

## Better Energy Homes Quality Assurance and Disciplinary Procedures for Contractors

Version 5.5 2019



## INTRODUCTION

By carrying out energy efficient upgrades in Irish homes, you are playing a vital role in helping Ireland to reduce its greenhouse gas emissions.

Ireland and the European Union are working towards a set of goals for 2020, 2030 and 2050. The aim is to make the energy usage in the EU largely carbon free by 2050. To achieve this, a number of goals have been agreed such as the reduction in greenhouse gases by 20% in 2020, compared with 1990 levels and to improve energy efficiency by 20%.

The quality of service delivery by Contractors registered on the Better Energy Homes Contractor Register (“Registered Contractors”) is central to the reputation and effectiveness of the delivery of all domestic energy efficient works carried out under SEAI’s Programmes. This is for the purpose of achieving energy savings for home owners and value for public monies. That quality of service has two key dimensions: competence and compliance.

A primary element of the Quality Assurance and Disciplinary Procedures (QADP) is the performance monitoring and evaluation procedure which is applicable to findings of administrative and/or technical non-compliance with the Better Energy Homes Terms and Conditions, SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor’s Code of Practice.

### Summary of Quality Assurance and Disciplinary Procedures (QADP) revisions

Version	Date	Changes from previous version
5.5	November 2019	<ul style="list-style-type: none"><li>• Changes to the Severities of some items on the checklists (Appendix 2);</li><li>• Clarification on the role of the Nominated Personnel;</li><li>• Requirement for Quality Management System for contractors completing more than 50 applications per year;</li><li>• Update to Evaluation of Contractor Performance to exclude Severity 3;</li><li>• Added review of performance related to previous periods;</li><li>• Clarifications in the text for deregistrations and appeals.</li><li>• Reviewed sanction table in Appendix 1 and made some changes</li></ul>
5.4	February 2019	<ul style="list-style-type: none"><li>• Aligns QADP with the new Domestic Technical Standards and Specifications Version 1 and the Better Energy Homes Contractor’s Code of Practice Version 1.</li></ul>
5.3	January 2019	<ul style="list-style-type: none"><li>• Addition of a summary of revisions;</li><li>• Update of links no longer relevant;</li><li>• Changes to some items on the checklists (Appendix 2); and</li><li>• Update to the requirement for contractor to complete a minimum number of grant related works to remain registered;</li></ul>
5.2	April 2018	<ul style="list-style-type: none"><li>• Some revisions to the text ;</li><li>• Inclusion of text and checklist for heat pump installations;</li><li>• Revision of the non-compliances checklist contained in Appendix 2- Checklists for Energy Efficient Upgrade works and of the list of non-compliances in Appendix 1 – Corrective Action for Non Compliance; and</li><li>• Change to the time period allowed to appeal reworks after notification.</li></ul>
5.1 (draft only)		N/A
5.0	2017	<ul style="list-style-type: none"><li>• Some revisions to the text;</li><li>• Revisions to the non-compliances checklist contained in appendices 2 and 3; and</li><li>• Aligns the QADP with the Better Energy Code of Practice and the Technical Specification Version 7.2</li></ul>

**Note: SEAI no longer accepts applications for grants for the installation of High Efficiency Boilers (both gas and oil) as of the 15<sup>th</sup> January 2018. Any applications received before this date are processed according to the current Programme rules.**

**Important points for Contractors operating under SEAI Programmes**

- This document outlines the key elements and processes of the Quality Assurance and Disciplinary Procedures (QADP) for Better Energy Homes Registered Contractors. All Registered Contractors must ensure that they and their operators are fully familiar with the Quality Assurance and Disciplinary Procedures set out therein.
- Contractors operating under the Better Energy Warmer Homes Scheme, Better Energy Finance Scheme, Communities and Better Energy Partners must be registered on the Better Energy Homes Contractors register. This entails signing up to the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and the Better Energy Homes Quality Assurance and Disciplinary Procedures for Contractors.
- The Better Energy Warmer Homes Scheme has a different Contractor Scorecard system. Contractors on the Better Energy Warmer Homes panel should refer to their contracts for further details.
- Contractors deregistered as a result of works carried out under a specific Better Energy Programme are prohibited from carrying out works under other Better Energy Programmes. It is the registered contractor's responsibility to inform their clients of any such disciplinary measures. Where a contractor is de-registered as a result of inspection on a particular measure(s), they are automatically prohibited and de-registered from all other programmes and measures.

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## 1. Quality Assurance System

### 1.1 System Overview

The overall approach by SEAI to the Quality Assurance of Better Energy Homes Registered Contractors consists of a combination of:

- Enforcement of the SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice through frequent audits (inspections),
- Enforcement of the terms and conditions of the Scheme via desk audits and administration checks.
- Promoting best practice and professional development of Quality Assurance of Better Energy Homes Contractor

In order for a contractor to properly operate within the Better Energy Schemes it is essential that they have read, understood, signed up to and strictly adhere to their obligations contained within:

- The Better Energy Homes Contractor [Registration Form](#);
- The SEAI's [Domestic Technical Standards and Specifications](#);
- The [Better Energy Homes Contractor's Code of Practice](#);
- The Better Energy Quality Assurance and Disciplinary Procedure (this document);
- All technical documentation as published on the [Contractor Supports page](#) on the SEAI Website; and
- All relevant technical documentation and notifications as SEAI may issue from time to time.

**Note:** It is the version published on the web which is deemed to be currently applicable.

In addition to the above, Standard Recommendation S.R.54:2014: "Code of practice for the energy efficient retrofit of dwellings" has been developed by State Agencies and National Standards Authority of Ireland in conjunction with the Building Research Establishment to provide guidance on the energy efficient retrofit of dwellings. Better Energy Contractors are asked to familiarise themselves with this standard and put its recommendations into practice. A link to this document can be found here: <http://www.standards.ie/cgi-bin/news/ie/NEW276>

**Works completed must be carried out, supervised or inspected by "Nominated personnel" listed on the Contractor Registration Form and the Declaration of Works must be signed by that person. This signature on the Declaration of Works form is a confirmation by the Contractor that the work meets the required standards.**

This QADP document sets out the approach to detecting and scaling non compliances and the disciplinary action arising out of failure to meet the requirements of the Better Energy Homes Scheme and / or to adhere to the terms and conditions.

SEAI shall use all means at its disposal to ensure quality and compliance issues are identified and remedied. This includes, but is not restricted to, property audits, Contractor and homeowner phone audits, complaints investigation etc.

### 1.2 Contractor's Quality Management Systems

Registered Contractors have committed to deliver services under the Scheme with all due skill, care and diligence using materials which are fit for purpose and of adequate quality and will only use adequately qualified personnel, including the nominated personnel, in providing the services. Furthermore, Registered Contractors have undertaken to carry out works in accordance with the SEAI Domestic Technical Standards

and Specifications, the Better Energy Homes Contractor's Code of Practice, and any other directions and guidelines issued by SEAI from time to time.

All Registered Contractors must be able to demonstrate to SEAI the steps they have put in place to achieve and maintain the Quality of Service they have committed to under the terms of their registration.

**Registered Contractors completing works on 50 applications or more per year must have an adequate Quality Management System, satisfying the following:**

1. The **Quality Management System** must comprise of Quality Assurance processes, procedures, and responsibilities for achieving the quality objectives required to operate as a Better Energy Homes Registered Contractor;
2. Internal monitoring and auditing, competency checks, and staff training must be carried out regularly and documented; and
3. All documents detailing the Quality Assurance processes, procedures, and responsibilities, including the details and results of internal monitoring and auditing, competency checks, and staff training must be made available to SEAI upon request.

The Quality Management System must be adequate to support the requirements set out above and the scale of the Contractor's operations. Failure to maintain an adequate Quality Management System may constitute ground for de-registration from the Scheme.

### **1.3 SEAI Audit Process and Technical Non Compliances**

Audits, inspections and on-going continuous improvement are the main tools through which the Quality Assurance of the works and competency/compliance of Better Energy Homes registered Contractors is achieved. The aim of the Better Energy Homes Audit Process is to identify technical faults in a timely manner so that:

- Any technical errors identified can be corrected via reworks by the responsible Contractor;
- Such errors are avoided in future through feedback directly to the Better Energy Contractor concerned as appropriate through the relevant communication channels to continuously improve the service; and
- Such errors are avoided in future through disciplinary sanctions as appropriate.

