

Partner Guide

The Welsh Government Warm Homes Nest scheme offers home improvements at no cost to applicants who own or privately rent their home, live in a property that is very energy inefficient and receive a means tested benefit.

What is Nest?

Nest is a Welsh Government Warm Homes scheme working to help reduce the number of households in fuel poverty and make Welsh homes warmer and more energy-efficient places to live.

Nest can provide advice on:

- saving energy
- money management
- benefit entitlement
- energy supplier support

How can Nest help people in fuel poverty?

Fuel poverty is defined as people who spend more than 10% of their household income on heating their home.

Nest can also provide the householders living in the hardest to heat properties with a package of no cost home improvements to help make their home warmer.

Householders who are entitled to home improvements, at no cost, must satisfy ALL of the following criteria:

- They own or privately rent their home
- They live in an E, F or G rated property
- They are on a means tested benefit

How do you know if a house is E, F or G rated?

There are many different factors that affect a household's energy efficient rating, and only a SAP survey carried out in the home can confirm a household's rating.

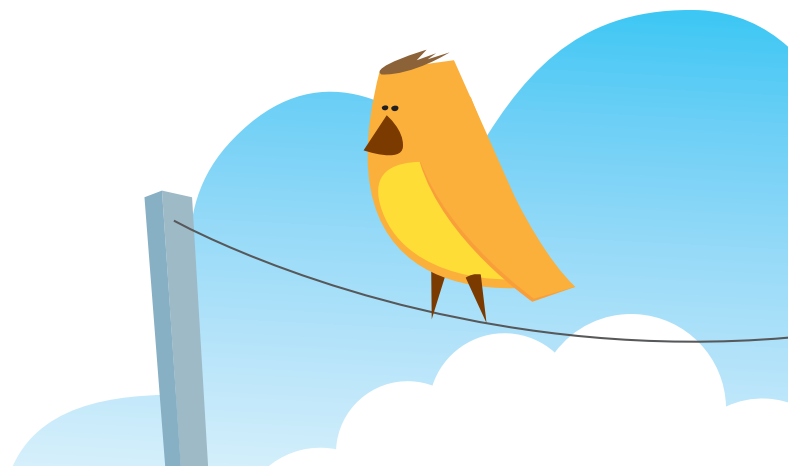
However, as a guide, a property in the E, F or G band would typically have all, or most, of these characteristics:

- No central heating, or a broken central heating system
- An un-insulated hot water cylinder
- Solid walls, un-insulated cavity walls or walls of a non-traditional construction type
- Less than 100mm of loft insulation
- Single glazed windows
- No low energy light bulbs or draughtproofing
- Homes where the main heating system uses a fuel other than mains gas, and detached, semi-detached or end-terrace properties are also more likely to be E, F or G rated.

Eligible benefits list

To qualify for Nest, a householder must be in receipt of one or more of the following benefits:

- Child Tax Credit: household money coming in is below £16,105 a year
- Council Tax Reduction Scheme (reductions and discounts do not qualify on their own)
- Housing Benefit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit - savings and guarantee
- Universal Credit
- Working Tax Credit: household money coming in is below £16,105 a year



How can we work together to help promote Nest?

As a partner, working closely in communities across Wales, you will no doubt come across people who need help making their homes warmer and more affordable to heat.

Nest has Partnership Development Managers covering the whole of Wales who are able to arrange training sessions and presentations to ensure your organisation is fully aware of the help Nest can provide to your communities.

We are happy to attend local partner events, advice surgeries and visit community groups to inform how the Nest scheme can help them and the people they work with.

Our marketing team can also provide newsletter copy for your communications; leaflets and posters for display in your premises, and provide press support for your events when Nest is present.

The Partner Portal

To make the referral process easier for you, partners can log into the Nest Partner Portal:

www.partnerportal.nestwales.org.uk

to make a Nest application.

Using a unique user name and password, as provided by your local Nest Partner Development Manager, you can make a Nest application on behalf of your client. You can then track the whole process through the portal on behalf of your client.

The Nest Partner Portal is web based and allows a third party intermediary to receive a call back from Nest and undertake an application on behalf of a client in an instance where a client is vulnerable and is unable to communicate via the telephone.

If you think that your organisation could benefit from the Nest Partner Portal please contact your local Partner Development Manager.

How to apply

The householder, or someone on the householder's behalf, can call **0808 808 2244**. Alternatively there is a call back request function at nestwales.org.uk.

Upon enquiry a Nest advisor will run through some questions to get an indicative energy performance rating for the property. If the information from the phone questionnaire indicates that the applicant is eligible for Nest, and the property has an E, F or G energy rating, a Nest assessor will arrange a visit to conduct a full home energy assessment.

The assessment will recommend a tailored package of home improvements to bring the property up to a C rating where possible.

If the householder is happy with the recommendations, a Nest contractor will arrange a convenient time to install the home improvements.

If the energy performance rating is above an E rating, Nest advisors can provide information on other schemes which may provide home improvements to the householder at low or no cost.

