

# Developing a Sustainable Finance Model for Private Homeowners



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# What is the scheme?

- ▶ The REIL Home Energy Saving Loan Scheme was aimed at providing low-cost finance through Credit Union clients for home energy efficiency upgrades.
- ▶ 35% SEAI Government Grant on all energy efficiency upgrades
- ▶ Works are financed through Credit Union loan
- ▶ REIL are programme co-ordinators and are responsible for surveying and completion of all works.
- ▶ Lead to the development of “ProEnergy Homes” by CUDA



# How it Evolved?

2016 - Credit Union  
in Kilkenny

2017 - 3 Credit Unions in  
Leinster

2018 - 6 Credit Unions  
across Dublin

2019 - up to 20 Credit  
Unions across Leinster and  
Munster and Connaught

## 2016 Pilot

- REIL took over as partner on existing scheme. Run between April to September Circa €100k loans drawn down

## 2017 Pilot

- 3 Credit Unions, only one had a dedicated marketing campaign
- Over €200k in loans drawn down

## 2018 Pilot

- Run between August to October
- 6 Week Marketing Campaign
- Over €320k in loans drawn down

## 2019 Pilot

- 20 CUs in Connaught, Leinster and Munster. Over €2m in loans drawn down, circa €3m of retrofits completed.

# What Changed?



# So how does it work?

## Phase 1 - Preworks

- ▶ Client Recruitment
- ▶ Client Portal
- ▶ Survey Completed

## Phase 2 - Proceeding with Works

- ▶ Works Available
- ▶ Getting Works completed and Signed off
- ▶ Drawing down loan

# Client Recruitment

- ▶ Client fills in EOI form and hands in to local Credit Union (CU) staff
- ▶ CU Staff carry out pre-vetting checks of lead
  - ▶ Financial check - preapproval of loan
  - ▶ Age of house - pre-2006 only
  - ▶ Are they the homeowner?
  - ▶ Measures interested in
- ▶ EOI form is sent to REIL Scheme Manager via email and is uploaded to REIL Surveyor Portal



## Expression of Interest Form

### Contact Details

Full Name	<input type="text"/>
Address Line 1	<input type="text"/>
Address Line 2	<input type="text"/>
City / Town	<input type="text"/>
County	<input type="text"/>
Eircode (if known)	<input type="text"/>
Telephone Number	<input type="text"/>
Email Address	<input type="text"/>

### Property Details

MFR Number – you'll find this on an electricity bill	<input type="text"/>	
Approx Age of Property – must be over 13 years	<input type="text"/>	
Number of Bedrooms	<input type="text"/>	
Property Type	<input type="checkbox"/> Detached	<input type="checkbox"/> Semi-Detached
	<input type="checkbox"/> Terraced	<input type="checkbox"/> Apartment
Estimated Annual Spend on Heating	€ <input type="text"/>	
Current Heat System	<input type="checkbox"/> Gas	<input type="checkbox"/> Oil
	<input type="checkbox"/> Solid Fuel	<input type="checkbox"/> Electric Storage
	<input type="checkbox"/> Heat Pump	<input type="checkbox"/> Stove / Open Fire
Office Use Only – Eligibility Criteria Satisfied	<input type="checkbox"/> Yes	

# Surveyor Portal

- Each lead is uploaded to portal after being vetted by both CU and REIL
- After each interaction with client, surveyors upload comments to portal
- These comments are then used to track progress of each lead and surveyor
- In the event of client not being at home at agreed time, surveyor is to upload proof of arrival. All interactions recorded on portal

The screenshot displays a web interface for a surveyor portal. On the left, there is a form with three sections: 'Company Name' with the value 'Liam Smith', 'Account Manager' with 'Jed Mohan', and 'Address' with '38 Hollystown Park, Hollystown, Dublin 15'. On the right, there is a 'BUSINESS DESCRIPTION' section followed by a 'COMMENTS' section. The comments section includes a text input field, a toolbar with 'Attach file' and 'Post on Wall' options, and a list of comments. The comments list has a filter bar with options for 'System Actions', 'Calendar Tasks', 'User Comments', and 'Documents', and a 'Close' button. The comments are as follows:

- Comments "Home owner wants to proceed with boiler and controls upgrade" 25/04/2018 03:03:10 [By Jed]
- Comments "Survey completed and report sent to home owner" 25/04/2018 03:01:35 [By Jed]
- Comments "Survey scheduled for 20th April" 25/04/2018 02:50:35 [By Jed]
- Business Updated "Liam Smith" 16/04/2018 09:31:38 [By Steve]

