issues and areas likely to be impacted by improvements or areas that require repair prior to any improvement measures being installed[[4]](#footnote-5).
* produce a Floor Plan detailing the location of windows, doors, heating systems, radiators and ventilation units, approx. room sizes (height, width, and length) and window and door sizes; and
* obtain the Customer’s written agreement to the Floor Plan.
1. **Assessment**
	1. The assessment must be carried out by an appropriately qualified Retrofit Assessor, or in the case of single measure installations, a qualified Retrofit Coordinator.
	2. The Retrofit Assessor(s) will provide to the Delivery Organisation a RdSAP assessment for the Dwelling. [The format of this will be confirmed to the winning bidder during the mobilisation period.]
	3. The SAP assessment for the Dwelling will provide high-level Measure recommendations. The Assessment will help the Delivery Organisation appoint the most suitably trained Retrofit Coordinator if a Retrofit Coordinator has not already been appointed to do the assessment, or a better experienced Retrofit Coordinator would be better for the Dwelling in question.
	4. The Assessor will also identify any obvious issues with the Dwelling (i.e. damp, structural issues, access etc.) and these will be provided to the Delivery Organisation and appointed Retrofit Coordinator along with photographic evidence.
	5. The Authority may request copies of any pre or post installation assessments in a format of their choice.
2. **Retrofit Coordinator Report**
	1. The Retrofit Coordinator is required under the PAS2035 pathway and therefore must be appointed to support each Customer with their retrofit choices.
	2. The Retrofit Coordinator may need to visit the Dwelling in order to develop the Medium Term Retrofit Plan.
	3. The Delivery Organisation may employ Retrofit Coordinators directly, sub-contract to independent Retrofit Coordinator(s) or work with a Retrofit Coordinator within an installer organisation.
	4. Once the assessment has been completed, the revised RdSAP data must be shared with the designated Retrofit Coordinator.
	5. The Retrofit Coordinator will use the approved Retrofit Coordinator technical data sheets to determine the pathway most appropriate for the Dwelling.
	6. If the Assessment identifies the project should be delivered under Pathway C, a Retrofit Designer (see PAS2035 for proxy qualifications) to design the proposed installations.
	7. The Retrofit Coordinator will produce a Medium Term Retrofit Plan for the Dwelling. This will detail the best measures for the Dwelling and provide some rationale for the best order to install the Measures.
	8. The Retrofit Coordinator will discuss the proposed options with the Customer, advising of any ancillary works, planning approvals or issues that need to be resolved, as well as identifying the best options to the Customer. Customers are not allowed to cherry pick preferred Measures if they have not already agreed to basic measures such as loft, cavity wall and other minimum thermal improvement measures before installing heat pumps or micro-generation Measures.
	9. The Retrofit Coordinator must also identify if there is a need to obtain planning consent (particularly for conservation or listed building consent, but also where permitted development may not be allowable locally). In addition, the Retrofit Coordinator should indicate whether the measure installed will require building control approval. Where contractors are using the Competent Persons Scheme they must provide proof of certification with an authorised oversight organisation.
	10. The Authority may request copies of the Medium Term Retrofit Plan.
3. **Offer to the Customer**
	1. Following the Retrofit Coordinator’s conversation with the Customer the Delivery Organisation can use the Retrofit Coordinator’s Report to determine which Measures will be offered to the Customer. The offer must be made in writing and must give the Customer a 10 Working Day (minimum) cooling off period to accept or decline the offer.
	2. The written offer must clearly set out:
* The fabric first approach identifying highly recommended measures. The Customer should be encouraged to install these before other interventions are considered.
* which other Measures are recommended and likely to be affordable within the grant limits;
* the impact an installed measure may have in altering customer fuel bills and whether a change in supplier/tariff may be appropriate.
* where the Customer is a landlord, the grant and the customer contribution element must be clearly itemised on the offer letter.
