

Boiler Upgrade Scheme Forum



21 July 2022

13:00 – 13:05 – Welcome and introductions

13:10 – 13:25 – Progress updates and insights

13:25 – 13:30 – Guidance updates and reporting

13:30 – 13:50 – Feedback and Q&A

13:50 – 13:55 – Closing comments



731

ACCOUNTS ACTIVE



3901*

VOUCHER APPLICATIONS

***620 – installer; 208 – consent issued; 238 consent expired**



2071

VOUCHERS ISSUED



880

REDEMPTION APPLICATIONS



644

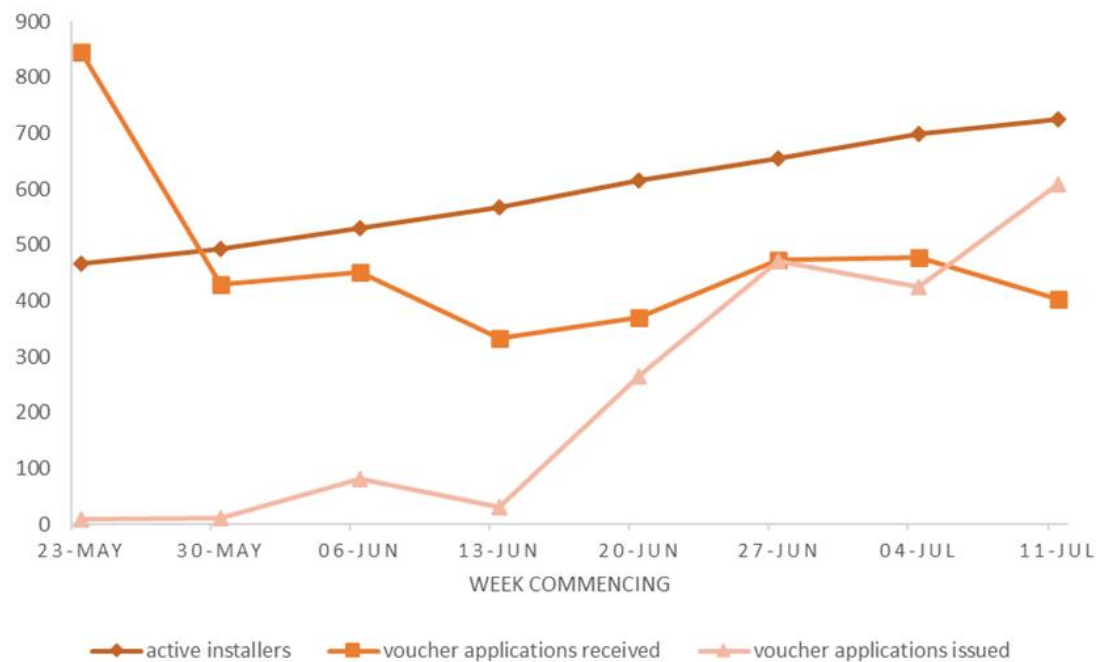
VOUCHERS REDEEMED



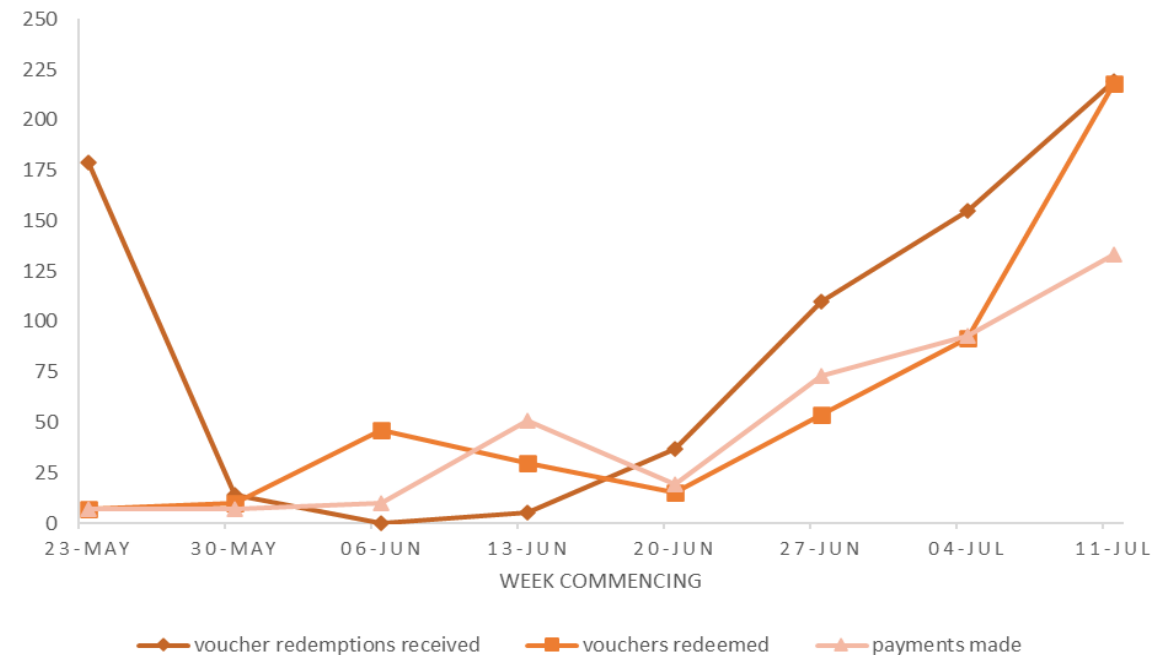
582

PAYMENTS MADE

VOUCHER APPLICATIONS



REDEMPTION APPLICATIONS



The timescales below **should not** be considered as SLAs

10

working days

To issue consent phase

10

working days

To issue voucher

12

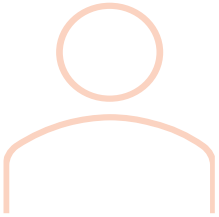
working days

Redemption Phase



The above figures are indicators and under the assumption that the applications are considered properly made. They do not include requests for additional information or if selected for audit





Account Creation

- Applications being submitted by AU's/third parties, not the AR
- Installer response times
- Evidence requirements not being met



Voucher Applications

- Accuracy of property owner's personal details
- Supporting documentation not being provided at submission



Statutory Review

- Reviews should be requested when you think we've made the wrong decision. It's not the most appropriate route where there's been an error on the application or a failure to provide information - in these cases you should reapply.



Online Portal

- Digital design and implementation has been delayed
- Expected launch of portal will be November

Guidance

- Installer and Property owner guidance have been updated
- Aimed to ensure the documents are clear and user-friendly

Reporting

- Monthly reports
- Quarterly reports

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