The audit process involves planning, co-ordinating, conducting of audits, reporting and acting on the findings. The selection of Better Energy Contractor/homes for an audit is carried out on both a random and a targeted basis. Selection of a Better Energy Contractor for audit should not be interpreted as there being any prior presumption by SEAI of there being error / non-compliance on the part of the Better Energy Contractor concerned. Each and every active Contractor can expect to be audited regularly.

### **1.3 Administrative Non Compliances**

The continued efficient administration of the Scheme requires contractors to fulfil their obligations in respect of registration and installation documentation. In the course of routine grant administration and auditing SEAI may become aware of cases where installers are not fully compliant with the Scheme Terms and Conditions or aspects of SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice, other than specific technical issues previously referenced in Section 1.2.

In instances where these Administrative Non Compliances are deemed serious, they may result in sanctions being applied under the scheme Quality Assurance and Disciplinary Procedures, emphasising the

importance of maintaining professional administration and customer service at all times.

Where insurance or eTax expires, the CO shall be automatically deregistered. The CO is obliged to update their records in order to be reregistered. No penalty points are applied for this.

Administrative Non Compliances are set out in Appendix 1 – Corrective Action for Non Compliance to this document. (SEAI retains the right to add to / amend this appendix as required to maintain the integrity of the scheme).

#### 1.4 Classification System for Audit Findings of Technical Non Compliances

An audit finding of non-compliance may arise from a technical error or non-compliance with the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice or the Contractor Registration terms and conditions.

Each non-compliance is assigned a severity rating and penalty points are assigned to each severity rating for the purpose of evaluating a contractor's performance in accordance with SEAI's evaluation method.

The severity ratings of Non Compliances are defined as follows:

Severity Rating	Severity 1	Severity 2	Severity 3
<b>Classification</b>	Possible health and safety risk or highly non-compliant, potential to impede payment.	Potential to compromise the effectiveness of the installation, potential to delay payment. Not to standard.	Not best practice
<b>Rework Requirement</b>	Reworks required	Reworks required	Reworks required
<b>Penalty Points Applicable</b>	3 penalty points	2 penalty points	1 penalty point

Technical Non Compliances are contained in Appendix 2- Checklists for Energy Efficient Upgrade works. SEAI retains the right to add to/amend these appendices as required to maintain the integrity of the Scheme.

#### 1.5 Response Time to Rework Requirement Notifications

The allowable period for Contractor reworks to take place is determined by the severity level discovered at the time of audit. All reworks instructions must be responded to within the timeframe indicated (varies depending on severity).

- **Severity 1:** Contractor is notified within 1 week of audit and he / she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Three penalty points are awarded.
- In certain instances a Severity 1 merits immediate action to ensure the issue is made safe and in such circumstances SEAI notifies the Contractor that immediate remedial action is required. This rework must be completed as a matter of urgency and confirmation of completion of same submitted to SEAI within 48 hours of notification of rework requirement.

- **Severity 2 and 3:** Contractor is notified within 1 week of audit and he/she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Two or one penalty points respectively are awarded.

The contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address.

A reworks notification may be appealed within 2 weeks, in writing only, by using the Reworks Appeal form (available at <https://www.seai.ie/grants/supports-for-contractors/>).

**Failure to comply with a direction to undertake reworks will result in deregistration from the SEAI Better Energy Homes Contractor register.**

See Section 2.6 for Deregistration and Section 2.8 Contractor Appeals for more details.



## 2. Risk Based Evaluation of Contractor Performance and Disciplinary Procedures.

SEAI assess Contractor performance by way of risk-based analysis of a Contractor's performance over a particular time period which takes account of:

- The proportion of houses inspected which have reworks (Sev 1, Sev 2)
- The severity of these reworks (gross penalty point average for all homes that did not pass).

This approach takes account of the volume of activity being undertaken; level of inspections and the severity of instances of Non Compliance identified in particular properties.

Based on this evaluation, SEAI may issue guidance to Contractors on actions necessary to reach the required standard. The intention of any corrective actions is to assist Contractors in improving their work standards, reputation and competitiveness in accordance with the requirements of the Better Energy Schemes.

Should a Contractor fail to reach the required standard when following direction on corrective action, then, in accordance with warnings issued, disciplinary action will follow, up to and including deregistration from the SEAI Better Energy Homes Contractor register.

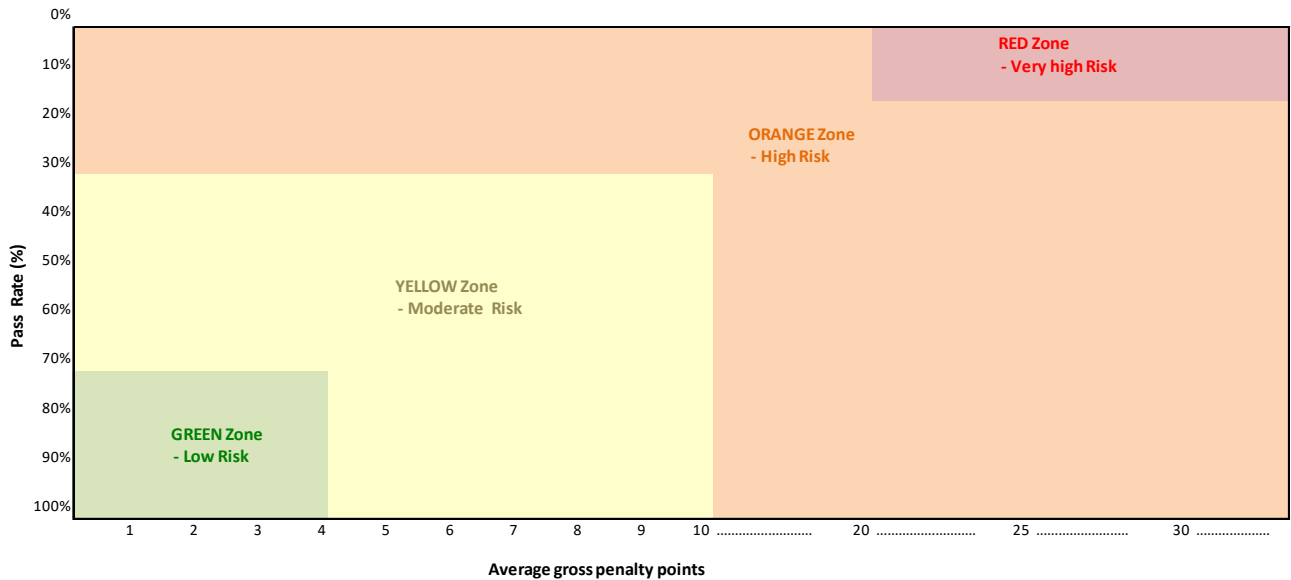
### 2.1 Evaluation of Contractor Performance

- All Contractors will be audited on a regular basis with respect to technical and administrative compliance with the codes and standards of the Better Energy Schemes.
- Each Contractor's audit results for the previous six months will be evaluated on a regular basis to determine the:
  - **% of properties as a proportion of inspected** which pass inspection (no issues on the Sev 1 to Sev 2 scale) with a target pass rate of  $\geq 70\%$ .
  - **Average gross penalty points, across** all issues identified, for failed properties (Sev 1 and Sev 2 issues identified) with a target of  $\leq 4$  points.
- Contractors will be advised of their evaluation results.
- SEAI may review quality records more frequently and reserve the right to communicate same more frequently, particularly where signs of risk of non-compliance are emerging.
- Where a contractor's performance falls outside of the required performance levels then appropriate guidance and / or sanctions will be notified to the contractor.
- Where a contractor works in conjunction with an Energy Partner, and carries out works under other Home Energy Schemes, SEAI will share performance results with that Energy Partner.
- SEAI reserves the right to publish the names of top performing Contractors.
- SEAI may publish and make public information concerning any deregistration from the Registered Contractors list.

## 2.2 Performance Categories, Corrective Actions and Sanctions.

The evaluation of Contractor performance will place individual Contractors in the following four performance categories (identified diagrammatically below):

- GREEN: good performance / low risk
- YELLOW: medium performance / moderate risk
- ORANGE: poor performance / high risk
- RED: very poor performance / very high risk.



