

Your guide to supporting the Home Upgrade Grant – Phase 2 (HUG2)

Households are struggling with rising energy bills. Vulnerable residents are facing impossible choices to try and keep warm right now and worrying about winters to come.

Home Upgrade Grant – Phase 2 (HUG2) helps to fund home energy improvements for households struggling with energy bills.

Could you help share this information with vulnerable residents who you come into contact with?

This guide is to help you share information within your community.

The more people we tell, the more households could benefit from this much-needed support. The scheme finishes on the **31st March 2025, with applications likely to close before December 2024**. It can take several months before improvements are made due to the application process so please encourage residents to [apply](#) as soon as possible. An overview of the Customer Journey is shown below.

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What is the Home Upgrade Grant?

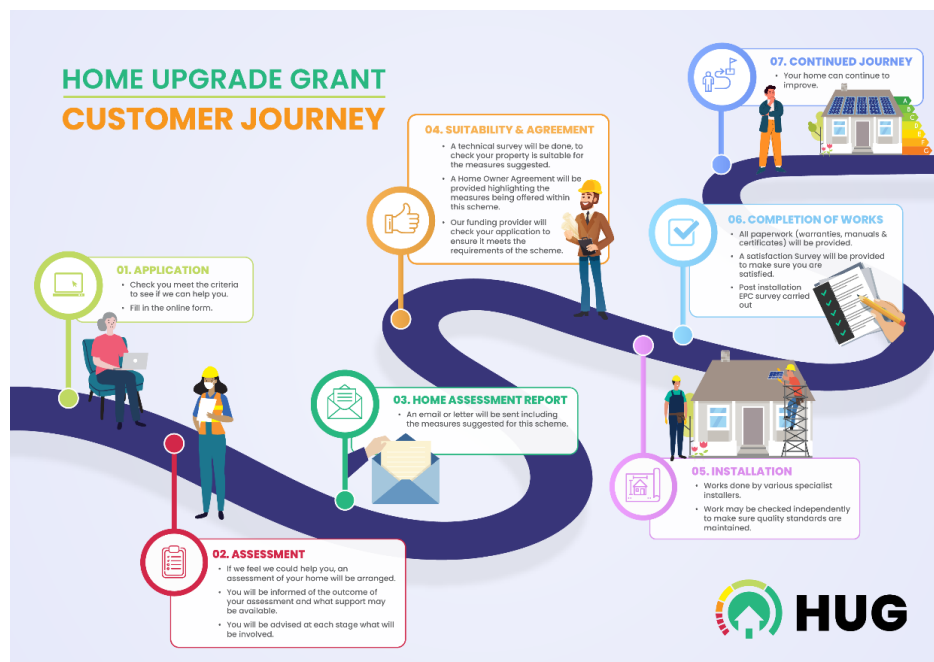
Home Upgrade Grant (HUG2) is a new Government grant scheme designed to fund energy-efficiency upgrades to residents with heating systems that are not fueled by mains gas, who are most likely to be impacted by the high cost of rising bills. It is a government grant which could see households receiving home energy improvements at no cost to them. These improvements will help residents to use less energy and spend less on their energy bills.

The works completed will be designed to maximise energy and carbon savings for residents and reduce home energy use and associated bills.

What energy saving improvements can residents get for their home?

Energy and cost-saving upgrades that eligible residents could get for their home include (but is not limited to):

- Insulation and ventilation upgrades
- An upgrade to a low carbon heating system (the new heating system cannot include a gas or oil boiler)
- Heating Controls
- Energy Efficient lighting



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Who can apply for HUG2?

The Home Upgrade Grant Phase 2 (HUG2) is open to home-owners and private tenants in:

Homes not heated by mains gas which includes oil, coal, LPG or only electric heating.

AND

Households with a combined gross annual income of less than £31,000 OR receiving certain income-related means-tested benefits such as Universal Credit OR living in an area of Index of Multiple Deprivation (IMD) 1-3. Residents should be notified if they are likely to live in an IMD eligible area. Eligible postcodes are listed by local authority [here](#).

AND

Hard to heat homes – this is based on a home Energy Performance Certificate (EPC). Eligible homes are EPC Band D, E, F & G. Residents will be helped with this part of the assessment and receive a free EPC assessment if they do not have one already.

Funding is only available for privately rented properties where the tenants meet the eligibility criteria. Some exclusions apply, e.g. funding is only open to landlords who have 4 or less properties, unless they are owned by charitable organisations. Landlords will be required to contribute a minimum of one third towards the cost of the upgrades in addition to the grant provided. Costs and the contributions expected from the landlord will be agreed prior to commencement of work.

