

1. Installers interested in working in Denbighshire should contact Conwy & Denbighshire Care & Repair on 0300 111 2120 in the first instance. Conwy & Denbighshire Care & Repair are working on behalf of Denbighshire County Council to assess eligibility.
2. Denbighshire County Council discourages installers, or canvassing companies, from undertaking cold calling, face-to-face contact. We insist that you initially contact householders via phone, email, letter or a leaflet drop. Any complaints received from householders regarding cold calling will be investigated and could result in declarations not being issued by the Council.
3. You will be submitting the application to Conwy & Denbighshire Care & Repair on behalf of the householder. Please ensure that the householder does not submit the application directly themselves.
4. Please explain to the householder that LA-Flex is a private sector led scheme and that the funding for improvements is awarded by the energy companies. Householders need to be made aware that Denbighshire County Council has limited involvement and is not responsible for issuing the funding, appointing contractors, installing the works or checking the quality of the work undertaken.
5. You must not use any Council branding, or suggest that you are working on behalf of the Council, without the Council's prior written consent.
6. You must leave your contact details, including named contact, telephone number and email address, with the householder. Please advise the householder that if they wish to make any enquiries, check on progress or raise any concerns that they should contact you and not Denbighshire County Council.
7. By participating in the LA-Flex scheme Denbighshire County Council seeks to support those households who are experiencing fuel poverty and are vulnerable to living in a cold home. To ensure that those eligible householders capitalise from the scheme, installers must recommend the most affordable and energy efficient infrastructure for the householder and the property and not just propose those measures which may secure a higher level of grant intervention.
8. You must advise householders of any works and additional costs which cannot be funded through the LA-Flex scheme and explain to them that they may have to cover these costs.

Householders must be informed that they are not obliged to proceed with the scheme if they do not believe that the improvement works are appropriate or affordable to them.

9. The administration charge of £100 + VAT (per Declaration) levied by Conwy & Denbighshire Care & Repair (on behalf of Denbighshire County Council) in providing the Declaration must be paid by the energy supplier or their installer/contractor. You must not in any circumstances pass this cost onto the householders receiving assistance from the scheme.
10. Payment of £120 must be paid to Conwy & Denbighshire Care & Repair either by cheque (payable to Conwy & Denbighshire Care & Repair) or by BACS transfer. The payment must be made at the same time that the application forms are submitted. We require a numbered remittance to cross reference the BACS payment or cheque back to the individual properties in the application form.
11. Please use the application form template provided and insert your company logo and privacy notice as instructed.
12. Where multiple application forms are being submitted, an accompanying spreadsheet specifying the property address, reference number and eligibility criteria must also be submitted.
13. All installers must provide Conwy & Denbighshire Care & Repair with the name and contact details and the PAS 20/30 number of all contractors and installers that will be used to undertake the works.
14. All installers and contractors will be expected to comply with the General Data Protection Regulation. You will need to undertake work in accordance with Ofgem requirements and act in accordance with industry best practice in relation to consumer care and quality standards.
15. All application documentation should be sent to;

Giovanni Briaia, Home Improvements Manager, Conwy & Denbighshire Care & Repair.

Email: Giovanni.briaia@gofalathrwsio.com

OR

Callum Morsman, Technical Coordinator, Conwy & Denbighshire Care & Repair.

Email: Callum.morsman@gofalathrwsio.com

Conwy & Denbighshire Care & Repair,
Unit 10 / 11, Ffordd Richard Davies,
St. Asaph Business Park,
St. Asaph, LL17 0LJ