* what other Measures were appropriate for the Dwelling and, of these, the Measures which will be installed;
* the Floor Plan identifying where works will be taking place;
* any enabling Measures to be included;
* a timetable detailing the end-to-end installation processes;
* any advance preparations the Customer should make, such as clearing access to the installation site(s);
* how the Customer can identify each Installer as being instructed by the Delivery Organisation;
* that the offer is subject to the Customer’s signed agreement;
* details of the cooling off period;
* that, if the Customer chooses to cancel once the installation is in progress, they may be liable for any costs incurred. This condition only applies to social or private landlords;
* the requirement for a post installation monitoring and evaluation visit or period. This will be identified by the Retrofit Coordinator; and
* whether the Customer has agreed to participate in external monitoring and evaluation with the Funder’s appointed monitoring and evaluation consultants.
	1. The Delivery Organisation must not arrange for the Installation to commence on a date before the cooling off period has expired.
	2. In the following circumstances, the Delivery Organisation must cancel the Application and the Customer must be informed in writing:
* where there are no Measures suitable for the Dwelling; or
* where the Customer refuses all the Measures offered.
1. **Professional Services**
	1. If required, the Scheme allows the use of specialist professional service providers to undertake the following activities:
		* Asbestos survey (room or house/building)
		* Building survey
		* Structural survey and design proposals and calculations to rectify any unsafe elements prior to an installation
		* Architectural design for planning and building control purposes[[5]](#footnote-6).
		* Architectural design for any Pathway C projects
	2. The professional services listed above are to be included in the Ancillary costs for the project. These must be detailed on the quotation supplied to the Customer and in paperwork/data supplied to the Authority. Such costs shall not be incurred by the Delivery Organisation without the Authority’s prior written consent.
2. **Planning consents and Building Control**
	1. If there is a need to obtain Building Control Approval and/or Planning Consent (including Conservation Area or Listed Building Consent), the Delivery Organisation will be responsible for managing the process on behalf of the Customer and advising the Customer accordingly.
	2. The cost of any approvals must be detailed on the offer letter, alongside the costs of third-party architectural designers contracted to prepare applications.
	3. If the Retrofit Designer or equivalent[[6]](#footnote-7) needs to visit the Dwelling to prepare planning drawings, the Customer must be advised of the appointed architect and the reason for their visit.
	4. The Delivery Organisation is responsible for managing the application process, ensuring that all relevant consents and approvals are in place before any works that require consents commence. For information on routes to compliance with the Building Regulations, refer to the Technical Specification.
3. **Installation**
	1. The Delivery Organisation is responsible for the appointment of individuals or sub-contracted companies to undertake Installations and for ensuring that all appointed Installers meet the competency and qualification requirements of the Technical Specification.
	2. All Installers must be certified to PAS2030:2019 in each of the measures that they are installing under this agreement. For example, an installer that is only certified to install Loft Insulation is not certified to install any other Measures.
	3. The Delivery Organisation must provide Installers with the assessment photos and the Retrofit Coordinators Report, and any other details to allow the scheduling of Installation works to be completed.
	4. The appointed individual or sub-contractor should visit the Dwelling to carry out a pre-installation survey prior to production of the Customer offer letter to ensure that there are no unforeseen issues that require specialist services, remedial works or enabling works to be included in the cost calculation.

Where these are identified, the Delivery Organisation will need to communicate any changes to the scope of the works and/or timetable with the Customer.

* 1. All installations must be carried out in line with the requirements of the Technical Specification.
1. **Inspection**
	1. The Delivery Organisation shall arrange for an on-site Inspection of every Installation within 5 Working Days of completion.
	2. Mid or Progress inspections must be made on installations that would normally require it under ECO funded projects for example External Wall Insulation, in addition to a completion inspection.
	3. The Inspection must be carried out by the Retrofit Coordinator who produced the original report on the Dwelling to confirm whether the installation is compliant.