Performance evaluation will take place on a half-yearly basis. The performance categories are divided into separate bands and a Contractor's placement in a band shall determine the requirement for particular actions or sanctions as defined by SEAI. Placement in the green zone means the Contractors' performance is acceptable and no corrective actions are required.

Once contractors are identified as in a zone other than Green, they must take demonstrable action to improve performance including eliminating repeat issues.

- If in the orange zone, they must have moved to the green zone within the next three evaluations, i.e. within 18 months.
- If in the yellow zone, they must have moved to the green zone within the next two evaluations, i.e. within the next 12 months.
- If there is no demonstrable improvement, contractors may receive a letter of deregistration pending appeal and shall have 14 days to appeal the decision of deregistration.

The table below sets out the specific actions applying to each zone.

<b>ZONE</b>	<b>SEAI ACTION</b>	<b>SANCTION</b>
<b>GREEN</b> Good Performance Low risk	Congratulations! You are doing well. Written notification of contractor scorecard. Inspection regime maintained	None
<b>YELLOW</b> Moderate Performance Medium Risk	Written notification of contractor scorecard.	<b>May be deregistered for a TWO (2) month period</b> if no demonstrable improvement following 3 consecutive SEAI performance evaluations, i.e. after 18 months. Performance evaluations carried out every 6 months.
<b>ORANGE</b> Poor Performance High risk	Written notification of contractor scorecard.	<b>May be deregistered for a SIX (6) month period</b> if no demonstrable improvement following 2 consecutive SEAI performance evaluations, i.e. after 12 months. Performance evaluations carried every 6 months.
<b>RED</b> Very Poor Performance Very High Risk	Written notification of contractor scorecard. A deregistration letter pending appeal within 14 days is issued. Contractor cannot be selected for new works, but may complete on-going works.	Deregistered for a six (6) month period if a) no appeal is received or b) appeal is rejected.

**Any contractor identified in the Red Zone shall receive a deregistration letter pending appeal within 14 days. The Contractor cannot be selected for new works, but may complete ongoing works.**

**The deregistration period begins 14 days after the date of issue of deregistration letter or email, unless an appeal is received within this time period.**

Appendix 3 – Better Energy Homes QADP Zone Examples sets out examples of various contractors to demonstrate how the assessment scheme operates. Please take time to consider the scenarios set out therein.

### 2.3 Record of Non-Compliances

The recording of Non-Compliances in the form of Severity Ratings is one element of the evaluation process described above. Contractors shall be formally notified of Non-Compliances and Severity Ratings applied by post as part of the Reworks Notification. It is important to note that:

- A Better Energy Contractor’s inspection results are recorded against their profile. Where a contractor works in conjunction with an Energy Partner, SEAI will share performance results with that Energy Partner.
- All Non-Compliances / severity ratings associated with individual properties will be recorded on the contractor profile.
  - Each company’s profile is treated as a single entity and the Non-Compliances / severity ratings accrued by individual nominated personnel listed on their Better Energy profile are assigned cumulatively.
  - Each Contractor’s audit results for the previous six months will be evaluated. Note this is a rolling evaluation system, so for example if an evaluation takes place on 20<sup>th</sup> December of

any given year only Non-Compliances / severity ratings applied in the previous 6 months will be considered in the evaluation.

- Significant poor performance will require corrective actions by Registered Contractors to improve performance as directed by SEAI. Failure by a Registered Contractor to improve performance following direction by SEAI may lead to deregistration.
- Review may include looking at previous performance periods to review the progress made in quality performance by Registered Contractors.

SEAI maintains the records of inspection results for Contractors beyond the period of performance evaluations and during periods of deregistration. These records may be used by SEAI for review of quality performance, and for purposes related to Contractor registration and administration of the grants.

## 2.4 Immediate Deregistration

The table below lists some of the triggers which will result in deregistration:

Deregistration Period	Triggers
2 Months	<ul style="list-style-type: none"> <li>• Failure to attend targeted workshops / training when directed by SEAI.</li> <li>• Undertaking work without appropriate insurance cover</li> <li>• Contractor is not registered for the measure or undertaking works while deregistered.</li> <li>• Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel). Exception: where an Energy Partner is applying on behalf of homeowner.</li> </ul>
6 Months	<p>Inappropriate or fraudulent behaviour, including but not limited to:</p> <p>(a) attempt to defraud SEAI / state</p> <p>(b) attempt to defraud homeowner</p> <p>(c) any attempt to support the homeowner in their endeavours to defraud SEAI / state</p> <p>(d) Inappropriate, unsafe or highly non-compliant behaviour such as:</p> <ul style="list-style-type: none"> <li>• Failure to do reworks within the appointed time.</li> <li>• Tampering with/moving gas network equipment.</li> <li>• Natural gas works done by a non-RGII registered person.</li> <li>• Failure to use products that are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property or not installed to applicable standards.</li> <li>• Subcontracting work to a Contractor not on the Better Energy Homes list of registered Contractors.</li> <li>• Very high Risk Category after a single SEAI performance evaluation. See Appendix 1.</li> </ul>

## 2.5 Summary Deregistration

Notwithstanding the above, SEAI reserves the right to summarily deregister a Better Energy Contractor in specific circumstances including, but not limited to, the following:

- technical non-compliance with SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor's Code of Practice or technical failure that risks compromising homeowner health and safety (such as a non-compliant electrical works);
- repeated seriously non-compliant works;
- failure or a verification audit or inspection (re-inspection); or
- activities that could bring the Scheme into serious disrepute.

In case of Summary Deregistration, this will not be deferred for two weeks although the Contractor will still be entitled to appeal the decision. No grant related works may be conducted until the appeal has been heard.

In order to remain registered Contractors must remain active. If they do not carry out a sufficient number of SEAI supported (grant-related or other) jobs, contractors may be removed from the register. The minimum required to be considered active is three jobs per year, with at least one job completed every six months. When a Contractor is removed from the register for being inactive, they must remain deregistered for a minimum of six months.

## 2.6 Deregistration Process

When a Contractor has been identified for deregistration, e.g. for seriously non-compliant works, the contractor may appeal this decision according to the deregistration appeal process set out in section "2.8 Contractor Appeals".

When the deregistration is due to failure to complete reworks, the contractor is given the opportunity to appeal the reworks and there is no additional deregistration appeal process after the reworks appeal decision is made or the time allowed for appeal of reworks has passed. See section "2.8 Contractor Appeals".

During the deregistration period the following restrictions apply:

- A Contractor must not commence any Better Energy Homes or other Better Energy Schemes works not already started prior to de-registration
- A Contractor must not accept any new works through the Better Energy Homes Scheme or other Better Energy Programmes
- A Contractor is strictly forbidden to accept works as a change of Contractor as and from the effective date of deregistration
- The completion of any Better Energy Homes works already started by a Contractor prior to this notice, must be completed within 14 days and shall be subject to the Terms and Conditions of the scheme including audit and rework requirements.
- The contractor must notify SEAI immediately of works intended to be carried out by him/her under other SEAI Better Energy Programmes.

## 2.7 Re-registration

**Re-registration on the Better Energy Contractor list is NOT automatic.** Once a Contractor's period of deregistration is completed, it is the responsibility of the Contractor to contact SEAI to request re-registration. The following information should be provided with the Contractor's re-registration request:

- Evidence that the basis for your deregistration has been rectified and that the Contractor's company has incorporated the necessary steps in its processes to ensure that it does not occur again.
- Up to date Insurance and Tax Clearance Certificates.

SEAI reserves the right to impose particular conditions on the Contractor before re-registration. Such conditions may include, but are not limited to, the following requirements: to provide proof of competency, to study the terms and conditions of registration, to study SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and QADP document (this document), to complete a training course, to pass a specified examination, or to provide an updated quality assurance statement. This list may be amended by SEAI from time to time. The number of penalty points applied and the details of the deregistration shall be kept on record.

