



KEY

Telephone or Email Action

Customer Action

On site action

Back office action

STAGE 1 - Pre install

1 Week

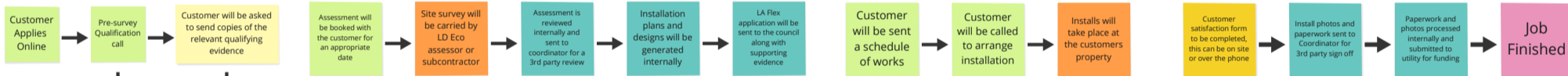
STAGE 2 - Assessment

Up to 3 weeks, dependant on council

STAGE 3 - Installation

6 weeks with SWI, 2 weeks without

STAGE 4 - Post Install



Customer will be asked details about there property, heating system, benefits, health / financial situation [if LA Flex] and what they want from the scheme.

This could be a benefit letter, P60, bank statements or a NHS referral letter

Site surveys can be split into 2 stages depending on the assessor. If in 2 stages, the first assessment will be for photographs and basic paperwork whilst stage 2 will be an Energy Performance assessment. We do what we can to ensure these are completed in 1 week.

Annual bill savings will calculated at this time

- Evidence sent to the council for flex includes, but is not limited to:
- LA Flex application form
 - Council Tax Bill
 - Proof of earnings
 - Evidence of Flex Route 3 (NHS referral letter)
 - Land Registry Extract

This will provide a full list of works we intend to complete as well as provisional dates and some further information should they need it

The ECO scheme is fabric first, this means that the first installs will be insulation, followed by heating and [if renewable] solar PV.

**Timescales are estimates and can vary