



METRO MAYOR
LIVERPOOL CITY REGION

Residents in the Liverpool City Region can now apply for a new grant to help their homes become more efficient.

Please refer to our frequently asked questions (FAQ) on the Home Upgrade Grant phase 2 (HUG2) funding programme.

Q1. What is Home Upgrade Grant phase 2 (HUG2)?

A1. The Home Upgrade Grant (HUG) provides energy efficiency upgrades and low carbon heating via local authority funding, to households in England that:

- Are a low-income household
- are off the gas grid
- have an Energy Performance Certificate (EPC) between D and G; and
- Reside within an eligible postcode area [click link to check](#)

Q2. What home energy efficiency improvement could I be offered?

A2. Works offered will depend on funding availability AND the outcome of technical surveys, but could include works that support for energy efficiency and/r low carbon technologies such as:

Fabric First Measures:

- external wall insulation
- internal wall insulation
- cavity wall insulation
- loft insulation

Renewable Energy/ Low Carbon Heating Measures:

- Air Source Heat Pumps
- Ground Source Heat Pumps
- Solar photovoltaics (PV) panels

The programme seeks to take a 'fabric first' approach to housing retrofit.

Q3. Do I qualify for Home Upgrade Grant 2?

A3. You are likely to qualify if you meet ALL the following criteria:

- you do not have a mains gas heating system
- you are an owner-occupier or rent your home from a private landlord*



- your property has a valid Energy Performance Certificate (EPC) rating of D, E, F or G.

You can check your EPC online [click link to check](#) If your home does not have an EPC, this can be organised on your behalf, free of charge.

To qualify one of the following statements must also apply:

- Route 1: You live in one of the eligible postcode areas set by the Government [click link to check](#)
- Route 2: Yourself or a permanent member of your household receives a means tested benefit.
- Route 3: Your combined household income is below £36,000 before tax). (The threshold prior to 2nd April 2024 is £31,000).

*For owner-occupiers, grants will fund the full cost of works required (inc. surveys). Private tenants are eligible for assistance; however, your landlord will be required to contribute a minimum of one third of the total cost. Only small landlords that own four or fewer rental properties are eligible. Please discuss your application with your landlord before applying.

Q4. How do I apply for Home Upgrade Grant 2?

A4. You can apply through our [webpage](#) or email address, through the governments webpage or you can contact your Local Authority who we work in partnership with, and they can put your details forward to us.

Email: HUG2@liverpoolcityregion-ca.gov.uk

Q5. What happens if I do not meet the eligibility criteria, what are the next steps?

A5. If you do not meet the eligibility criteria, we will do our best to signpost you to alternative funding programmes that you may be eligible to apply for. We can also direct you to services that offer free impartial advice on energy efficiency, billing, fuel debt, and more. You can also check with your energy supplier or search for grants online.

Q6. How long will the work take?

A6. This is difficult to estimate and will depend on the type of upgrade offered and current condition of your home. Some upgrades may take longer to organise than others. For example, some may require planning permission and/or are weather-dependent.

If needed, you will not need to pay or apply for planning yourself.



You may have multiple surveys depending on the measure. Once your home has been surveyed and we have confirmed your grant, there is a formal compliance process to meet funding requirements.

This happens in the background and does not require any input from you to complete. However, this can take several weeks to process, and must be done before the work can begin. From your initial application to installation, it could take several months or more.

Q7. Why does ventilation upgrades to my home need fitting before receiving an insulation measure?

A7. Government standards, known as PAS2035, mean that households who qualify for funded insulation must either have their existing ventilation upgraded or new additional ventilation installed in their homes.

At survey stage, your home's suitability for insulation and the ventilation needed will be assessed together. Should your property require any ventilation measures, they will be fitted at the same time as your insulation at no cost to you.

Upgrades could include extractor fans, trickle vents on windows or gaps beneath internal doors. These allow air to move throughout your home keeping your home safe and healthy.

Q8. How will I know if my home needs improvements?

A8. If you meet the eligibility criteria (of EPC band D or below from a housing energy efficiency perspective), an appointment will be arranged for a Retrofit Assessor to attend your home. The assessor will carry out a whole-house assessment to confirm if your home needs any energy efficiency improvements and identify what the best type of improvements are for your home.

*Refer back to question 3 for access to eligibility checker.

Q9. What if the assessment says my home does not need any improvements?

A9. If an assessment finds that there are no improvements that can be made to your home within the project budget, you will still receive advice on saving energy in the home and an up-to-date EPC rating.

Q10. Can I just have solar panels or an Air Source Heat Pump?

A10. Eligible households could receive funding towards renewable, low carbon technologies the cost of Solar Photovoltaics (PV), Solar Thermal (Hot Water) systems, and Air Source Heat Pumps, provided that the property has appropriate levels of insulation. If the required levels of insulation do not exist, funding will first be used to insulate the home to achieve a fabric first approach, as set out by central government.