	4. Where the Retrofit Coordinator is aligned to a specific company, an independent inspection is required by an individual who has not been involved in the specification of the works and is not aligned with the company that installed the works to ensure compliance with the Technical Specification.
	5. Where the Inspection identifies any snagging issues, flaws in the installation, faults with the Measure(s) resulting in the need for remedial works, the Delivery Organisation must arrange for these remedial works to be carried out within 5 Working Days.
	6. Once the snagging works are complete, the Installation must then be inspected again within 5 Working Days.
	7. If the snagging or remedial works cannot be completed within the 5 days window, the Delivery Organisation must confirm in writing to the Customer the reason for the delay and when the work will be completed. (It is anticipated that this will only occur where a specialist items is on order, or the impacts of an outbreak of Covid-19 or another national lockdown is declared).
	8. The Delivery Organisation must keep records of all Inspections and act upon them to improve service delivery, where appropriate. Such records should include, for each installation:
* the date of each Inspection;
* the reasons behind any failed Inspection, including any serious health and safety failures;
* what, if any, remedial actions were recommended and when they were concluded; and
* any other action taken as a result.
1. **Completion**
	1. The Delivery Organisation is required to ensure that Installations are Completed as quickly as reasonably possible.
	2. When the Installation works are considered complete, the Delivery Organisation must gain the signature of the Customer to confirm that the works are completed to a satisfactory standard. The Retrofit Coordinator will also sign-off the works as complete, alongside the Installer.
	3. A copy of this Customer Sign-off sheet will need to be appended to the appropriate invoice for the work (alongside other documentation to be confirmed during the mobilisation period).
	4. When an Installation is Completed, the Customer’s application is closed.
	5. If a Customer reports a fault with the installation within the defect’s liability period[[7]](#footnote-8), the Delivery Organisation must ensure that the Installer responsible attends the property within 5 days of the fault being reported. This does not invalidate the requirement for a product guarantee or workmanship warranty.
2. **Energy Performance Certificate**
	1. Post successful Inspection, the Delivery Organisation must lodge a follow-up Energy Performance Certificate against the Dwelling in line with the Authority-issued guidance notes and the audit requirements of the Assessor’s Approved Organisation. This will be provided to the Authority in a format agreed during the mobilisation period.
	2. The Delivery Organisation must record any SAP point changes within the Management Information submitted to the Authority.
3. **Warranty**
	1. The Delivery Organisation must put in place a product or manufacturer’s warranty or any quality assurance requirements set out in the Technical Specification.
	2. The Delivery Organisation will also put in place workmanship guarantees for all installations.
	3. Neither the Delivery Organisation, nor any other personnel involved in the delivery of the agreement will be permitted to offer any other warranty products to the Customer, aside from any manufacturers’ product warranties or any guarantees made by standards as set out in the Technical Specification.
4. **Monitoring and Evaluation**
	1. PAS2035 process requires the monitoring and evaluation of every installation. The extent of this process is determined by the pathway and the nature of the installation. This will be determined by the Retrofit Coordinator once the Customer has agreed to the measures to be installed.
	2. The Retrofit Coordinator will identify what monitoring is required and discuss this with the Customer and the Delivery Organisation.
	3. For clarity, the agreement contract with the Customer should identify the monitoring and evaluation requirements so that the Customer understands the nature of these visits.
	4. Where monitoring requires the appointment of specialist contractors or monitoring devices, these should be included in the cost price of the installation.
	5. The Funder is conducting specialist performance monitoring and evaluation on this project through their SMETERs programme. The Delivery Organisation will assist the Funder in this process in the following ways;
		* Providing allowance within their Privacy Policy and Data Sharing Agreement to allow the Funder and their Contractors to access customer data
		* To encourage Customers to participate in the research
		* To facilitate the research process by providing the Funders monitoring and evaluation consultants with Customer details who have agreed to participate in the research. [Document 8 Management Arrangements Appendix A – Monitoring Requirements provides outline information on the monitoring and evaluation programme.]