Households with incomes marginally higher than the stated thresholds but with circumstances that leave them vulnerable to fuel poverty should enquire about their eligibility when applications open. There is also the ability to infill otherwise non-eligible properties (e.g. social housing or not financially eligible) if a cluster of homes meets the conditions of the scheme.

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Area-based approach

HUG2 aims to be an area-based scheme, targeting specific areas where it is believed there will be the highest density of eligible residents that could benefit from the scheme. This is the most cost-effective and efficient way to work, allowing installers to work in a specific cluster of homes or on specific streets, such as a row of terraced houses, reducing the transport of staff and materials required. Your local authority contact will inform you which areas they are targeting.

How to introduce HUG2 to your community

Neighbourhood groups, community networks, GP surgeries, pharmacies, job centres and places of worship all have an important role in helping to spread the word about this vital programme. If you work or volunteer in a place where you are likely to meet residents who may be struggling with energy bills, please talk to them about the HUG2. Your local authority contact will provide you with the relevant materials for your area which will have information available on how to apply and find out more information.

Put up a poster

Display a poster in your venue. Print the poster in your pack or contact your local authority or the HUG2 team who will be able to arrange poster(s) to be sent to you. See example of poster.

An example of a HUG2 poster. The poster has a white background with a green and orange header. The HUG logo is in the top left. The main headline is 'Save energy Stay Warm' in white text on a green background. Below this, it says 'With FREE upgrades'. The main body of the poster is white with a green border at the bottom. It features the text 'SAVE £££ ON YOUR ENERGY BILL WITH HOME EFFICIENCY UPGRADES' and a sub-headline 'Struggling with an old heating system? If your home uses oil, LPG, solid fuel heating or an electric heating system and you're struggling with your energy bills, you could upgrade at no cost to you.' Below this, it lists four types of upgrades: INSULATION, HEATING CONTROLS, HEATING, and LIGHTING, each with a small icon and a brief description. At the bottom, there is a call to action 'WANT TO FIND OUT IF YOU'RE ELIGIBLE? USE THE DETAILS BELOW TO FIND OUT MORE:' followed by the website 'WWW.HUGAPPLY.CO.UK', the phone number '0800 107 8883', and a QR code labeled 'SCAN TO APPLY'. The footer includes 'DELIVERED BY: AgilityEco' and 'IN PARTNERSHIP WITH: Department for Energy Security & Net Zero'.

0800 107 8883

www.hugapply.co.uk



Hand out flyers

Hand out our flyers or make them available for local people in your venue. Print out flyers in your pack or contact your local authority or the HUG2 team who will be able to arrange flyers to be sent to you. See example flyers.

HUG

Save energy Stay Warm

With FREE upgrades

SAVE £££ ON YOUR ENERGY BILL

We can help you access **free** energy saving upgrades from the government for your home that could help you make savings on your fuel costs.

DELIVERED BY:

local scheme delivered by **AgilityEco**

IN PARTNERSHIP WITH:

Department for Energy Security & Net Zero

INSERT YOUR LOCAL AUTHORITY LOGO HERE

CAN I APPLY?

You could be eligible if your household:

- Is off-gas for heating (for example, uses oil, LPG, solid fuel heating or an electric heating system)

AND

- Has a combined annual income of no more than £31,000 (gross) or, under £20,000 after rent or mortgage costs

AND

- Live in a hard to heat home

NB. If you are not financially eligible, you could still be eligible if you live in defined postal areas.

WWW.HUGAPPLY.CO.UK 0800 107 8883 SCAN TO APPLY

HUG

Lower your energy use

And your carbon footprint

HOME EFFICIENCY UPGRADES:

Struggling with an old heating system? If your home uses oil, LPG, solid fuel heating or an electric heating system and you're struggling with your energy bills, you could upgrade **at no cost to you**. Here are some of the ways your home could be transformed:

- INSULATION**
Insulation to keep your home warm and help cut energy bills
- HEATING CONTROLS**
Or an energy efficient hot water solution helping you to only use heat when you need to
- HEATING**
A new low-carbon heating system
- LIGHTING**
Energy-efficient lighting which is cheaper to run

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Promote via your digital channels

Could you share information on your website, social media channels or in your email newsletter?

We can provide social media graphics ready to share as well as sample copy for your website.

Starting a conversation

Here's some pointers to starting a conversation.

"Did you know, if you're struggling with energy bills, you might be able to get home energy improvements at no cost to you to make your home more energy efficient."

