



# North East Warm Homes Installation Service

Your Documents





# Overview of the process

Below is an overview of the process you will follow under the North East Warm Homes Installation Service. Each step is described in more detail in this folder.

If you would like more information or have any questions, please contact us on **0800 011 6189** or email us at [northeastwarmhomes@warmworks.co.uk](mailto:northeastwarmhomes@warmworks.co.uk)

## Our North East Warm Homes Installation Service customer journey



[northeastwarmhomes@warmworks.co.uk](mailto:northeastwarmhomes@warmworks.co.uk)  
0800 011 6189  
Omega (Suite 316), 2 St James' Gate, Newcastle, NE1 4AD



# Important Information

Warmworks is working with North East Warm Homes to deliver an installation service that will provide support to you to improve the energy efficiency of your home.

We work with a range of trusted and accredited local companies to install energy efficiency improvements in your home.

**When someone arrives at your home to carry out work on behalf of the installation service, they will always introduce themselves and show you their ID.**

**We never make unexpected calls or visits to your home.**

If you are unsure whether a visitor to your home is from Warmworks or one of our registered installation companies, contact us on **0800 011 6189**. We will be happy to talk to you. Any calls to that number are always free of charge.

We will always treat your information with care, keeping it safe and secure in compliance with the Data Protection Act 2018.

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# Our Service

Warmworks is committed to providing a first-class, quality service and we put our customers at the heart of everything we do.

We aim to make sure you receive the best possible service from Warmworks.

## **Our promise to you**

We promise to provide you with a first-class, professional service. We'll take your needs into account, keep you informed and make sure you're supported every step of the way.

## **Purpose of this booklet**

This booklet gives you information on each step of the process under the installation service. It also aims to answer any questions you may have.

If you need this information in another format or if you have any questions that have not been answered, please contact our Customer Service team. One of our friendly advisors will be happy to help you.

We have provided contact information below.

## **How to contact us**

You can contact us by phone on **0800 011 6189** (calls are free) or by email at **[northeastwarmhomes@warmworks.co.uk](mailto:northeastwarmhomes@warmworks.co.uk)**.

## **Hold us to account**

If you need to raise any concerns or complaints about the service we have given you, please use the phone number and email address above or write to us using the details below. We will provide an acknowledgement within two working days.

**Warmworks**  
**Orega (Suite 316)**  
**2 St James' Gate**  
**Newcastle**  
**NE1 4AD**

**[northeastwarmhomes@warmworks.co.uk](mailto:northeastwarmhomes@warmworks.co.uk)**

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# Assessment

## We make an initial assessment of your home.

We use information from the assessment to discuss potential energy efficiency improvements that may be suitable for your home. These improvements aim to make it warmer and more comfortable as well as help you manage your energy costs.

If you are renting your property, Warmworks will contact your landlord before the assessment to let them know you are using the installation service. We must have their permission before completing the assessment.

Once the assessment has been completed, a Home Assessment Report will be prepared, including an Energy Performance Certificate, this will outline the energy efficiency improvements that the Assessor thinks are suitable for your home.

### Questions you may have

#### **What time will the Assessor arrive and will they have ID?**

You will already have a date and approximate time for the visit, but the Assessor will call on the evening before our assessment to arrange a specific time. All our team will display a photo ID badge on arrival.

#### **What will it cost me?**

While this is a paid-for service, funding is available to cover a limited number of assessments where an application progresses to the installation stage. This is available on a first-come, first-served basis. We'll let you know the costs before you commit to anything, so you can be sure there are no hidden fees.

#### **How long will the assessment take?**

The average property assessment time is around three hours. The Assessor will require access to every room in the property (including lofts and basements). They will also need to take some photos to support a comprehensive report of the property that will be used to provide an offer of improvements that are unique to your property.

#### **When will I find out what improvements might be suitable?**

After the initial assessment, further work will be undertaken by Warmworks to determine what improvements are suitable for your home. Once this has been completed, we will contact you to discuss the suggested energy efficiency improvements for your home.

