

# Luton Council

## Guidance for Installers

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### Our Goal

Luton Council's key goal is to become a carbon neutral town by 2040 and to ensure the residents living in the town are no longer living in poverty including fuel poverty. In order for us to deliver our goal and ambitions, Luton Council along with its partners are developing a forward thinking [strategic vision](#) in becoming a centre of excellence for developing the skills and training, attracting inward investment into the town.

To help us achieve our vision, the council is looking to work closely with installer companies to help deliver energy efficiency improvements through the various grant funded programmes. Our key aim is to have a published list of trusted installers working which residents can make direct contact.

### ECO4 Installers

ECO4 Installer companies interested in working within the Luton area will need to register with the council by contacting the Domestic Energy Efficiency Manger via email: [Installers@luton.gov.uk](mailto:Installers@luton.gov.uk) and providing a copy of all the following documentation listed below.

ECO4 Installer companies must be trading for a minimum of one year in order to be accepted as a registered installer on the council's website.

- Current PAS2035 or PAS2030:2019 Accreditation Certificate
- Trustmark Certificate
- Insurance Certificates including Public Liability, Employer Liability and Indemnity Insurance.
- Letter headed paper with company registration details including company director details
- Certificates of all measures approved
- MCS Certification
- Waste Carrier License
- Code of Conduct
- Customer Charter
- Complaints Policy Procedure
- Health and Safety Policy
- Feedback Procedure
- Safe Guarding Policy

- Details and accreditation of each member of staff or sub-contractor i.e. Gas Safe registration, NVQ's for insulation measures.
- Details of Funding Body

It is the sole responsibility of the Installer Company to ensure that all documentation supplied is current and up to date. Installers failing to report any changes to their PAS Certification or to any of the documentation listed above, will be automatically removed from the Installers list for Luton.

## **Application for LA Flexibility**

Installers wishing to register for ECO4 Local Authority Flexibility sign off from the council, in addition to the above documentation we will require the following.

- Installers wishing to apply must sign an Information Sharing Agreement for GDPR purposes, and provide details where LA Flex works have taken place in the previous 12 months, from which we will approach a minimum of three to provide references.
- Or provide three references from other Local Authorities which you are currently registered as an ECO4 LA Flex installer.

All supporting documentation will be assessed based upon the merit and information provided by the installer. Once we have reviewed the documentation the council may arrange a meeting with the directors of the company prior to approval.

## **Response Time**

On receipt of the full set of information, assuming no additional information is required, the council will endeavour to review the documentation within 3 weeks, and add the installer to our published list within 4 weeks.