SEAI reserves the right to refuse an application for registration or reregistration from a contractor in the following cases:

- The contractor has in any way purported to be registered with the Better Energy Homes Scheme while not registered, e.g. during periods of deregistration;
- The contractor has repeatedly failed to adhere to the Terms and Conditions during previous periods of registration;
- The contractor has inappropriately interfered with the correct administration of the SEAI grants while not registered, e.g. during periods of deregistration. This includes, but is not limited to, facilitating the payment of grant moneys for works that are not compliant with the requirements of the Better Energy Homes Scheme, signing off a Contractor Declaration in the Declaration of Works form, circumventing the intent of their or another contractor's deregistration;

## **2.8 Contractor Appeals**

Contractors may appeal the audit and inspection outcomes, and the decision to deregister them from the Better Energy Homes Registered Contractors List within the time limits specified.

### **2.8.1 Contractor Appeals to Reworks**

If an inspection returns a finding of Sev 1, Sev 2 or Sev 3 reworks, the contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address. The Contractor may appeal the reworks decision in writing, within 2 weeks, using the Reworks Appeal form. The reworks appeal is reviewed by the SEAI Inspections Unit. The reworks decision may be re-appealed but only under provision of new information. The re-appeal is reviewed by the Head of the Inspections Unit and the decision is final.

A contractor who fails to complete reworks by the given deadline, and does not appeal the reworks decision, is deregistered until the reworks are completed or for longer periods where applicable.

Once a rework has been applied and not successfully appealed, penalty points are automatically awarded. Penalty points may not be appealed.

Once an appeal is received, no sanctions are imposed pending consideration of the appeal by SEAI (except in the case of summary deregistration as set out in Section 2.5 Summary Deregistration). All appeals must be submitted in writing using the forms provided for that purpose. SEAI endeavours to respond with a decision to all appeals as quickly as possible.

Appeals on Reworks should be sent to:

Technical Helpdesk  
Better Energy Programmes  
Beech Hill Office Campus  
Beech Hill Road  
Dublin 4  
D04 V5N2  
Email: [inspections@betterenergyhomes.ie](mailto:inspections@betterenergyhomes.ie)

### **2.8.1 Contractor Appeals to deregistration**

Contractors de-registered from the Better Energy Homes Registered Contractors List may appeal this decision in writing, describing in detail the grounds for the appeal and including the following information:

- Contractor ID
- Company Name
- Key Contact
- Date of Appeal
- Appeal Reference (App ID and/or MPRN)
- Key Contact Signature and Date

If an inspection returns a finding that works are seriously non-compliant, i.e. a significant portion of the work is not complete, the contractor will receive a letter of “Deregistration Pending Appeal”. The Contractor has two weeks to appeal the deregistration in writing, and providing all the information listed above. Appeals for deregistration due to significant non-compliance are heard by the SEAI Appeals Board. The decision of the Appeals Board is final and may not be re-appealed.

Deregistration appeals (and insurance updates) should be sent to:

Administration Helpdesk  
Better Energy Homes Programme  
SEAI  
PO Box 119  
Cahirciveen  
Co Kerry  
Email: [info@betterenergyhomes.ie](mailto:info@betterenergyhomes.ie)

### 3. Amendments to the Quality Assurance and Disciplinary Procedure

SEAI has the right to periodically update its procedures and practices. As a result, SEAI reserves the right to review and amend the systems and procedures outlined in this document and may also issue other directions to Better Energy Homes Contractors.



Contractors shall be made aware of any such proposed amendments by email or by way of an update displayed on the Better Energy Homes Contractors section of SEAI's website. SEAI may invite Better Energy Homes registered Contractors to submit comments on, or provide a response to, the proposed amendments. For the most up to date version of this document, that is binding on all Better Energy Homes Contractors, visit and download from SEAI's website at: <https://www.seai.ie/energy-in-business/register-with-seai/contractor>

### 4. Classification of Non-Compliances

The lists are separated into administrative and technical as appropriate. As noted previously these lists may be updated from time to time and are provided here for clarity and information.

### 5. Contact details for SEAI

The SEAI website details the relevant contact details for the Better Energy Homes programme: <https://www.seai.ie/grants/supports-for-contractors/>

<p><b><u>Contractor technical queries</u></b></p> <p>Contractor Technical Helpdesk</p> <p> 01-2776977</p> <p> <a href="mailto:inspections@betterenergyhomes.ie">inspections@betterenergyhomes.ie</a></p>
<p><b><u>Contractor registration queries</u></b></p> <p>Customer Care Centre</p> <p> 1850 927000</p> <p> <a href="mailto:contractor@betterenergyhomes.ie">contractor@betterenergyhomes.ie</a></p>



## Appendix 1 – Corrective Actions for Non Compliance

The list of corrective actions in the table below is not exhaustive, and sanctions may also apply to other instances of non-compliance with the T&C, the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and other directions from SEAI.

#	Doc Ref	Description	Immediate Sanction
1	T&C 4	Engaging in inappropriate or fraudulent behaviour	6 months
2	T&C 13	Failure to carry out remedial works as required and within the appointed deadline.	6 months
3	DTSS 6.8	Natural gas works done by a non-RGII registered person	6 months
4	T&C 9, 21 COP 2.2, DTSS 2.3	Failure to use products that, are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property, or not installed to applicable standards	6 months
5	T&C 28	Sub-contracting to a contractor not on the Better Energy Homes scheme list of registered contractors for said measures	6 months
6	T&C 20	Failure to attend targeted workshops / training when directed by SEAI	2 months
7	T&C 7	Undertaking works without appropriate Insurance cover	2 months
8	CoP 2.1 T&C 8	Contractor is not registered for the measure or undertaking works while deregistered (where applicable this sanction runs subsequent to the earlier term of deregistration)	6 months; may be unable to re-register
9	T&C 6 & 7 CoP 2.1	Undertaking works while unregistered due to failure to provide valid eTax details and/or valid Declaration of Insurance)	2 months or Dereg until received, whichever date is later
11	T&C 18 CoP 2.3 DTSS 2.3 etc	Failure to provide optimal solution to homeowner where physically and economically possible or to improve the energy efficiency as required (e.g. less than minimum required wall / roof insulation / heat pump efficiencies lower than required)	6 months
12	CoP 3	Contractors should behave professionally at all times and maintain the high standards expected of the scheme from the quality of the physical works carried out to the level of professionalism with which they are completed, as per the Better Energy Homes Contractor's Code of Practice	2 months
13	CoP 2.2	Failure to respond to SEAI email requests within the required timeframe thereby impeding the effective and efficient administration of the scheme	Dereg until received
14	CoP 2.2	Failure to provide the correct data and date of works on the declaration of works (DoW) form, required documentation or in a verification email, thereby impeding the effective and efficient administration of the Scheme	2 months
15	Reg Email	Unauthorised use of the SEAI logo for marketing or other purposes	2 months
16	CoP 3	Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel), except for counterparty applications	2 months
17	T&C 9-10	Failure to ensure that nominated personnel meet the technical competency requirements for the scheme as specified by SEAI, and are competent, qualified and have the necessary training and experience to complete the works according to the scheme's specifications	2 months or until personnel meets requirement; whichever date is later
18	T&C 9	DoW signed by a non-nominated person (not on the nominated personnel list for the company)	2 months
19	CoP 3	Failure to explain the terms of an offer clearly, the full implications of the works proposed and give appropriate information in writing when dealing with vulnerable homeowners and/or Special Needs Persons.	6 months

#	Doc Ref	Description	Immediate Sanction
20	T&C 14	Nominated Personnel repeatedly signing Declarations of Works although the works are not to standard, with the same issues arising several times	6 months
21	CoP 2.5	If a contractor is reinstated after deregistration for item 20 on this list, and continues to sign Declarations of Works although the works are not to standard, with the same issues arising	Indefinite deregistration
22	CoP 3	Failing to adhere to the other directions in the Code of Conduct, e.g. on offering professional advice, providing clear information to homeowners, issuing detailed quotations and invoices.	2 months
23	T&C 4	Purporting to be SEAI, or a related Government Department, or giving the impression of representing same	2 months

