Your Safe Journey to an Energy Efficient and Healthy Home
It can be difficult to know where to start on the road to making your home more healthy and efficient. Consult trusted sources and make informed choices.

**Research**

**Trusted Sources**
- Trustmark
- Home Energy Scotland
- Energy Saving Trust
- Simple Energy Advice
- Renewable Energy Consumer Code
- The Microgeneration Certification Scheme
- Architects Registration Board

**Find out What You Need**

Get an **impartial assessment** done to find out:
- Which energy efficiency measures will have the maximum impact and will be most beneficial
- Which measures should be installed and in which order
- Any work that needs to be carried out in your property before measures are installed (damp/ ventilation/ structure)

Following the assessment, a **quality design** should be drawn up, based on the property and location.

**Make sure** that the assessment and design are protected by warranty.
Choose a Company

- Base your choice on **credible** reviews, mandated accreditations/registrations (such as the [Gas Safe Register](https://www.gassafe.co.uk)) and any voluntary accreditation
- **Check** that quality financial protection is offered in case anything goes wrong. This could be product/workmanship warranties, insurance backed guarantees or another form of financial protection
- **Check** whether any pre-permissions or notifications are required before installation (such as planning permission or building control)

Research Finance Options

- **Check** if any grants are available in your area:
  - Simple Energy Advice
  - Energy Saving Trust
- **Consider** other finance options, such as:
  - Green Deal Finance Company
  - Personal Loan

*Make sure you know the total cost of any credit agreement and the length of the agreement*

*Is the finance tied to you or your home?*
Installation

Resolving Issues

- Deal with the business directly, following clear dispute processes
- Follow dispute processes with oversight bodies such as RECC (Renewable Energy Consumer Code)
- Use an alternative dispute resolution (ADR) scheme. For further information on how ADR works see: https://www.tradingstandards.uk/consumers/support-advice

Following these steps will lead to a more efficient, healthy and compliant home and lower energy bills

What to Consider

- Are building warrants or planning permissions required?
- Will the measures be monitored in the longer term to make sure that the claimed benefits are being realised?
- Is any post-installation notification required (building control or competent persons schemes)?
- Does the customer have any maintenance or service responsibilities to maintain safety and efficiency?
- What does the customer need to do to ensure that financial protection remains valid?

During the installation process, know what to consider and how to resolve any issues that may arise
Avoid an Unsafe Journey

Misleading Information

- Cold callers may tell customers that measures are free when they are not and may offer incorrect information about fees and tariffs
- Companies might not have appropriate accreditation
- Assessors sent by cold callers will not offer independent advice - they will refer customers to their own company
- They will point customers to the most expensive measures rather than those which are most beneficial
- Information provided about finance options may not be clear or accurate

Installation Issues

- If problems arise during installation, there are no clear redress routes
- Companies could go out of business
- No warranties or guarantees

Don’t get caught out - you could end up with higher bills and a system that doesn’t work for you

Be wary when dealing with cold callers or pop-up adverts on social media.
Never accept any information offered from these sources without doing independent research.
Other Sources of Advice

Advice Direct Scotland
Advertising Standards Authority
Citizens Advice Scotland
Financial Ombudsman
OFGEM

www.tsscot.co.uk