

# Energy Grant Schemes



Energy Grant schemes can help save energy and money for your home. Many of these schemes are free of charge to residents who meet the qualification criteria. Most are genuine schemes but there are some **rogue traders** carrying out poor work, leaving jobs incomplete and making false claims.

## Check list before you sign up to a grant scheme:



**Don't sign up to a scheme on your door step**



**Don't sign any paperwork until the works are complete and you are happy**



**Check on Luton Council's website to verify if the installer is registered**



**Make sure the company sends you all the guarantees for the work done**



**Ask for the improvements works discussed in writing before works start**



**Don't make any payments unless you receive an official invoice**

## How to raise a complaint

If you are not happy with the quality of work carried out to your property or your property has been damaged follow these steps;

- write to the company directly with the issues you wish to raise
- if the company hasn't responded within 14 days contact TrustMark on **0333 555 1234**. They will give you details of the accreditation body the company is registered with
- contact the accreditation body and raise a formal complaint
- the accreditation body will carry out an internal investigation. They will advise you of next steps if the company fails to rectify the issues.

For advice contact Luton Council on **01582 546000** and ask to speak to our Domestic Energy Efficiency Manager

[luton.gov.uk/energy-advice](http://luton.gov.uk/energy-advice)

**Luton**