## Appendix 2- Checklists for Energy Efficient Upgrade works

### 2.1 Roof Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 1					
B2, B3, B4	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
C3, C4	INSULATION DEPTH INSTALLED AS SPEC	<input type="checkbox"/> Insulation depth does not provide required U-Value	√		
G	DOCUMENTATION	<input type="checkbox"/> Insulation Guarantee Not visible / Not available			√
HA2	PIPE INSULATION	<input type="checkbox"/> No insulation	√		
HA1 HA3	PIPE INSULATION	<input type="checkbox"/> Not all pipes insulated <input type="checkbox"/> Not to Scheme Standard		√	
J1 J3	WALKBOARDS	<input type="checkbox"/> Not fitted (but required) <input type="checkbox"/> Not supported safely	√		
J2	WALKBOARDS	<input type="checkbox"/> Not fitted to Scheme Standard		√	
K1 K6	HATCH	<input type="checkbox"/> Draught Proofing not to Scheme Standard <input type="checkbox"/> Insulation not to Scheme Standard		√	
L1	WATER STORAGE TANK INSULATION	<input type="checkbox"/> No Insulation fitted	√		
L2	WATER STORAGE TANK INSULATION	<input type="checkbox"/> Not fitted to Scheme Standard <input type="checkbox"/> No ties/tape used <input type="checkbox"/> Insulated lid not fitted		√	
N4 N5	VENTILATION	<input type="checkbox"/> Vents blocked <input type="checkbox"/> Insufficient Ventilation	√		
N7	VENTILATION	<input type="checkbox"/> Excessive Ventilation		√	
O2 O4 O3 O5	ELECTRICAL	<input type="checkbox"/> Recessed Ceiling lights not protected to Scheme standard <input type="checkbox"/> Ancillary Electrical Items covered by Insulation <input type="checkbox"/> High Powered Cables covered <input type="checkbox"/> Work not to standard	√		
Z2 Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> No NSAI Certificate or equivalent for spray foam insulation	√		

## 2.2 Cavity Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 1					
B2, B3, B4	WALL AREA TO BE FILLED	<input type="checkbox"/> Whole house solution not installed	√		
C1 C2	DRILL PATTERN	<input type="checkbox"/> Drill Hole Pattern not to Scheme Standard (see NSAI Agrément Certificate) <input type="checkbox"/> Sealing of drill holes not as per Scheme standard (see NSAI Agrément Certificate)		√	
G1 G2	CAVITY BRUSHES	<input type="checkbox"/> Not as per Scheme standard (see NSAI Agrément Certificate) <input type="checkbox"/> Required but not fitted (see NSAI Agrément Certificate)		√	
H1	TOP OF CAVITIES CAPPED	<input type="checkbox"/> Not closed as per Scheme standard		√	
I1	NSAI AGREEMENT	<input type="checkbox"/> Not provided			√
J1 J7 J9 J5 J4 J12	VENTILATION	<input type="checkbox"/> Vents blocked <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Insufficient Ventilation <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
J2 J8 J10 J6	VENTILATION	<input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Permanent vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard		√	
J11	VENTILATION	<input type="checkbox"/> Mechanical extract ventilation advisory note not available			√
L1	WALL PENETRATIONS	<input type="checkbox"/> Not sealed and not watertight		√	
M1	BEAD ADHESIVE	<input type="checkbox"/> Insufficient adhesive	√		
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme standards		√	
Z2	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme standard	√		
N1 N2 N3	BEAD SPILLAGE	<input type="checkbox"/> ESB meter box <input type="checkbox"/> Gas meter box <input type="checkbox"/> Boiler flue compromised by works	√		
O1	ELECTRICAL	<input type="checkbox"/> Work not to standard	√		

## 2.3 Internal Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
		Page 1 of 1			
B1	SEALING OF DRY LINING	<input type="checkbox"/> Incomplete sealing of joints		√	
K1, K2, K3	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
C2 C3 C4	IRREGULARITIES	<input type="checkbox"/> Poor surface finish <input type="checkbox"/> Dry Lining not fixed securely <input type="checkbox"/> Uneven contours on walls and/or ceiling		√	
D1	SUPPLIER GUARANTEE	<input type="checkbox"/> Not supplied to client			√
NA1	PLUMBING / HEATING GENERAL FIXTURES	<input type="checkbox"/> Not re-fitted correctly		√	
F1	VAPOUR BARRIER	<input type="checkbox"/> None observed	√		
G1 G2 G3 G6 G8 G11	VENTILATION	<input type="checkbox"/> Insufficient ventilation <input type="checkbox"/> Vents blocked <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
G5 G7 G9 G4	VENTILATION	<input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard <input type="checkbox"/> Permanent vent not installed to standard		√	
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard	√		
E4 E5	ELECTRICAL WORKS & FIXTURES	<input type="checkbox"/> Faulty wiring observed <input type="checkbox"/> Electrical Cabling not in conduit or trunking	√		
EW1	ELECTRICAL WORK	<input type="checkbox"/> Not to standard	√		
E1 E2 E3	ELECTRICAL FIXTURES	<input type="checkbox"/> Not extended to front of dry lining <input type="checkbox"/> Not adequately sealed <input type="checkbox"/> Fixing screws missing		√	
M1 M2	GAS SUPPLY SERVICES	<input type="checkbox"/> Gas pipe covered by insulation <input type="checkbox"/> Gas pipe not sleeved through wall insulation and wall	√		

## 2.4 External Wall Insulation

Code	Section	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A1	NSAI AGREEMENT CERTIFICATE	<input type="checkbox"/> Not provided			√
C1 C2 C3	DETAILING AROUND WINDOWS/DOORS	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Incomplete <input type="checkbox"/> Using non approved fixtures/fittings/sills		√	
B1 B2	IRREGULARITIES	<input type="checkbox"/> Not fixed securely <input type="checkbox"/> Uneven contours on walls		√	
P1 P2 P3	GAS SUPPLY SERVICES	<input type="checkbox"/> Gas meter box not in accordance with Bord Gais Job Aid Note <input type="checkbox"/> Gas pipe covered by insulation /not in accordance with Bord Gais Job Aid Note <input type="checkbox"/> Gas pipe not sleeved through insulation and wall in accordance with Bord Gais Job Aid Note	√		
F1 F2 F3	JOINTS & SEALS	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Partially complete <input type="checkbox"/> Open		√	
H2 H1 H4 H8 H10 H13	VENTILATION	<input type="checkbox"/> Insufficient Ventilation <input type="checkbox"/> Vents blocked <input type="checkbox"/> Permanent vent not fitted but required <input type="checkbox"/> Background vent not fitted but required <input type="checkbox"/> Mechanical vent not fitted but required <input type="checkbox"/> Mechanical extract ventilation installed in the same room as an open flued appliance	√		
H5 H11 H9 H7 H6	VENTILATION	<input type="checkbox"/> Permanent vent not installed to standard <input type="checkbox"/> Mechanical vent not installed to standard  <input type="checkbox"/> Background vent not installed to standard <input type="checkbox"/> Vents not sleeved <input type="checkbox"/> Roof ventilation compromised by External Insulation		√	
H12	VENTILATION	Mechanical extract ventilation advisory note not available			√
Q1 Q2	EXTERNAL FITTINGS	<input type="checkbox"/> Electrical fittings not re-instated (e.g. lights, sensors) <input type="checkbox"/> Hardware not re-instated (e.g. gates, clothes lines, house numbers, etc.)		√	
R1	Flue Installation (if applicable)	<input type="checkbox"/> Boiler flue compromised by works	√		
R2	Flue Installation (if applicable)	<input type="checkbox"/> Flue graded incorrectly		√	
Z1	INSULATION AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard	√		
J1 J2 J3 J4	EXTERNAL PLUMBING FIXING	<input type="checkbox"/> Not as per Scheme Standard <input type="checkbox"/> Partially Complete <input type="checkbox"/> Not securely fixed <input type="checkbox"/> Not correctly reinstated		√	
L1, L2, L3	INSULATION AREA INSTALLED	<input type="checkbox"/> Whole house solution not installed	√		
HA2 HA3	ESB SUPPLY CABLES	<input type="checkbox"/> ESB cable buried under insulation not in accordance with ESB Job Aid Note <input type="checkbox"/> ESB cable not clipped or in trunking not in	√		

Code	Section	Detail	Severity		
			One	Two	Three
HA4		accordance with ESB Job Aid Note <input type="checkbox"/> Meter box has not been extended in			
HA5		accordance with ESB Job Aid Note <input type="checkbox"/> ESB supply cable anchors not in accordance with ESB Job Aide Note			
M1	ELECTRICALWORK	<input type="checkbox"/> Not to standard	√		
Page 2 of 2					

