

**HEAT**
Essex

INFORMATIONAL GUIDE

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WHO WE ARE

OVERVIEW

At **Happy Energy Solutions Ltd**, we are proud to be recognised as **Home Energy Saving Experts** and a principal contractor specialising in domestic retrofit.

With over **25 years of experience** in the sector, we have supported thousands of households across the UK. Our work focuses on providing practical, grant-funded solutions such as insulation, heating system upgrades—including low-carbon technologies—and solar PV systems, delivered through government-funded schemes.

Through the **HEAT Project (Home Energy Action Taskforce)**, we offer a trusted, fully managed service that helps residents access government-backed grants and funding for energy-saving home improvements.

We also work closely with local authorities and housing providers to help meet their energy efficiency obligations, improve housing stock, and support fuel-poor and vulnerable households. We take care of the entire end-to-end process on behalf of our partners—from eligibility checks and resident engagement to expert installation, quality monitoring, and aftercare. Our service is designed to reduce the administrative burden on partners while ensuring that support reaches those who need it most, including low-income households, people receiving benefits and living in fuel poverty, and residents whose health is impacted by cold homes.

This guide outlines the services we offer, the funding available, and how we can work together to meet your retrofit obligations and improve energy efficiency and wellbeing across your communities.

WHO WE ARE

OUR SERVICES

Our services are designed to support vulnerable and low-income residents through a combination of grant schemes, energy advice, and practical support to improve home energy efficiency, reduce fuel bills, and tackle fuel poverty.

Grant Delivery and Resident Support

Maximising Funding Impact

We help local authorities and housing providers maximise the impact of available grant funding. By fully leveraging government-backed schemes, we enable support to reach the most vulnerable residents while reducing reliance on limited internal budgets. Our expertise ensures that resources go further, delivering greater outcomes for more households without placing additional strain on core finances.

HEAT Flex and GP Service

The **HEAT Flex service** supports residents who may not meet the standard ECO grant criteria but are vulnerable due to low income or health conditions affected by the cold. We manage the full eligibility check and application process through ECO Flex routes. For applicants qualifying under Route 3 due to medical reasons, the **HEAT Flex GP Service** simplifies the process by providing access to a registered GP who can review evidence and issue referrals—without the need for residents to contact their own GP. Further details on both services can be found on pages 15-17.

Eligibility Checks and Funding Advice

We assess household income, benefits, medical conditions, and property details—including EPC ratings and previous energy works—to determine the best route forward. For those on low incomes or benefits, we identify other support they may be entitled to and guide them toward further grants for measures such as insulation, heating, or solar.



WHO WE ARE

OUR SERVICES

Grant Delivery and Resident Support Cont.

Energy Advice and Debt Support

We discuss current energy use, provide energy advice and identify any existing energy debt. Where needed, we support residents in working with suppliers to reduce or write off energy bills.

Vulnerability Awareness

We consider any special needs within the household to ensure assessments and communication are sensitive and inclusive.

Managing Expectations

We engage with residents about the works they hope to have completed, listening to their needs while providing realistic guidance based on available funding.



WHO WE ARE

OUR SERVICES Cont.

Local Delivery and Impact

Subcontractor Management

We manage a vetted network of installers to ensure all works meet quality and compliance standards.

Local Procurement and Employment

We prioritise working with local suppliers and contractors to boost the local economy and generate employment opportunities.

Social Value Initiatives

Our wider contributions include job support, training, and projects that promote wellbeing and resilience in the communities we serve.

Marketing and Engagement

We collaborate with local authorities to deliver targeted campaigns and resident outreach that maximise awareness and scheme participation.

Our Commitment

Happy Energy offers a reliable, low-administration route for local authorities and housing providers to deliver real improvements to household energy efficiency—while creating long-term social and economic value for their communities.

WHAT IS ECO?

OVERVIEW

The Energy Companies Obligation (ECO) is a Government initiative and domestic energy efficiency programme, established to provide low-in- come households with **financial support** towards the installation of **energy efficiency measures**.

It has been rolled out in stages over the past decade and is now in its latest iteration, called **ECO4**. This will run from **1 April 2022 to 31 March 2026**.

The main objective of ECO4 is to **improve the energy efficiency of properties** occupied by low income and vulnerable households.

