

# ECO Flexible Eligibility

Borough Council of  
**King's Lynn &  
West Norfolk**



## Eligibility Assessment Form

*If you need help filling out this form, call [01553 616227](tel:01553616227) or email [HousingStandards@west-norfolk.gov.uk](mailto:HousingStandards@west-norfolk.gov.uk)*

There are four separate routes to qualify for this scheme. Households must meet one of the four.

Please include evidence of eligibility e.g. Route 1– Provide 3 months' worth of recent consecutive bank statements from **all** accounts (including savings and investments) statements. Please ensure that the name and address is clearly stated on statements and payslips provided. All original documents will be returned.

Once we have received supporting documents and eligibility is confirmed we will issue a declaration document stating your eligibility for ECO funding.

Please note, meeting the flexible eligibility criteria does not guarantee the installation of measures; however, it confirms eligibility for financial assistance under the scheme. Not all measures will be fully funded and you should ensure that you are aware of the terms and conditions.

### Installer Details

Installer: \_\_\_\_\_

TrustMark registration number: \_\_\_\_\_

Installer address:

\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email address: \_\_\_\_\_

## Occupier's Details

Please tick the relevant boxes.

Mr  Mrs  Miss  Ms  Other \_\_\_\_\_

|               |          |
|---------------|----------|
| Full Name:    | Address: |
| Phone Number: |          |
| Email:        |          |

## Other household occupants

Please state names adults and children:

|             |             |
|-------------|-------------|
| Occupant 1: | Occupant 4: |
| Occupant 2: | Occupant 5: |
| Occupant 3: | Occupant 6: |

## Property Details

*Note: For privately rented properties, you will need to obtain permission from the landlord to carry out the work, please indicate below that this has been sought.*

Are you the: Owner Occupier  Tenant

|  |   |
|--|---|
| Property Type:<br>Number of Bedrooms:<br>Heating Type: | Please tick to confirm that Landlord has given consent <input type="checkbox"/> |
|--|---|

## Measures

*What are you applying for under the ECO4 scheme?*

|   |
|---|
| <b>Insulation:</b> Cavity Wall <input type="checkbox"/> Solid Wall <input type="checkbox"/> Loft <input type="checkbox"/> Other (please specify)..... |
| Existing Heating system:  |

## Eligibility

Applicants **must** meet one of the below routes to qualify. Evidence must be provided for each selected category.

### Route 1

- Households living in private tenure SAP band D, E, F or G with a gross annual income of under £31,000.

Please note that this cap applies irrespective of property size, composition or region and includes all sources of income (including both non-means and means tested benefits). Energy Performance Certificates can be found here: [Find an energy certificate - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/find-an-energy-certificate)

### Route 2 (At least a combination of two of the following)

- **Proxy 1)** Homes in England in Lower-layer Super Output Area 1-3 (LSOA)
- **Proxy 2)** Households receiving a Council Tax reduction (based on low income only)
- **Proxy 3)** Households identified as vulnerable to living in a cold home as identified in the National Institute for Health and Care Excellence (NICE) Guidance. Only one from the list can be used, excludes 'low income': [1 Recommendations | Excess winter deaths and illness and the health risks associated with cold homes | Guidance | NICE](#)
- **Proxy 4)** Householder receiving free school meals due to low-income.
- **Proxy 5)** A householder supported by a Borough Council of King's Lynn & West Norfolk low-income and vulnerable household scheme for the purposes of NICE Guideline. Council Schemes such as: Benefits, Help Hub etc.
- **Proxy 6)** A household referred to the LA for support by their energy supplier or Citizen's Advice or Citizen's Advice Scotland, because they have been identified as struggling to pay their electricity and gas bills.

\*Proxies 1 and 3 cannot be used in combination with each other.

### Route 3

- SAP bands D-G owner-occupied households and private rented sector E-G households that have been identified by their doctor or GP as vulnerable, with an occupant whose health conditions may be impacted further by living in a cold home. These health conditions may be cardiovascular, respiratory, immunosuppressed, or limited mobility related. This is because the Council has identified a positive correlation between households who suffer from long-term health conditions and living off a low-income, with living in poorly insulated homes.

### Route 4

- SAP band D-G owner-occupied households and private rented sector E-G households that are referred under Route 4: Bespoke Targeting. This is subject to the Council further developing appropriate criteria for submission to BEIS where low-income vulnerable households, who are not already eligible via existing routes, are identified.

## Data Protection Regulations and Privacy Policy

The Borough Council of King's Lynn & West Norfolk takes your privacy very seriously. The Councils are what is known as the 'Data Controller' for your data, and act as independent, sole data controllers. The Council that you apply to is the 'Data Controller' for your personal data.

Under data protection legislation we lawfully process your personal information by Consent as set out under Article (6)(1)(a) of the UK GDPR and Article (9)(2)(a) Consent (for special category data). More generally, we have legal grounds under the UK GDPR to process your personal information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law, Article 6 (1) (e).

We use the personal data collected on this form to determine the application and your eligibility. We will also use this data to contact you about your application and final decision. If successful we share the Declaration of Eligibility which details your name, address, and telephone number, and eligibility criteria to the selected ECO supplier.

All Personal data, including evidence provided, will be stored for three years from the date that the Declaration is signed / issued. In relation to unsuccessful applications, we will destroy all information within one month of the decision being made.

Under data protection law you have the right to request access to, rectification, restriction or objection, to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at e-mail: [Data.protection@west-norfolk.gov.uk](mailto:Data.protection@west-norfolk.gov.uk). You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

## Terms and Conditions

1. The Energy Company Obligation (ECO) scheme is a national led scheme and not administered through the local authority. The Councils are utilising the flexible eligibility element of the scheme to assist residents who meet the criteria as defined in the Borough Council of King's Lynn & West Norfolk's Statement of Intent. This can be found on the following link: [ECO 4/ECO Flexible Eligibility | ECO 4/ECO Flexible Eligibility | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](#)
2. Meeting the flexible eligibility criteria **does not guarantee the installation of measures**. Upon confirmation of entitlement, the declaration of eligibility is passed onto your selected ECO provider which then falls under standard ECO regulations and funding criteria. At this stage, all communication is between yourself and the supplier.
3. If you have works undertaken by an ECO provider, **you are entering into a contract with the installer**. The contractor alone is responsible for the proper and efficient execution of the works; should you have any problems with the installation once the work has been completed you need to contact the contractor directly.
4. Ensure you select an appropriate supplier- see links to website etc.

## **Declaration**

I have read, understood, and apply for the scheme based on the terms and conditions as outlined in this application form.

I understand and/or consent to the following:

- If I give information that is incorrect or incomplete, you may take action against me
- The Council does not endorse ECO suppliers or guarantee works
- You may check the information with other sources as allowed by law to enable the Council to process this application more quickly. This can include internal council departments as well as other external bodies

I declare the information I have given on this form and any documents supporting this application are correct and complete.

## **Authorisation & Data Sharing**

We consent the following:

- The Council to access any records held by them where it will allow this application to be processed more quickly
- The Council to access records held by external bodies such as the Department of Work and Pensions where it will allow this application to be processed more quickly
- For the purpose of my application, I give my consent to the Council to refer my declaration and supporting documents to the selected Energy Company Obligation installer.

Signed \_\_\_\_\_

Date \_\_\_\_\_