## 2.5 Oil & Gas Boiler Upgrade

**Note: SEAI no longer accepts applications for grants for the installation of High Efficiency Boilers (both gas and oil) as of the 15<sup>th</sup> January 2018. Any applications received before this date are processed according to the current Scheme rules.**

Code	2.5 Oil & Gas Boiler Upgrade	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A3	HEATING STANDARD	<input type="checkbox"/> No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	√		
B1	BOILER 90%+	<input type="checkbox"/> Boiler less than 90% efficient		√	
C1	BOILER CONDITION	<input type="checkbox"/> Boiler damaged	√		
D1	BOILER LOCATION	<input type="checkbox"/> Not to regulation	√		
D2	BOILER LOCATION	<input type="checkbox"/> Difficult to access		√	
E1	PIPE WORK NOT ACCEPTABLE	<input type="checkbox"/> Under sized <input type="checkbox"/> Damaged		√	
F1	CONDENSATE PIPE WORK	<input type="checkbox"/> Not lagged externally or not in larger diameter pipe <input type="checkbox"/> Not to gulley/drain (internal /external) <input type="checkbox"/> Not to soak away <input type="checkbox"/> Incomplete <input type="checkbox"/> Incorrect materials used		√	
G7	SAFETY VALVE/ DISCHARGE	<input type="checkbox"/> Pipework not installed <input type="checkbox"/> Pipework installed incorrectly		√	
G9	SAFETY VALVE/ DISCHARGE	<input type="checkbox"/> Not installed	√		
H1	OIL\GAS SUPPLY	<input type="checkbox"/> In poor condition <input type="checkbox"/> Not adequately supported <input type="checkbox"/> Gas not ventilated in casing <input type="checkbox"/> Remote fire valve not fitted on oil line/ not to standard	√		
H3	OIL\GAS SUPPLY	<input type="checkbox"/> Under sized		√	
HA1	FLUE INSTALLATION	<input type="checkbox"/> Not to regulation <input type="checkbox"/> Slope not graded properly <input type="checkbox"/> Not sealed properly <input type="checkbox"/> Not adequately supported <input type="checkbox"/> Flue incorrectly sealed through wall (risk of fumes re-entering building)	√		
HA6	FLUE INSTALLATION	<input type="checkbox"/> Flue incorrectly sealed through wall (poor finish around flue)		√	
HC2	VENTILATION	<input type="checkbox"/> Permanent ventilation not as per Building Regulations Part J <input type="checkbox"/> Permanent vent blocked	√		
HC4	VENTILATION	<input type="checkbox"/> Permanent vent not installed to standard		√	
K1	BOILER LOG BOOK/PASSPORT/BENCMARK	<input type="checkbox"/> Not available <input type="checkbox"/> Not filled in properly		√	
Q1/ ZB3	GAS SUPPLY SERVICES	<input type="checkbox"/> Gas pipe work not sleeved through wall insulation and wall	√		
Q2/ ZB1	GAS SUPPLY SERVICES	<input type="checkbox"/> Not as per Scheme standard		√	
Q3/ ZB4	GAS SUPPLY SERVICES	<input type="checkbox"/> Incorrect sealing of sleeve through wall	√		
X1	INSTRUCTION GIVEN	<input type="checkbox"/> None given <input type="checkbox"/> Inadequate instruction given		√	



Code	2.5 Oil & Gas Boiler Upgrade	Detail	Severity		
		Page 2 of 2			
Y1	USER DOCUMENTATION	<input type="checkbox"/> User Manuals not left with homeowner		v	
** The following is for Oil Installations Only					
ZA1	OIL TANK LOCATION/INSTALLATION	<input type="checkbox"/> **Location of new oil tank not satisfactory <input type="checkbox"/> **Location of old oil tank in imminent danger <input type="checkbox"/> **Base not satisfactory <input type="checkbox"/> **Oil line not satisfactory <input type="checkbox"/> **Fire barriers required	v		
ZA2	OIL TANK LOCATION/INSTALLATION	<input type="checkbox"/> **Location old oil tank not in imminent danger, not satisfactory		v	
*** The following is for gas installations only					
ZA1	GAS COMPLIANCE CERTIFICATE	<input type="checkbox"/> ***No Gas Compliance certificate provided			v

## 2.6 Heating Controls Upgrade

Code	Heating Controls Upgrade	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A3	HEATING STANDARD	<input type="checkbox"/> No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	√		
A1 A2	HEATING STANDARD	<input type="checkbox"/> Controls not working correctly <input type="checkbox"/> Heating not working correctly		√	
E4 E6	PIPE WORK NOT ACCEPTABLE	<input type="checkbox"/> Not adequately supported <input type="checkbox"/> Leaking		√	
E3	PIPE WORK NOT ACCEPTABLE	<input type="checkbox"/> Badly graded			√
J2 J3	THERMOSTATIC RADIATOR VALVE (TRV)	<input type="checkbox"/> TRV installed in room with room stat <input type="checkbox"/> Minimum required number of TRV's not installed		√	
L1	AUTO BYPASS	<input type="checkbox"/> None installed where required	√		
L2 L3	AUTO BYPASS	<input type="checkbox"/> Manual bypass fitted <input type="checkbox"/> Incorrectly sited		√	
M1	BOILER INTERLOCK	<input type="checkbox"/> Not installed	√		
M2 M3	BOILER INTERLOCK	<input type="checkbox"/> Not working <input type="checkbox"/> Pump over-run not installed correctly (where applicable)		√	
ZD1 ZD2	HOT WATER TANK JACKET	<input type="checkbox"/> Cylinder jacket not in place <input type="checkbox"/> Cylinder jacket condition is poor		√	
N2	CYLINDER STAT	<input type="checkbox"/> Not fitted	√		
N1 N3	CYLINDER STAT	<input type="checkbox"/> Poor location <input type="checkbox"/> Not working		√	
O1 O2	SPACE AND WATER HEATING ZONES	<input type="checkbox"/> Motorised valve not working <input type="checkbox"/> Lever valve fitted		√	
O4	SPACE AND WATER HEATING ZONES	<input type="checkbox"/> No separate space and water heating zones fitted	√		
P1 P2	EXTRA ZONE	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Neither 3rd zone nor TRVs fitted	√		
R4	7 DAY (2/3 CHANNEL) PROGRAMMER	<input type="checkbox"/> Not fitted	√		
R1 R2 R5	7 DAY (2/3 CHANNEL) PROGRAMMER	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Poor location (inaccessible) <input type="checkbox"/> Incorrect programmer fitted		√	
S3 S4	HOT WATER/HEATING	<input type="checkbox"/> Heating and/or hot water not working correctly <input type="checkbox"/> Some radiators heating on Hot Water only		√	
T5	ROOM STAT	<input type="checkbox"/> Not fitted	√		
T1 T2 T3 T4 T6	ROOM STAT	<input type="checkbox"/> Poor location <input type="checkbox"/> Wrong height (1.5m) <input type="checkbox"/> In direct sunlight <input type="checkbox"/> Subject to draughts <input type="checkbox"/> Not working		√	
U1	IMMERSION HEATER TIMER	<input type="checkbox"/> Not fitted but required	√		
U2 U3 U4	IMMERSION HEATER TIMER	<input type="checkbox"/> Not working <input type="checkbox"/> No immersion switch fitted with timer <input type="checkbox"/> Unsuitable immersion timer fitted		√	

Code	Heating Controls Upgrade	Detail	Severity		
Page 2 of 2					
V6 V12 V7 V9 V10 V11 V13	ELECTRICAL WORK	<input type="checkbox"/> No spur switch visible/ poorly located <input type="checkbox"/> Home owner not issued with 'Electrical Safety notice to home owner' if required <input type="checkbox"/> Bonding not present on pipework to ETCI rules (at boiler and hot press) <input type="checkbox"/> Earthing not to ETCI rules <input type="checkbox"/> Cross bonding in Hot Press incomplete & not to ETCI rules <input type="checkbox"/> Earthing/bonding fitted to gas supply is not to ETCI rules <input type="checkbox"/> Not to standard	√		
V1	ELECTRICAL WORK	<input type="checkbox"/> Incorrectly fused		√	
W1	CONTRACTOR MAKING GOOD	<input type="checkbox"/> Property not returned to manner in which it was found		√	
X1 X2	INSTRUCTION GIVEN	<input type="checkbox"/> No instruction given <input type="checkbox"/> Inadequate instruction given		√	
Y1	USER DOCUMENTATION	<input type="checkbox"/> User Manuals not left with homeowner		√	
ZB1&2	CONTROLS AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard		√	

