

How does Keep Shropshire Warm select installer partners?

We use a trusted installer register which shows the checks we undertake before referring any clients to an installer(s). These include making sure the necessary insurances and accreditations are in place to ensure that a client has protection in case problems arise or a company ceases to exist. It also helps to ensure that the work is undertaken to all relevant standards. In all cases, when works are undertaken, the householder (client/resident) will be embarking into a contract between themselves and the contractor. We advise clients to go about the process as they would when commissioning similar types of work on or at their home.

Before selecting to work with a contractor we appraise a minimum of two references, these are usually sought from other Local Authorities, Housing Associations and other reputable organisations working in the energy sector.

In the case of government funding schemes, there are a limited number of companies who are able to deliver this funding at the present time in the areas we cover (including Shropshire). Of those companies, we look at the funding rates available, and most importantly, customer service and take in to account feedback to ourselves (from the contractor), and from clients. In order to access government funding (which is delivered through energy suppliers), contractors themselves need to abide by rules and regulations set out by the energy regulator, Ofgem and their funders (normally large energy companies).

We monitor the first few referrals closely, to ensure that the feedback is good, and that any issues that do arise are dealt with swiftly and appropriately. If we have concerns that are not addressed, we will not continue referring clients to an installer(s). As the funding and installer landscape is continually changing, we continually review referral routes, taking into account funding rates, feedback etc. to ensure that customers have access to a combination of the best possible funding and continued quality of install and service. In the case of some longer term projects, we may put the work out to tender in order to secure economies of scale and the best deal for residents.