#### **Do I have to make a decision at the assessment?**

No, it is simply an assessment that will be used to determine what energy efficiency improvements might be suitable for your home. Any recommended improvements will be discussed with you in greater detail before you have to make a decision. You will have a cooling-off period of 14 days from the time we make an offer and you decide to sign the contract.

#### **Will the Assessor discuss how these new improvements will look when they're installed?**

No. This will be discussed with the sub-contractor who is carrying out the works.

#### **Will I be given any general energy advice as part of the assessment?**

Yes – the Assessor will give advice to help manage your energy bills.

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# Technical Survey

At this point, we will have put you in touch with a trusted, registered sub-contractor who will arrange a suitable time with you to do a technical survey.

The technical survey goes into detail about the energy efficiency improvements that we discussed with you following your assessment, where they could be installed and the preparation work that may be needed before the installation. This may mean you will have to clear furniture from some rooms, remove flooring, and empty or clear part of your loft.

It is important at this stage that you are fully aware of what might be installed in your home. Your sub-contractor will be happy to answer any questions you may have.

## Questions you may have

### How long does a technical survey take?

This depends on the size of your property and the energy efficiency improvements you are going to have installed, so it could take from 1-2 hours. You may also get more than one company arranging a technical survey – this depends on the type of energy efficiency improvements you are considering.

### What if I need to change my technical survey date?

You can contact your sub-contractor using the details you will have been given. If you are unable to reach them, contact Warmworks on **0800 011 6189** or by email on **[northeastwarmhomes@warmworks.co.uk](mailto:northeastwarmhomes@warmworks.co.uk)**.

### Do I have to be present at the technical survey?

Yes – we need the named applicant to be present at the technical survey to discuss installation options based on your requirements and budget, health and safety issues, and any preparation work you may need to do in advance of the work being carried out.

Please note that after the technical survey stage, your sub-contractor will provide Warmworks with a quotation for the works. Once received, we will discuss the quotation with you and send you written confirmation of it, along with a contract that you can sign to confirm that you wish to proceed with the works.

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# Your quotation and payment

After the technical survey, Warmworks will provide you with a quotation for the recommended energy efficiency improvements.

A deposit is required before any work can begin, based on the following sliding scale:

- For works valued up to £2,000, a £500 deposit is required
- For works valued between £2,001 and £5,000, a £1,000 deposit is required
- For works valued over £5,001, a £2,500 deposit is required

The full terms and conditions will be detailed in your contract, which will be sent with your quotation. Please note that Warmworks does not offer a price matching or comparison service, but our sub-contractors do provide competitive pricing.

Upon completion of the works, an inspection will be carried out and the remaining balance will become due.

## Questions you may have

### What will it cost me?

This is a paid for service; costs will vary depending on the energy efficiency improvements you have chosen to proceed with, which are bespoke to your home and individual circumstances and will even depend on the budget you have to spend.

However, funding is available to cover a limited number of assessments should your application progress to the installation stage. This is strictly on a first come, first served basis.

### Is funding available to cover the energy efficiency improvements?

No funding is available to cover the energy efficiency improvements and customers are expected to cover these costs.

**Please turn over for more information**

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**Are there any finance options available?**

Warmworks does not offer any financing options.

**Will Warmworks provide quotations from several sub-contractors?**

No, we do not offer a price matching or comparison service and you may find comparable products at a competitive price.

**Why go down this route rather than source my own company to carry out the works?**

Warmworks and its sub-contractors have a huge amount of experience in managing the installation of a range of energy efficiency improvements and will be on hand to expertly guide you through every stage of this process.

Warmworks will also oversee the delivery of the whole process and carry out an independent inspection once the work has been completed to ensure everything has been installed to the highest standard and to the correct specifications.

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# Installation

On the day of the scheduled works, your sub-contractor will arrive at the agreed time and make a start.

The work might be noisy, disruptive and take some time, so you may be advised to leave your home during the installation. However, if you cannot do this for any reason, you can remain at home and the sub-contractor will secure the working area by creating a 'safe zone'. It is very important that, if you do have to stay in the property during the work, you must always remain in this safe zone.

After the installation, the team will explain how to use the energy efficiency improvements that have been installed; they will also answer any questions. They will take away any rubbish from the installation, leaving your home clean and tidy.