"This helps to protect you from rising energy bills and keep you warm at home. It could really make a difference for next winter."

"Check if you're eligible now."

"It's for households with an annual income of less than £31,000 living in energy inefficient homes."

"I can find out if your postcode qualifies you instead?"

"Even if you rent, you could still be eligible for upgrades. Your landlord needs to make contributions. These would be agreed before any work starts."

"There's a quick form to fill out - I can help you do this today if you like?"

Answering questions about the programme

Households will have questions about the programme. Here's answers to some of the most frequently asked questions. Please also use the Customer Journey and explainers below which should assist with some of the questions.

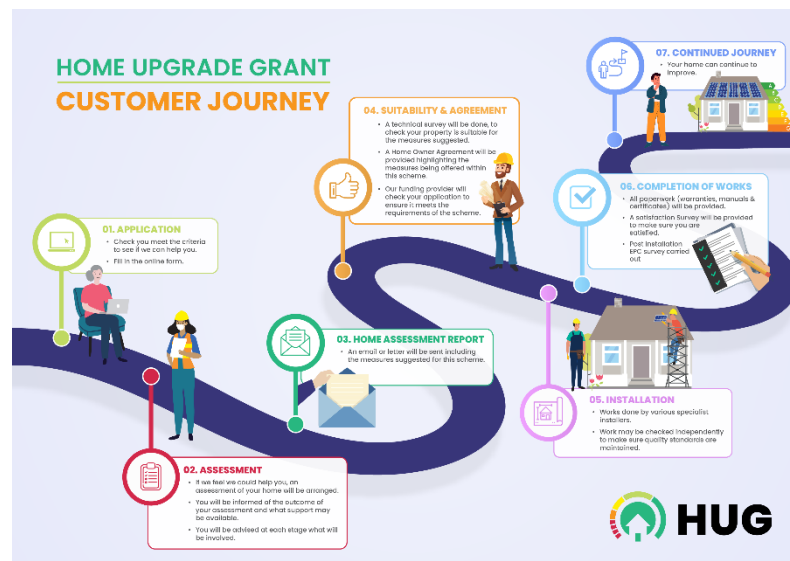
Is it for me?

HUG2 is for households with off gas heating and who struggle to pay their heating bills and keep their homes warm in the winter. This is assessed by whether residents live in energy inefficient homes (determined by the EPC rating of the home) and financial eligibility, usually gross household income being less than £31,000 or having a postcode in an area of Index of Multiple Deprivation (IMD) 1-3. Residents will be helped with this part of the eligibility process during application.

You can help residents to check if they live in an IMD area [here](#).

What should I expect?

The first step is to check if your household is eligible and then you'll get a home visit to see what measures will be the most effective. Once you've agreed on the right improvements, a trustworthy and professional supplier will do the work. The HUG Customer Journey can help you understand the steps involved.



 0800 107 8883

 www.hugapply.co.uk



More information on each step in the process can be found at hugapply.co.uk/2023/08/11/customer-journey/

How long does it take?

It involves improvement works to homes and whilst the process can take several months to go through the funding approval, installation timescales are quicker. This isn't an immediate fix, but it will help households get ready for next winter.

Who will be involved?

Agility Eco is the delivery partner in your area and they are responsible for organising the process, as outlined in the Customer Journey. Qualified Retrofit advisors will conduct the initial whole-house survey and TrustMark accredited installers will undertake technical surveys and installations for energy efficiency measures.

More information on who is involved at each stage in the process can be found at hugapply.co.uk/2023/08/11/customer-journey/

What kind of home energy improvements does it include?

It depends on what your home needs. It may include insulation or ventilation upgrades; an upgrade to a new low-carbon heating system; heating controls; an energy efficient hot water solution; PV solar panels; or energy efficiency lighting. You will receive a whole house retrofit plan with recommendations on the improvements that will be the most effective for your home. You'll then approve the recommendations you'd like to have installed.

How can I find out more about HUG2?

Please ask your local authority if you have any questions or would like any of the materials referenced in this document.

E-mail: [Please input your e-mail address](#)

Phone: [Please input your phone number](#)

 0800 107 8883

 www.hugapply.co.uk



For more information and applications: <https://hugapply.co.uk/>

Or call the Energy Saving Trust HUG2 application line: 0808 1968255

More information about HUG2, including eligibility requirements is available on the Department for Energy, Security and Net Zero website:

<https://www.gov.uk/government/publications/home-upgrade-grant-phase-2>