# Survey Completed

- ▶ Office Contact all clients to confirm details, interest and availability
- ▶ Surveyor completes organized time to call to complete survey
- ▶ Depending on complexity survey takes 1 to 2 hours on site
- ▶ Surveyor returns to office and inputs survey into bespoke app and produces personalized report for each client
- ▶ Report issued to client via email or post as per request on site

## HOME ENERGY REPORT

Colm Stafford



### GENERAL INFORMATION

<i>Client</i>	Colm Stafford
<i>Address</i>	5 Castleknock Oaks, Castleknock, Dublin 15.
<i>Date of survey</i>	30/01/2019
<i>Survey carried out by</i>	Jed Mohan
<i>Contact number</i>	0862557548
<i>Year of construction</i>	1975
<i>Type of dwelling</i>	Detached
<i>Approx floor area (m<sup>2</sup>)</i>	164.61
<i>Email ID</i>	jed.mohan@reil.ie
<i>Next Steps</i>	Call 01-8011040 to upgrade now

### SURVEYOR COMMENTS

The walls of the main house are of cavity wall construction with the cavity recently insulated using cavity bead.

\*\*\* This Survey is valid for 30 days from date is sued \*\*\*



## POTENTIAL IMPROVEMENTS

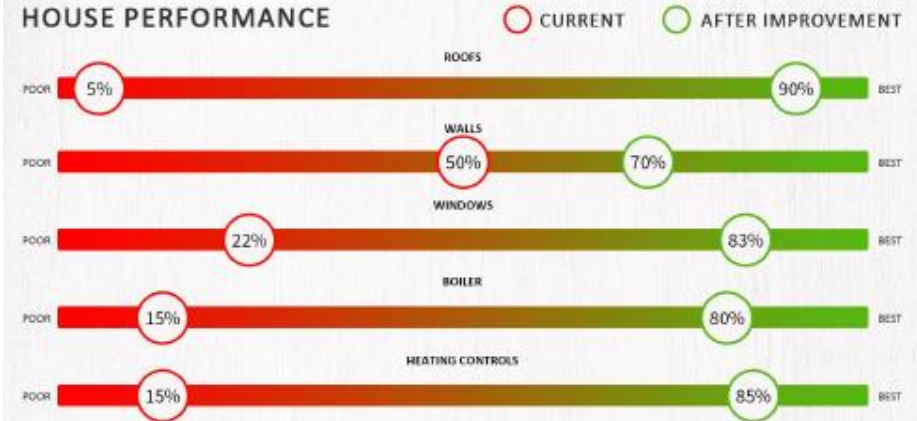
The following table details budget capital costs, typical savings in annual energy costs, and the estimated payback periods associated with each of the measures included in the report. Note that all costs are inclusive of VAT.

Please note the figures are compiled on the basis of average domestic energy usage for a house of this type and size. Actual domestic energy usage and cost savings are dependent on a range of considerations specific to your particular home and lifestyle.

Element	Upgrade	Saving (€)	Usual Price (€)	SEAI Grant (€)	You pay (€)
<b>External Wall</b>					
Cavity Wall - full fill	Solid Wall - External wall insulation	0.00	6155.13	4900.00	1655.13
Solid Wall - no insulation	Solid Wall - External wall insulation	582.02	24356.48	6179.10	18177.38
<b>Roof</b>					
Pitched Roof - 100 - 200mm insulation	200mm Mineral wool insulation	14.38	1609.68	983.40	1046.28
Dormer / Vaulted Roof - pre 1980	PIR insulation / slab / plaster	0.00	701.68	245.50	456.18
Dormer / Vaulted Roof - 2000 or later	PIR insulation / slab / plaster	0.00	1165.90	478.00	887.90
<b>Windows</b>					
Double Glazed pvc / timber - standard	Double glazed pvc other	164.91	22023.76	7703.00	14315.76
<b>Doors</b>					
Standard Door	Timber door (front door)	9.28	2778.30	972.40	1805.90
<b>Heating</b>					
Open fire	Solid fuel stove	324.97	2800.61	980.21	1820.40
All of the above	Full retrofit	657.34	61791.54	21628.51	40164.91

Note\* To qualify for the SEAI Solar grant the solar installation must contribute a portion of renewable energy for domestic hot water as per SEAI requirements. An additional survey / calculation may need to be carried out to confirm this.