## Questions you may have

### **What time will the sub-contractor arrive?**

They will arrange a mutually convenient time with you before the visit.

### **How long will the installation take?**

This depends on the energy efficiency improvements being installed and the size of your property. During the technical survey or before the installation, you will be informed about how long it should take. Your sub-contractor will try to complete the works as swiftly and efficiently as possible.

### **Will the installation materials arrive on the same day?**

Materials will usually arrive on the installation day, but sometimes they will come the day before. Your sub-contractor will always discuss this with you.

### **Do I have to complete any preparation before installation day?**

This will be discussed with you at the technical survey. If you are unsure, please call your sub-contractor first and they will let you know.

### **Will the sub-contractor have ID?**

All our sub-contractors will wear photo ID badges and will show them to you on arrival.

### **How will I know how to use what has been installed?**

Your sub-contractor will explain how everything works and you will also receive a handover pack that will provide information on how to use and get the most out of what has been installed in your home.

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# Inspection

To check that the work in your home has been completed to the highest standard, an inspector from Warmworks will arrange to visit your home.

Most inspections will pass first time but if anything is found that needs attention, it will be reported to the original sub-contractors who will contact you to arrange a suitable time to put things right.

We will also complete an Energy Performance Certificate assessment, which will help us to demonstrate the impact your recently installed energy efficiency improvements have had on your home's energy efficiency rating.

## Questions you may have

### What time will the inspector arrive?

We will already have given you a date, but the inspector should phone on the evening before your inspection to arrange a time.

### How long will the inspection take?

The average inspection is about one hour but inspections can take up to three hours.

### Will the inspector ask to see any documents?

The inspector will ask to see the paperwork left by your sub-contractor.

### How many inspections will there be?

You will receive one inspection to ensure that the energy efficiency improvements have been installed correctly and to the highest standards. You will also receive a visit at this stage to allow us to carry out an Energy Performance Certificate assessment. Where possible, we will combine these visits. If this is not possible, we will let you know that an additional visit is needed.

### What will it cost me?

Although this is a paid-for service, funding is available to cover a limited number of inspections and post-installation energy performance assessments. This is strictly on a first come, first served basis. We'll let you know before you commit to anything so you can be sure there are no hidden fees.

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# Warranty Period

All Warmworks' sub-contractors are held to our high standards for their workmanship.

## Questions you may have

### What is the warranty period?

The installation of the energy efficiency improvements is covered by industry-regulated guarantees, meaning you have absolute peace of mind from installation day – this is your warranty period. All information relating to this will be given to you by your sub-contractor.

In addition, and where applicable, you will also be given insurance backed guarantees to provide additional reassurance that the work has met insurers' standards.

### Are the products guaranteed?

All products fitted in your home have individual manufacturer's guarantees. These documents are left with you after the work is complete.

### What if I have a problem with any work done under the installation service?

Within the warranty period, you should contact the original sub-contractor who did the work.

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# Top Ten Energy Saving Tips

These top tips come from the Energy Saving Trust website.\*

1. Professional draught proofing for your windows and doors could save you around £85 a year
2. Avoid using a tumble dryer; line or rack dry your clothes to save £50 a year
3. Spend less time in the shower – keeping your shower to four minutes could save you up to £45 a year
4. You can save around £45 a year just by switching appliances off standby mode
5. Insulating your hot water tank, pipes and radiators is a quick and easy way to save £40 a year
6. Don't overfill your kettle and consider fitting an aerator onto your kitchen tap. This could save you £30 a year
7. Use fewer, colder washes for your laundry. By washing at 30 degrees and reducing your washes by one cycle a week, you could save £27 a year
8. Only run your dishwasher when it's full, so you don't have to run it so often. This could save £11 a year
9. Swapping one bath a week for a four-minute shower could save you £10 a year
10. Turning off your lights when you're not using them could save you £8 a year. You could save even more by replacing your lights with LED bulbs

\*All figures correct as of July 2025 based on a typical three-bedroom semi-detached house in England, Wales or Scotland on a standard energy tariff and paying by direct debit.

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