The viability of Air Source Heat Pumps will be considered following survey as to whether it is an appropriate replacement for the current heating system.

Q11. Can I have the same work what my neighbour or family member have had?

A11. This is a question that cannot be answered, as one size does not fit all. Your neighbour or family members property might look or had been built at the same time, however, how people live or how a property has been changed can vary the efficiency of each property. The Retrofit Assessor is trained and qualified to identify the best improvements for each individual property and will take a fabric first approach.

Q12. What is meant by a Fabric First Approach?

A12. The 'fabric first' approach focuses on reducing a home's heat loss, you can achieve low carbon emissions and a sustainable home that is affordable to heat. For example, if the fabric of a property is not insulated and a new heating system is installed, the heat will leave the property at a much quicker rate, and your energy bills will be higher.

Q13. I am a private landlord; I am applying for one of my properties that has an Energy Performance Certificate (EPC) of D. Can my tenant still benefit from the funding programme?

A13. This will depend on how many properties that you rent (maximum is 4) and if the property is off the gas grid (for heating purposes). The HUG2 scheme has an eligibility criteria set by the government, that we must follow.

Q14. What about the private rented sector – do landlords need to pay anything?

A14. For private rented sector properties, tenants must meet the low-income criteria and the landlord will be required to contribute at least one third of the cost of upgrades.

This means that the maximum level of subsidy a landlord can receive is equivalent to two-thirds of the subsidy received by an owner occupier in a dwelling of the same building archetype and wall type. If the total cost of works exceeds the cost cap values set out by the government, additional landlord contribution will be required.

Landlords are expected to contribute one-third to all home improvement costs.

Q15. Why has my application been declined?

A15. To receive HUG2 funding, you must meet the eligibility criteria. If you do not achieve the criteria, you will not be eligible for funding.

*Refer to question 3 for access to the eligibility criteria and eligible postcode checker.

Eligibility for home improvements can also be determined once a retrofit assessment has been completed.

Below are some other common reasons for unsuccessful applications:

EPC rating too high

Properties rated EPC band A, B and C do not qualify for HUG2 because the scheme aims to upgrade the most inefficient properties first.

Property unsuitable

Not all homes are suitable for certain energy efficiency measures. A survey will be completed to determine what improvements your property needs from what is available under this scheme.

Access difficulties

Your application may be cancelled if installers are unable to access relevant parts of your property safely. This could be due to narrow passageways or not enough room to erect scaffolding. For health and safety, loft spaces with small loft hatches are often declined for measures such as loft insulation.

Planning constraints

Some measures may not be appropriate for your property due planning restrictions. For example, we may encounter planning restrictions if your property is listed or in a conservation area.

Q16. Will the improvements help the environment?

A16. Yes. The scheme covers a wide range of energy efficiency improvements which, once installed, will help to reduce carbon emissions, and improve The City Regions air quality. The amount of carbon dioxide saved, for example, will depend on the measures that are installed and how much energy you currently use.

Q17. What documents will I need to provide?

A17. To check if you meet the eligibility criteria you will need to provide proof of ownership of your home such as land registry title. If your property is within the eligible postcode, you will not need to provide any income evidence but if your property is a non-eligible postcode property you will need to provide proof of benefits or payslips. Private Landlords must declare that they have not received subsidy over the Minimal Financial Assistance limit of £315,000 (including the value of HUG2 support to be given, and any previous assistance given to the landlords over the current and previous 2 financial years).

Q18. Will I need to sign any documents?

A18. If your property has been approved for improvements, you will be asked to sign a Homeowner Retrofit Agreement before any work starts. This is a legally binding agreement that sets out the work being offered to your home, and the agreed terms and conditions that all parties will be required to follow.

Q19. What happens if there are too many applications that have applied for the funding?

A19. The government sets out the conditions for all funding programmes. In the instance where the funding cannot help all those who have applied, we can signpost you to other funding programmes or if we are successful with future funding applications and you meet the eligibility criteria, offer those potential funding in the near future.

Q20. How long is the funding available for?

A20. The funding is available on a first-come first-serve basis, subject to availability. Installations must be complete before the 31st March 2025. Works carried out after this date will be ineligible for funding unless an official extension is granted by the Department for Energy Security and Net Zero (DESNZ).

Q21. What funding is available and how much could my property be eligible for?

A21. LCRCA have secured £10.35m to support the retrofitting of 500 homes in the Liverpool City Region.

The amount of funding that can be spent on each property that is eligible will depend on the type of property, the type of heating and the properties current condition.

Q22. I have a gas boiler, that is currently broken or is not able to be repaired. Do I still qualify for HUG2?

A22. Due to the eligibility criteria set out by central government, your property would not qualify for HUG2 funding. To qualify, your property must not have been connected to the gas-grid.

*Refer to question 3 for access to the eligibility criteria.