## HOUSE PERFORMANCE



## IMPROVEMENTS PACKAGES

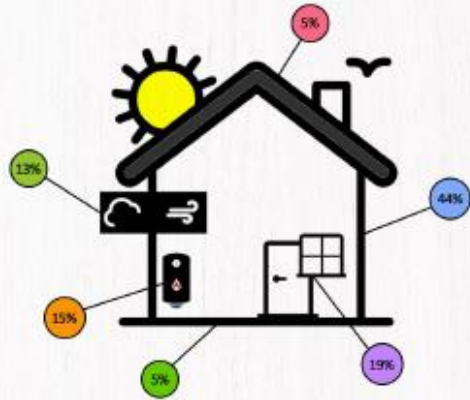
BRONZE	SILVER	GOLD	PLATINUM*
Cavity Wall-full fill + Dormer / Vaulted Roof - pre 1980 + Double Glazed pvc / timber - standard + Open fire	Solid Wall - no insulation + Dormer / Vaulted Roof - 2000 or later + Open fire	All of the Above	Full Fabric Upgrade, Heat Pump & Solar PV
YOU PAY € 18247.47	YOU PAY € 20885.66	YOU PAY € 40184.93	YOU PAY € 58164.93

\* Platinum package is subject to further evaluation. Your surveyor has included this as an option which may be available to you. If you are interested in installing a heat pump, further calculations must be carried out to verify that your home is suitable for a heat pump installation and confirm cost of works.

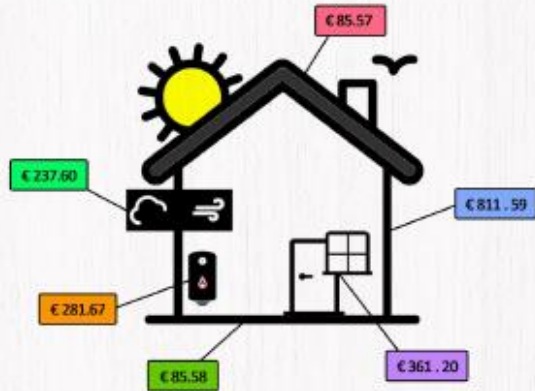
## NEXT STEPS



## WHERE IS MY HEAT ESCAPING?



## HOW MUCH IS HEAT LOSS COSTING?



MONEY YOU WILL SAVE OVER NEXT 20 YEARS

€ 14,523

SEAI GRANT AVAILABLE FOR YOUR RETROFIT

€ 6,954

## MAIN ROOFS



## OBSERVATIONS

There is currently between 100 - 150mm thick of insulation within the main roof space. The current standard for new homes is approximately 300mm of mineral wool.

## RECOMMENDATIONS

The roof should be upgraded to 300mm thick of mineral wool insulation, to be fixed between and over ceiling joists as appropriate. Water tanks, pipes, hatch doors, etc. should be insulated to current standards. Roof space to be ventilated to current standards also.

## WHAT DOES THIS MEAN?

Your roof is less insulated than is recommended. This means that more heat will escape through your roof, making your bedrooms colder and your energy bills more expensive. You should install more insulation to keep your home warmer and make it cheaper to heat.



Cost € 1609.68 SEAI Grant € 563.40  
You Pay € 1046.28

## WHY IT MATTERS

On average, a home loses 20-30% of its heat through its roof, if it is not properly insulated. This loss of heat not only costs you money in the form of higher heating bills, but it also harms the environment by increasing greenhouse gas emissions.

# Phase 2 - Proceed With Works

## Energy Improvement Measures Available

Attic Insulation

Solid Fuel Stoves

Cavity Insulation

Solar Thermal Panels (Hot Water)

Internal Wall Insulation (Drylining)

Windows (full house solution only)

External Wall Insulation

Windows & Doors (full house solution only)

Gas or Oil Boiler with Heating Controls (Grant only on Heating Controls)

Air Source Heat Pump with Heating Controls

Heating Controls Only

Solar PV Panels & Battery

# Complete works and Payments

Once loan approval is given, REIL will proceed to procurement of contractors to complete works

Only REIL & SEAI approved contractors are used

Contractors are sent to survey clients homes to ensure the client understands what they are getting done

Once works are complete, REIL inspect all works to ensure they are up to SEAI standards

Once all work is approved by our surveyor, we proceed with a BER assessment and invoice the client for 65% of Total Works Cost as per the Client's Revised Report

Client draws down the loan and this can be made payable to REIL for the full amount (65%)

Once payment received, REIL issue client with a receipt. That's it!

# Provisional Outcome of 2019 Scheme

Number of Leads 1300

Value of Works identified €31.53m/4.649 measures

Value of works through scheme circa €3m

Value of Loans issued circa €2m

Number of Houses 133

Average number of measures per property 3

Average value of works per property circa €19,687

In Excess of €1.1m of works already confirmed for 2020

# Challenges that lay ahead

Difficulty in getting qualified surveying staff to scale to level required


Time for homeowners to make up their minds

Inability to complete all works in loan period

BER B2 Requirement

HLI requirement for Heatpumps, assessment and level

Qualified tradesmen to complete the works



**“Perfect is the  
enemy of good”**  
*-Voltaire*