WHAT IS ECO?

ELIGIBILITY

Grants are based on the type of benefits the householder receives, plus the type of property they live in. In most cases, **100% grants are available.**

HOUSEHOLDER ELIGIBILITY

Householders may be eligible if they live in private sector housing and someone in their home is in receipt of one of the following benefits **OR** their gross household income is below £31K:

- ✓ Child Benefit
- ✓ Pension Guarantee Credit
- ✓ Income-related Employment and Support Allowance (ESA)
- ✓ Income-based Jobseeker's Allowance (JSA)
- ✓ Income Support
- ✓ Universal Credit
- ✓ Housing benefit
- ✓ Pension credit saving credit

WHAT IS ECO?

ELIGIBILITY Cont.

PROPERTY ELIGIBILITY

If the **householder owns the property**, it must have an energy efficiency rating of **D or below** to be eligible.

If the property is **rented from a private landlord**, it must have an energy efficiency rating of **E or below** and must have the landlord permissions for the works.

If the the property is **social housing** and has a rating of **D or below**, the householder might be eligible for help with insulation, installing a new upgraded heating system, or solar PV.

Local authorities are also able to refer their residents to obligated energy suppliers so that they can be offered support known as **Flexible Eligibility or ECO Flex** for short. Further information on this scheme can be found on page 10.

It is important to note that eligibility for ECO doesn't necessarily mean that an energy supplier or installer will decide to install energy efficiency measures in a home.

WHAT IS ECO?

MEASURES

A wide variety of energy saving measure options are available under the **ECO Scheme**. These include:



Roof & Loft
Insulation



Internal Wall
Insulation



Cavity Wall
Insulation



External Wall
Insulation



Boiler Upgrades



First Time Central
Heating



Solar PV



Electric Storage
Heaters



Air Source Heat
Pumps

WHAT IS ECO Flex?

OVERVIEW

The ECO Flex Scheme helps those householders who are **not** in receipt of one of the qualifying benefits listed on page 7, but who are living on a **low income** and/or are **vulnerable to the effects of living in a cold home** who may benefit from energy efficiency improvements.

Under the ECO Flex scheme, Local Authorities and Energy Suppliers are permitted to identify and designate households as eligible.

Local Authorities must use one of the four eligibility routes to confirm residents are eligible for ECO Flex.

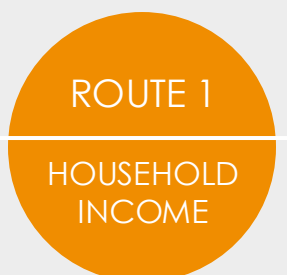
Further information on eligibility routes can be found on page 13 and 14.

Energy suppliers can also refer households under ECO Flex, where they are either struggling with persistent fuel debt and are supported by suppliers or are using pre-payment meters and have regularly been unable to stay connected to their fuel supplies due to financial hardship.

WHAT IS ECO Flex?

ELIGIBILITY ROUTES

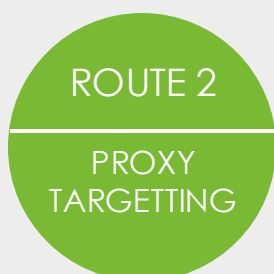
There are several ways that a householder may be eligible for ECO Flex as shown below;



Household income of **below £31,000**. This cap applies irrespective of the property size, composition or region and is from all sources of income, including both non means tested and means tested benefits.



Regardless of income, this route is used where a householder has a **severe and/or long-term health condition** which could be affected by living in a cold home. For further information on eligible conditions refer to page 14.



Householders could qualify if they meet a **combination of two factors**. For example, Householders on a low income and are vulnerable from living in a cold home. Their energy supplier may be able to refer them to their Local Authority for consideration under this option or it could be approved directly by their Local Authority.



Under this option an energy supplier or Local Authority could submit a proposal explaining how they have identified a high proportion of households suffering from fuel poverty.

HEAT Flex service cannot accept applications directly from customers under this route.

For routes 1,3 and 4 owner occupied homes must have an EPC rating of D or below. For route 2 and for any rented property, it must have an EPC of E or below.

WHAT IS ECO Flex?