5. **Post Installation Support**
	1. The Delivery Organisation shall make provision within their pricing to provide Customers with post installation support. As a minimum this should be available as a telephone advice service, however, where the Customer is vulnerable or older and may have trouble taking instruction over the telephone, the Delivery Organisation must offer a home visit service.
	2. This service must be available for any of the following installations:
		* Smart heating controls
		* Timer/Programmers
		* Solar PV
		* Solar Thermal
		* Heat Pumps
	3. In the case of new technologies, the Delivery Organisation MUST ensure that the Customer is made aware of how best to optimise their use of the technology to best suit their individual needs, minimising the potential cost to the Customer. This is particularly important when moving fuel poor Customers to heat pumps that require a different pattern of use to optimise the power to heat output.
	4. The Delivery Organisation shall also advise the Customer whether the Customer’s energy tariffs are suitable for the new technology or whether a change in tariff would provide a better and cheaper service.
6. **Cancellations process**
	1. An application with the Delivery Organisation can only have one of three statuses:
* Waiting[[8]](#footnote-9);
* Completed; or
* Cancelled.
	1. Customers categorised as Waiting must be given one of the following sub-categories:
		+ Waiting for Assessment
		+ Waiting for Retrofit Coordinators Report
		+ Waiting for offer letter
		+ Waiting for installation date
	2. The Delivery Organisation must ensure that Customers are informed of any change to their application status.
	3. Cancellation is a serious step which needs to follow a defined and documented procedure and be properly communicated to the Customer.
	4. A Customer may be Cancelled because they have chosen to drop out of the process or because the Delivery Organisation has cancelled their application. In either case, there should be evidence that this has occurred, and a letter should be issued to the Customer advising them that their application has been cancelled. The Delivery Organisation should retain a copy of the letter. All cancellation letters must come from the Delivery Organisation. The cancellation letter must set out in simple terms the reason(s) why the application has been Cancelled and how to reapply should they change their mind.
	5. Reasons for the Delivery Organisation cancelling a Customer’s application include:
* no contact – see paragraph 6.1;
* not eligible – see paragraph 9.2;
* no access – see paragraph 24 ; and
* no suitable measures – see paragraph 10.2.
	1. The Delivery Organisation must record the cancellation reason for each Application which is Cancelled and report this to the Authority on a monthly basis. The Delivery Organisation should also consider how the service could be continuously improved to reduce cancellations.
1. **Cancellation: no access**
	1. If a Customer fails to provide access to the Dwelling for the purposes of Assessment or Installation at the agreed time (allowing a modest margin of appreciation), a note should be left at the Dwelling advising that the Assessor(s) / Installer(s) arrived as arranged and advising the Customer to re-contact the Delivery Organisation within 5 Working Days to have the visit rearranged. If the Customer does not contact the Delivery Organisation within the required response period, the Delivery Organisation may cancel the Application and the Customer must be informed in writing (see paragraph 23 for more detail).
2. **Appeals**
	1. The Delivery Organisation must put in place an appeals procedure. The procedure must include impartial arbitration, give the Customer a reasonable amount of time to provide information to support their appeal, be carried out at no cost to the Customer and take no more than 28 Working Days to complete.
	2. Where a Customer does not agree with a decision made by the Delivery Organisation, or any person acting on behalf of the Delivery Organisation, about any of the following matters, they may appeal to the Delivery Organisation:
* a decision that the Customer is not in an Eligibility Group;
* a decision that affects the level of service under the Contract between the Delivery Organisation and the Customer; or
* a decision on the Measures which are suitable for the Dwelling.
	1. All appeals must be logged, given a unique reference number, and acknowledged in writing within 2 Working Days. At this time, the Customer must also be provided with:
* a copy of the appeals procedure;
* the date on which their appeal will be decided upon; and
* the date by which the Customer must supply information to support their appeal.