## 2.7 Heat Pump Systems

The following checklist items apply to the different heat pump types according to the codes indicated:

AW - Air to Water

GW – Ground to Water (horizontal and vertical)

WW – Water to Water

EAW – Exhaust Air to Water

AA – Air to Air

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
Page 1 of 3					
AW, GW, WW, EAW, AA	SYSTEM DETAILS	<input type="checkbox"/> Does not have ability to provide 100% space heating <input type="checkbox"/> Unit not to Scheme requirements (High Risk) <input type="checkbox"/> Heat Pump cooling function not disabled <input type="checkbox"/> Unit less than required unit efficiencies <input type="checkbox"/> No data plate/CE mark (outdoor and indoor unit)	√		
AW, GW, WW, EAW, AA	SYSTEM DETAILS	<input type="checkbox"/> Unit not to Scheme requirements <input type="checkbox"/> System not working correctly <input type="checkbox"/> System not interlocked		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<input type="checkbox"/> Not as per manufacturer’s instructions (High Risk) <input type="checkbox"/> Unit mounted on an unstable structure, <input type="checkbox"/> Obstructing access to services e.g. manhole	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Outdoor unit sited incorrectly	<input type="checkbox"/> Not as per manufacturer’s instructions		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<input type="checkbox"/> Poorly fixed to wall <input type="checkbox"/> Unstable, poorly fixed to ground	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Fixing	<input type="checkbox"/> Poorly fixed to ground <input type="checkbox"/> Unit not level		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<input type="checkbox"/> Excessive vibration	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Noise	<input type="checkbox"/> Excessive noise <input type="checkbox"/> No anti-vibration mountings		√	
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<input type="checkbox"/> Condition of appliance detrimentally affecting performance / longevity (high risk)	√		
AW, GW, WW, EAW, AA	HP – OUTDOOR UNIT Condition	<input type="checkbox"/> Condition of appliance negatively affecting performance		√	
AW, GW, WW, EAW, AA	HP – Condensate pipework	<input type="checkbox"/> Condensate discharge potential safety issue posing safety risk	√		
AW, GW, WW, EAW, AA	HP – Condensate pipework	<input type="checkbox"/> Condensate not discharging to a drain or soakaway		√	
	HP - Refrigerant Pipework	<input type="checkbox"/> Not as per manufacturer’s specification (High Risk) <input type="checkbox"/> No pipe lagging present	√		
	HP - Refrigerant Pipework	<input type="checkbox"/> Not as per manufacturer’s specification <input type="checkbox"/> Pipework untidy / not secured		√	

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
		<input type="checkbox"/> Not as per manufacturer's specification <input type="checkbox"/> Incorrect pipe lagging / poorly insulated <input type="checkbox"/> Pipework vibration causing unwanted noise <input type="checkbox"/> Sealing of penetration through walls			
Page 2 of 3					
AW, GW, WW, EAW, AA	HP – Split Indoor Model	<input type="checkbox"/> Model unserviceable <input type="checkbox"/> Model inaccessible (obstructed by pipes etc)	√		
AA	HP - Air to Air systems indoor unit	<input type="checkbox"/> Not as per manufacturer's instructions (High Risk) <input type="checkbox"/> Indoor unit insecurely fixed <input type="checkbox"/> Indoor units not working	√		
AA	HP - Air to Air systems indoor unit	<input type="checkbox"/> Not as per manufacturer's instructions		√	
AW, GW, WW, EAW	HP - Water Pipework	<input type="checkbox"/> No pipe lagging present in unheated space or outdoors <input type="checkbox"/> Leaks present on pipework <input type="checkbox"/> Pressure relief valve not piped to safe and visible area	√		
AW, GW, WW, EAW	HP - Water Pipework	<input type="checkbox"/> Pipework untidy / not secured <input type="checkbox"/> Incorrect pipe lagging / poorly insulated <input type="checkbox"/> Sealing of penetration through walls <input type="checkbox"/> Pressure relief valve pipework not working correctly		√	
AW, GW, WW, EAW	HP - Auto Bypass/Buffer	<input type="checkbox"/> None installed where required <input type="checkbox"/> Manual bypass fitted <input type="checkbox"/> Incorrectly sited		√	
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<input type="checkbox"/> No separate hot water <input type="checkbox"/> No separate space heating	√		
AW, GW, WW, EAW	HP - Space and Hot Water Zones	<input type="checkbox"/> Motorised valve not working <input type="checkbox"/> Lever valve fitted in lieu of motorised valve <input type="checkbox"/> No load and weather compensation		√	
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<input type="checkbox"/> None fitted (Programmer/weather compensation with at least 1 room stat/sensor) <input type="checkbox"/> Programmer/inbuilt controller not working/ scheduling	√		
AW, GW, WW, EAW, AA	HP – Programmer/Inbuilt Controller	<input type="checkbox"/> Not fitted correctly <input type="checkbox"/> Poor location (inaccessible)		√	
AW, GW, WW, EAW	HP - Cylinder Stat/Sensor	<input type="checkbox"/> Poor location <input type="checkbox"/> Not fitted <input type="checkbox"/> Not working		√	
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<input type="checkbox"/> No room stat fitted where applicable	√		
AW, GW, WW, EAW, AA	HP - Room Stat/Sensor(s)	<input type="checkbox"/> Poor location <input type="checkbox"/> Wrong height (1.5m) <input type="checkbox"/> In direct sunlight <input type="checkbox"/> Subject to draughts <input type="checkbox"/> Room stat not working		√	
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable	<input type="checkbox"/> Unsuitable immersion timer fitted	√		

Heat Pump Type Codes	Category	Detail	Severity		
			One	Two	Three
	if the immersion is "stand-alone")				
AW, GW, WW, EAW	HP - Immersion Heater Timer (only applicable if the immersion is "stand-alone")	<input type="checkbox"/> Not fitted but required <input type="checkbox"/> Not working <input type="checkbox"/> No immersion switch fitted		√	
Page 3 of 3					
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	<input type="checkbox"/> Cylinder insulation not in place	√		
AW, GW, WW, EAW	HP - Hot Water Tank Insulation	<input type="checkbox"/> Cylinder insulation condition is poor <input type="checkbox"/> Cylinder insulation not correct thickness		√	
EAW	HP – Exhaust Air Heat Pump Ductwork	<input type="checkbox"/> Not fitted but required <input type="checkbox"/> No duct lagging present in unheated space	√		
EAW	HP – Exhaust Air Heat Pump Ductwork	<input type="checkbox"/> Not terminating correctly		√	
AW, GW, WW, EAW, AA	HP - Electrical	<input type="checkbox"/> Mains not isolated by Rotary Switch	√		
AW, GW, WW, EAW	HP - Electrical	<input type="checkbox"/> Earthing / bonding not to required standard	√		
AW, GW, WW, EAW, AA	HP - Electrical	<input type="checkbox"/> Cables poorly secured <input type="checkbox"/> Sealing of penetration through walls <input type="checkbox"/> No outside sensor on north facing outside wall where applicable <input type="checkbox"/> Incorrect isolator switch		√	
GW	HP - Collector	<input type="checkbox"/> Collector field connected to water mains	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	<input type="checkbox"/> Commissioning documents not available/correct <input type="checkbox"/> RECI cert not present/correct <input type="checkbox"/> Technician not F-gas registered where required <input type="checkbox"/> No F-Gas cert present where required	√		
AW, GW, WW, EAW	HP - Commissioning and Handover	<input type="checkbox"/> 2 systems not integrated safely and efficiently <input type="checkbox"/> Unit not setup for legionella prevention <input type="checkbox"/> No facility to support legionella prevention	√		
AW, GW, WW, EAW, AA	HP - Commissioning and Handover	<input type="checkbox"/> No User Manual left with homeowner		√	
GW	HP - Commissioning and Handover	<input type="checkbox"/> GSHP documentation missing (see list in the COP)		√	
AW, GW, WW, EAW, AA	HP – Space heating	<input type="checkbox"/> Installed heat emitters not as designed (High Risk)	√		
AW, GW, WW, EAW, AA	HP – Space heating	<input type="checkbox"/> Heating system not heating/not properly vented <input type="checkbox"/> Installed heat emitters not as designed		√	