ELIGIBILITY ROUTES

Below is a list of eligible medical conditions for Route 3 applications:

Cardiovascular

- ✓ Hypertension
- ✓ Heart Failure
- ✓ Ischaemic Heart disease
- ✓ Arrhythmias e.g. AF
- ✓ Heart Valve disease
- ✓ Congenital heart disease cardiomyopathy
- ✓ Cerebrovascular disease
- ✓ Peripheral Vascular Disease

Respiratory

- ✓ Asthma
- ✓ COPD
- ✓ Congenital Respiratory diseases eg Cystic Fibrosis
- ✓ Interstitial Lung Diseases eg Pulmonary Fibrosis
- ✓ Lung Cancer
- ✓ Occupational Lung diseases eg Asbestosis/Mesothelioma

Limited Mobility

- ✓ Physically disabled requiring mobility aids eg wheelchairs
- ✓ Chronic pain
- ✓ Neurological conditions eg MS, ME, spinal cord injury
- ✓ Congenital neurological conditions eg Cerebral palsy
- ✓ Musculoskeletal issues affecting mobility eg severe arthritis
- ✓ Mental Health Conditions impacting on mobility eg severe depression

Immunosuppression

- ✓ Recent/current Chemotherapy/Radiotherapy /taking oral chemotherapy agents
- ✓ Treatment of autoimmune conditions with medications such as MTX/ciclosporin
- ✓ Certain cancers affecting the immune system eg myeloma, lymphoma
- ✓ Solid organ transplant
- ✓ Bone marrow/stem cell transplant recipients
- ✓ On Biologic medications eg Humira/Infliximab
- ✓ Conditions requiring long term oral steroid use/
- ✓ HIV

WHAT IS HEAT Flex?

Heat Flex is a **turnkey service** developed to support **Local Authorities** in meeting their obligations under the ECO Flex scheme.

Delivered in partnership with **TrustMark registered installers**, the service is fully compliant, audit-ready, and designed to minimise the risk of fraud by ensuring robust resident eligibility checks for grant-funded energy-saving improvements.

With many **Local Authorities** lacking the budget or internal capacity to manage ECO Flex requirements, Heat Flex offers a cost-free, trusted solution that simplifies compliance, reduces administrative burden, and ensures that support is targeted where it's needed most—among vulnerable and fuel-poor households

HEAT Flex GP Service

OVERVIEW

HEAT Project have partnered with a private GP service to provide the HEAT Flex GP Service.

This supports ECO Flex applicants who may be eligible for energy-saving works under **Route 3**. The free service offers a simple way for residents to provide the necessary medical evidence without needing to book a GP appointment or request letters themselves.

By using a dedicated GP service, this approach also helps to alleviate pressure on local NHS GP practices, ensuring that healthcare resources remain focused on clinical needs. At the same time, it provides local authorities with an effective, low-administration route to support vulnerable residents through the ECO Flex scheme while maintaining appropriate oversight and control.

Further information on the application process and how it works can be found on the next page.

HEAT Flex GP Service

Cont.

How the Process Works

The process is led entirely by the installer, who manages the application from start to finish. Residents are first asked to give consent for data sharing through a privacy notice, either digitally or in person. The installer then carries out an initial visit to assess both the property and the resident's eligibility.

Providing Medical Evidence

During the visit, residents are required to provide evidence of their medical condition. Accepted documentation includes:

- ✓ Hospital appointment letters,
- ✓ GP-stamped condition summaries
- ✓ Prescriptions
- ✓ Screenshots from the NHS app showing medical history, or disability
- ✓ Benefit letters (where relevant)

Application Submission and Review

Once the evidence is gathered, the installer submits the application through the HEAT Flex GP platform on behalf of the resident. A registered GP reviews the medical information to confirm eligibility under Route 3. HEAT Flex then makes a recommendation to the local authority, but it remains the council's role to carry out final checks and decide whether to approve or decline the application.

Approval and Delivery of Works

If the application is approved, the installer proceeds with the agreed energy efficiency works. To ensure quality and compliance, installers are required to provide photographic evidence of the completed works. HEAT Flex may also contact residents directly for feedback or arrange an independent inspection where necessary.



Happy Energy

If you would like to find out more about
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