	1. The outcome of the appeal must be advised in writing to the Customer within 2 Working Days of the complaint being decided upon. This letter must make clear the arbitrator’s decision and explain how that decision was reached.
	2. Where the original decision of the Delivery Organisation is to be overturned, the Customer Journey must resume at whatever point it was paused. Where the decision is to be upheld, the Customer must be advised that should their circumstances change within the period of this scheme being operational, they can reapply.
	3. As part of the Monthly Performance Report, the Delivery Organisation must report to the Authority on the number and nature of appeals received, the number of appeals to arbitration, the outcome of the arbitration and the time taken to complete the appeals process.

**ANNEX 1A**

 **ANTICIPATED SERVICE LEVEL TIMESCALES**

|  |  |  |
| --- | --- | --- |
| **Paragraph** | **Service** | **Timeframe** |
| 3.2 | Responding to voicemails  | As soon as possible the next Working Day.  |
| 3.3 | Telephone service | 95% of incoming calls are answered within 90 seconds;98% of incoming calls are answered within 180 seconds; andany calls not answered within 180 seconds to go to voicemail with 100% call back next Working Day. |
| 5.1 | Referral to first contact  | 5 Working Days |
| 6.2 | Response to first contact | 5 Working Days |
| 7.1 | Appointment reminder | At least 24 hours in advance |
| 7.2 | Appointment cancelled | At least 24 hours in advance |
| 10.3 | Confirming eligibility | 10 Working Days |
| 12.1 | Retrofit Coordinator visit agreeing measures | As soon as possible after medium term retrofit plan produced |
| 13.1 | Cooling off period | 10 Working Days |
| 16.4 | Installer initial site visit for pricing | As soon as possible after medium term retrofit plan, verbal customer approval |
| 17.1 | Installation to Inspection | 5 Working Days |
| 17.2 | Mid-point or stage inspection | As required |
| 17.5 | Remedial work | 5 Working Days |
| 17.6 | Follow-up inspection | 5 Working Days |
| 20.3 | Remedials during warranty | 5 Working Days |
| 21.3 | Monitoring and Evaluation | At inspection or to Retrofit Coordinators instruction |
| 21.5 | Monitoring and Evaluation – external organisation | As required |
| 24.1 | Appeals: resolution | 28 days |
| 24.3 | Appeals: acknowledged | 2 Working Days |
| 24.4 | Appeals: outcome | 2 Working Days |

1. Retrofit Advisors will have a City and Guilds level 3 qualification in energy advice. [↑](#footnote-ref-2)
2. [Data Warehouse > Support (trustmark.org.uk)](https://www.trustmark.org.uk/support/dw/general) [↑](#footnote-ref-3)
3. This includes anyone who may reasonably be expected to attend a customer’s property [↑](#footnote-ref-4)
4. It is recommended that sufficient photos are taken of the property in general that can be used as reference photos should the customer issue a complaint claiming damage to the property as a result of the works. [↑](#footnote-ref-5)
5. Architects contracted purely for planning and building control approvals do not have to be specialists in retrofit design. However, where possible it is best to contract one architect that has sufficient knowledge to support the householder through their specific pathway needs. [↑](#footnote-ref-6)
6. Currently there is no approved qualification for a Retrofit Designer. The PAS2035 sets out the minimum qualifications for those that can act in this role. Where an Architect is being employed in the role of Retrofit Designer on a Pathway C property it would be beneficial to employ a specialist conservation architect or an architect with specialist experience in energy retrofit projects or with a good understanding of Passive Haus planning package who can undertake the necessary checks. [↑](#footnote-ref-7)
7. Defects Liability Period is 6 months based on date of completion – signed as completed within the definitions of the Customer Journey for this contract. [↑](#footnote-ref-8)
8. The Delivery Organisation must report the application as waiting (on the scorecard) until it is cancelled or completed. [↑](#footnote-ref-9)