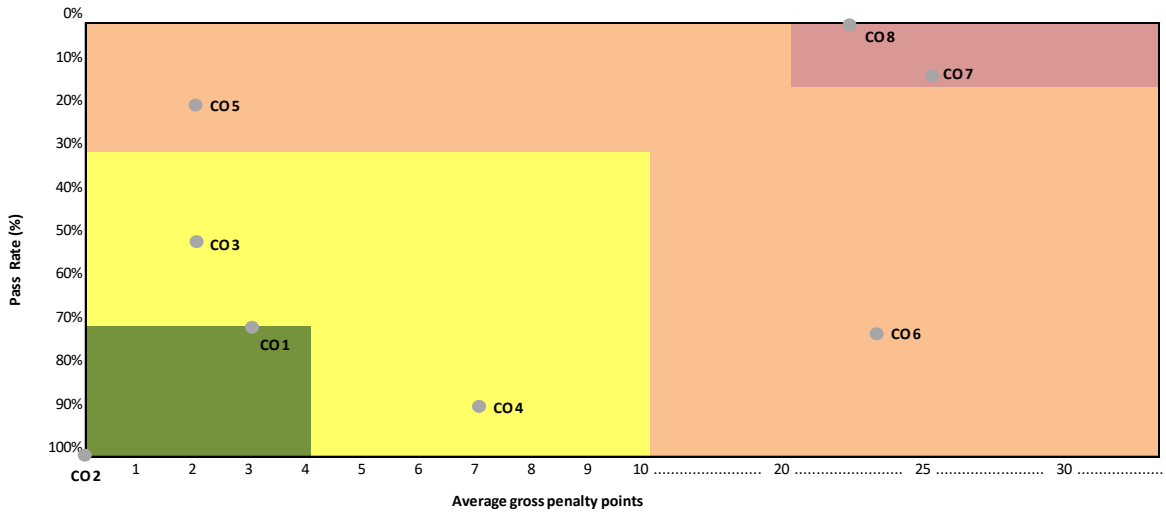
## 2.8 Solar Installation

Code	Solar Installation	Detail	Severity		
			One	Two	Three
Page 1 of 2					
A4	SYSTEM DETAILS	<input type="checkbox"/> Aperture Area of panels/tubes not correctly sized by house area	√		
A1 A2	SYSTEM DETAILS	<input type="checkbox"/> System not designed as per SEAI Spec and COP <input type="checkbox"/> Cylinder not sized correctly		√	
B1 B5	INSTALLATION OF COLLECTORS	<input type="checkbox"/> Collectors not adequately fastened to the roof <input type="checkbox"/> Panel/tubes are visibly damaged	√		
B2 B3	INSTALLATION OF COLLECTORS	<input type="checkbox"/> Collectors not properly oriented and angled <input type="checkbox"/> Potential for shading of collectors (trees, buildings, etc.)			√
D2 D3 D4 D5 D8	SOLAR CONTROLLER/ PUMPING STATION	<input type="checkbox"/> The electrical controls, including immersion and temperature sensors are not operating correctly <input type="checkbox"/> Circulation indicator for the solar loop not present/visible <input type="checkbox"/> The circulating pump not operating correctly <input type="checkbox"/> Temperature and controller settings incorrect <input type="checkbox"/> Solar controller fitted at wrong height		√	
E1 E5	DOMESTIC HOT WATER INSTALLATION	<input type="checkbox"/> Anti-water boiling controls not in place <input type="checkbox"/> Auxiliary heating not set-up to allow raising water temperature above 60 deg. C regularly to avoid legionella risks	√		
E2 E3 E4 E7	DOMESTIC HOT WATER INSTALLATION	<input type="checkbox"/> Hot water cylinder not insulated properly <input type="checkbox"/> No mechanism in place for unwanted circulation <input type="checkbox"/> No temperature interlock present between solar heated storage and auxiliary heating <input type="checkbox"/> Safety Notice not provided to homeowner where TMV was not installed		√	
F1	INTEGRATION WITH SPACE HEATING	<input type="checkbox"/> Sensor for space heating control incorrectly placed		√	
G3 G6	COMMISSIONING AND HANDOVER	<input type="checkbox"/> Antifreeze concentration does not comply with manufacturers requirements <input type="checkbox"/> Home owner not issued with 'Electrical Safety notice to home owner' where required		√	
G1 G2 G4 G5	COMMISSIONING AND HANDOVER	<input type="checkbox"/> Maintenance instructions and schedules not provided to customer/end user <input type="checkbox"/> All safety and information labels not in place. <input type="checkbox"/> Customer/end user has not been instructed in correct operation of system <input type="checkbox"/> System documentation and operating manual have not been supplied to end user			√

Code	Solar Installation	Detail	Severity		
			One	Two	Three
Page 2 of 2					
J2 J3 J4 J5 J7	SOLAR LOOP ANCILLARY/VALVES	<input type="checkbox"/> Pressure release valves are caught open or closed <input type="checkbox"/> Connection of solar loop to storage tank heat exchanger is incorrect <input type="checkbox"/> Expansion vessel not sized correctly/suitably rated as per solar manufactures recommendations <input type="checkbox"/> Unsuitable collector or no collector from pressure relief valve in place <input type="checkbox"/> Anti-reverse-circulation measure not in place (e.g. non-return valves in solar station as per manufactures details)		√	
H1 H2	COMMISSIONING	<input type="checkbox"/> Commissioning report not available for inspection <input type="checkbox"/> Commissioning report not completed		√	
J1	SOLAR LOOP ANCILLARY/VALVES	<input type="checkbox"/> Expansion and pressure release valve not installed	√		
K11	SOLAR LOOP SYSTEM DETAILS	<input type="checkbox"/> Pressure in the solar loop incorrect as per manufacturer's instructions		√	
L1 L2 L3	SOLAR LOOP PIPEWORK	<input type="checkbox"/> Solar loop pipe or components leaking <input type="checkbox"/> Pipe penetrations of building fabric not sealed <input type="checkbox"/> Pipes not securely fixed		√	
M1 M2 M3	SOLAR LOOP INSULATION	<input type="checkbox"/> Pipe work in the solar loop (internal & external) has not been thoroughly insulated <input type="checkbox"/> High temperature insulation not fitted <input type="checkbox"/> Solar loop external pipe and fittings not insulated with UV resistant insulation		√	
N1	SOLAR WATER HEATING SYSTEM AS PER SPECIFICATION	<input type="checkbox"/> Not as per Scheme Standard			√
P1 P6 P8	ELECTRICAL	<input type="checkbox"/> Permanent Electrical wiring not installed/ not to ETCI rules and untidy (not temporary extension lead) <input type="checkbox"/> Cables not clipped/untidy <input type="checkbox"/> Home owner not issued with 'Electrical Safety notice to home owner' if required		√	
P3 P4 P5 P7 P9	ELECTRICAL	<input type="checkbox"/> Probes/sensors not securely fixed <input type="checkbox"/> Non switchable spur not visible/ poorly located <input type="checkbox"/> Bonding not present on pipework to ETCI rules (on solar loop and hot press) <input type="checkbox"/> Earthing not to ETCI rules <input type="checkbox"/> Work not to standard	√		



### Appendix 3 – Better Energy Homes QADP Zone Examples



CO	Green		Yellow		Orange		Red	
	Contractor 1	Contractor 2	Contractor 3	Contractor 4	Contractor 5	Contractor 6	Contractor 7	Contractor 8
# Installations	600	10	75	850	350	100	210	5
# Inspections	55 (9%)	2 (20%)	8 (10.6%)	80 (9%)	30 (8.5%)	7 (7%)	24 (11%)	1 (20%)
# Pass (i.e. No reworks)	39 (71%)	2 (100%)	4 (50%)	72 (90%)	6 (20%)	5 (71%)	3 (12.5%)	0 (0%)
# Fail (Sev 1 and/or sev 2)	16 (29%)	0 (0%)	4 (50%)	8 (10%)	24 (80%)	2 (29%)	21 (87.5%)	1 (100%)
Gross penalty points	48	0	8	56	48	46	525	22
Average gross penalty points	3	0	2	7	2	23	25	22