Useful contacts

Partnership Development Team

To find out more about how Nest can help in your area, contact your local Nest representative:

NORTH WALES

(Anglesey, Gwynedd, Wrexham, Conwy, Denbighshire and Flintshire)

Rick Ward

e: rick.ward@est.org.uk

t: 07903 443 655

SOUTH WALES

(Swansea, Neath Port Talbot, Rhondda Cynon Taff, Bridgend and Merthyr Tydfil)

Rhian Liddiard

e: rhian.liddiard@est.org.uk

t: 07920 594 616

MID AND WEST WALES

(Carmarthenshire, Pembrokeshire, Ceredigion and Powys)

Peter Hughes

e: peter.hughes@est.org.uk

t: 07538 041 319

SOUTH EAST WALES

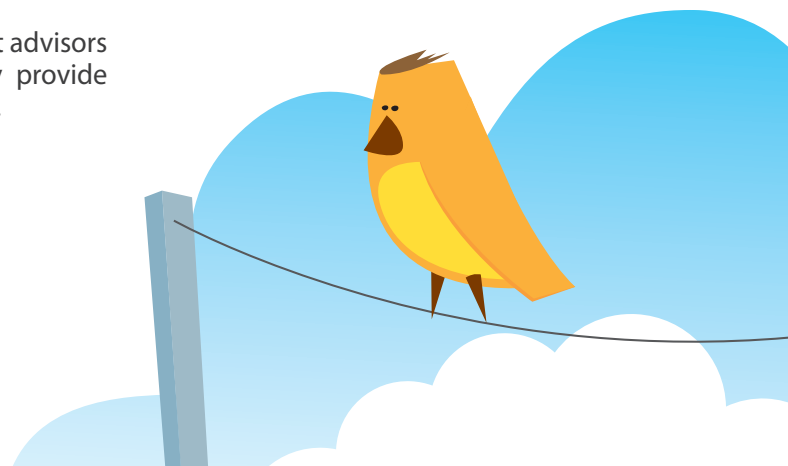
(Vale of Glamorgan, Cardiff, Newport, Caerphilly, Monmouthshire, Torfaen and Blaenau Gwent)

Daniel St John

e: daniel.stjohn@est.org.uk

t: 07507 312 149

Rhan o raglen Cartrefi Clyd Llywodraeth Cymru
Part of the Welsh Government Warm Homes programme



Canllaw Partner



Mae cynllun Nyth Cartrefi Clyd Llywodraeth Cymru yn cynnig gwelliannau i'r cartref heb unrhyw gost, i ymgeiswyr sy'n rhentu neu'n berchen ar eu cartref yn breifat, yn yw mewn eiddo sy'n ynni aneffeithlon ac yn derbyn prawf modd budd-dal.

Beth yw Nyth?

Mae Nyth Cartrefi Clyd Llywodraeth Cymru yn gynllun gan yn gweithio i helpu i leihau nifer o gytrefi mewn tlodi tanwydd a gwneud cytrefi Cymru'n gynhesach ac yn lleoedd fwy ynni effeithlon i fyw.

Gall Nyth gynnig cyngor ar:

- arbed ynni
- rheoli arian
- hawl i fudd-daliadau
- materion ynghylch cyflenwyr ynni

Sut y gall Nyth helpu pobl sydd mewn tlodi tanwydd?

Mae rhai pobl yn gwario dros 10% o'u hincwm ar wresogi eu cartref. Dyna yw tlodi tanwydd.

Yn ogystal, gall Nyth gynnig pecyn o welliannau di-gost i gynhesu cartrefi pobl os yw eu cartrefi'n anodd iawn eu cynhesu.

Er mwyn gallu elwa ar y gwelliannau di-gost, mae'n rhaid bodloni'r HOLL feini prawf isod:

- Bod yn berchen ar eu cartref neu ei rentu'n breifat
- Byw mewn cartref â graddfa effeithlonrwydd ynni E, F neu G
- Derbyn budd-dal sydd â phrawf modd

Sut mae gwybod a yw tŷ ar raddfa E, F neu G?

Mae nifer o wahanol ffactorau'n effeithio ar raddfa effeithlonrwydd ynni eich cartref. Dim ond arolwg SAP a all ddweud yn iawn beth yw'r raddfa.

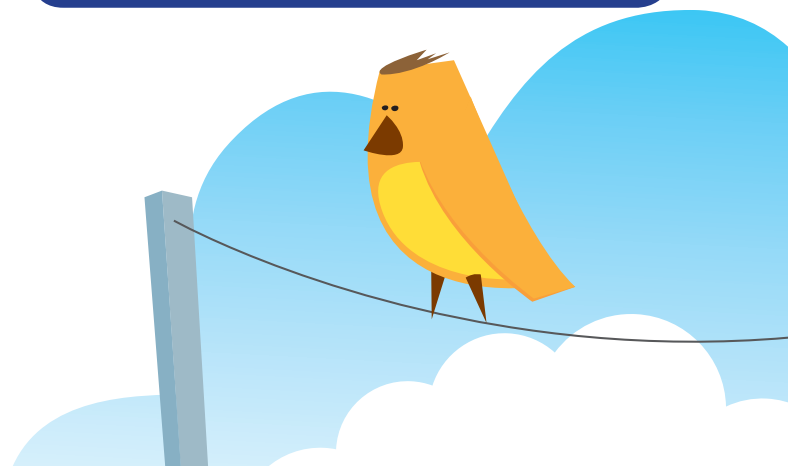
Fodd bynnag, yn fras, mae gan gartrefi sydd ym mand E, F neu G yr holl nodweddion hyn, neu'r rhan fwyaf ohonynt:

