

## ECO-Flex Guidance Note for Agents

### Steps Involved

1. Agents interested in working in Flintshire should contact Flintshire County Council on 01352 701667 in the first instance.
2. Flintshire County Council discourages agents, or canvassing companies, from undertaking cold calling face-to-face contact. We insist that you initially contact householders via phone, e-mail, letter or a leaflet drop. Any complaints received from householders regarding cold calling will be investigated and could result in declarations not being issued by the Council.
3. You will be submitting the application to the County Council on behalf of the householder. Please ensure that the householder does not submit the application directly themselves.
4. Please explain to the householder that ECO-Flex is a private sector led scheme and that the funding for improvements is awarded by the energy companies. Householders need to be made aware that Flintshire County Council has limited involvement and is not responsible for issuing the funding, appointing contractors, installing the works or checking the quality of the work undertaken.
5. You must not use any County Council branding, or suggest that you are working on behalf of the County Council, without the Council's prior written consent.
6. You must leave your contact details, including named contact, telephone number and e-mail address, with the householder. Please advise the householder that if they wish to make any enquiries, check on progress or raise any concerns that they should contact you and **not** the County Council.
7. By participating in the ECO-Flex scheme Flintshire County Council seeks to support those households who are experiencing fuel poverty and are vulnerable to living in a cold home. To ensure that those eligible householders capitalise from the scheme, agents must recommend the most affordable and energy efficient infrastructure for the householder and the property and not just propose those measures which may secure a higher level of grant intervention.
8. You must advise householders of any works and additional costs which cannot be funded through the ECO-Flex scheme and explain to them that they may have to cover these costs. Householders must be informed that they are not obliged to proceed with the scheme if they do not believe that the improvement works are appropriate or affordable to them.
9. The administration charge of £101.50 +VAT (per Declaration) levied by Flintshire County Council in providing the Declaration must be paid by the energy supplier or their agent/contractor. You must not in any circumstances pass this cost onto the householders receiving assistance from the scheme.
10. Payment of £121.80 must be paid to Flintshire County Council either by cheque (payable to Flintshire County Council) or by BACS transfer (quoting BAX 371 ECO). The County Council's account number is 72521775 and the sort code is 54-10-10. The payment must be made at

the same time that the application forms are submitted. We require a numbered remittance to cross reference the BACS payment or cheque back to the individual properties in the application form.

11. Please use the application form template provided and insert your company logo and privacy notice as instructed.
12. Where multiple application forms are being submitted, an accompanying spreadsheet specifying the property address, reference number and eligibility criteria must also be submitted.
13. All agents must provide Flintshire County Council with the name and contact details and the PAS 20/30 number of all contractors and installers that will be used to undertake the works
14. All agents and contractors will be expected to comply with the General Data Protection Regulation. You will need to undertake work in accordance with Ofgem requirements and act in accordance with industry best practice in relation to consumer care and quality standards.
15. All application documentation should be sent to Shelley Webber, Domestic Energy Team, Flintshire County Council, County Offices, Chapel Street, Flint, CH6 5BD or e-mail [shelley.webber@flintshire.gov.uk](mailto:shelley.webber@flintshire.gov.uk)