- Dim gwres canolog, neu system gwres canolog wedi torri
- Silindr dŵr poeth sydd heb ei inswleiddio
- Waliau solet, waliau ceudod heb eu hinswleiddio neu waliau an-nhraddodiadol
- Llai na 100mm o ddeunydd inswleiddio yn yr atig
- Ffenestri gwydr sengl
- Dim bylbiau trydan ynni-isel na defnydd atal drafftiau
- Yn ogystal, mae cartrefi lle mae'r brif system wresogi yn defnyddio tanwydd ac ethrio nwy o'r prif gyflenwad, a thai unigol, tai pâr neu dai pen rhes yn fwy tebygol o fod ar raddfa E, F neu G rated.

Rhestr o fudd-daliadau cymwys

Er mwyn bod yn gymwys ar gyfer Nyth, mae'n rhaid bod deiliad tŷ yn derbyn un neu fwy o'r budd-daliadau isod:

- Credyd Treth Plant: mae llai na £16,105 o arian y flwyddyn yn dod i mewn i'r cartref
- Cynllun Gostyngiadau'r Dreth Gyngor (Budd-dal y Dreth Gyngor gynt)
- Budd-dal Tai
- Lwfans Ceisio Gwaith yn Seiliedig ar Incwm
- Lwfans Cyflogaeth a Chymorth yn Seiliedig ar incwm
- Cymhorthdal Incwm
- Credyd Pensiwn - cynilion a gwarant
- Credyd Cynhwysol
- Credyd Treth Gwaith: mae llai na £16,105 o arian y flwyddyn yn dod i mewn i'r cartref



Sut allwn ni gydweithio i helpu i hyrwyddo Nyth?

Fel partner sy'n gweithio mewn cymunedau ledled Cymru, mae'n siwr eich bod yn dod ar draws pobl y mae arnynt angen help i wneud eu cartrefi'n gynhesach am bris mwy fforddiadwy.

Mae gan Nyth Reolwyr Datblygu Partneriaethau dros Gymru gyfan. Gall y rhain drefnu sesiynau hyfforddi a chyflwyniadau i sicrhau bod eich sefydliad chi yn gwybod yn iawn am yr help y gall Nyth ei roi i'ch cymunedau.

Rydym yn barod iawn i ddod i ddigwyddiadau partneriaid a chymorthfeydd lleol ac i ymweld â grwpiau cymunedol i ddangos sut y gall cynllun Nyth eu helpu nhw a'r bobl y maent yn gweithio gyda nhw.

Gall ein tîm marchnata roi eitemau i chi eu cynnwys yn eich cylchlythyrau; poster, taflenni a phethau dal taflenni i'w dangos; a'ch helpu i gysylltu â'r wasg ynghylch digwyddiadau y mae Nyth yn bresennol ynddynt.

Y Porth Partneriaid

Er mwyn gwneud y broses gyfeirio'n haws i chi, gall partneriaid fewngofnodi i Borth Partneriaid Nyth:

www.partnerportal.nestwales.org.uk

i wneud cais i Nyth.

Gallwch ddefnyddio'r enw defnyddiwr a'r cyfrinair unigryw a gewch gan Reolwr Datblygu Partneriaid Nyth i wneud cais i Nyth ar ran eich cleient. Yna, gallwch ddilyn yr holl broses trwy'r porth ar ran eich cleient.

Mae Porth Partneriaid Nyth yn caniatáu i gyfryngwr trydydd parti cael galwad yn ôl oddi wrth y tîm Nyth er mwy gweud cais ar rhan cleient mewn achos lle mae cleient yn fregus ac yn methu cyfathrebu dros y ffôn.

Os ydych chi'n credu y gallai'ch sefydliad chi elwa o Borth Partneriaid Nyth, holwch eich Rheolwr Datblygu Partneriaid.

Sut i wneud cais

Gall deiliad y tŷ, neu rywun ar ran y deiliad, ffonio **0808 808 2244**. Neu gallwch fynd i nestwales.org.uk a clicio ar Cais ffonio'n ôl.

Bydd cynghorydd Nyth yn gofyn nifer o gwestiynau i gael syniad o raddfa effeithlonrwydd ynni y cartref. Os yw'r wybodaeth o'r arolwg ffôn yn awgrymu bod yr ymgeisydd yn gymwys ar gyfer Nyth a bod y cartref ar raddfa ynni E, F neu G, bydd asesydd Nyth yn trefnu i rywun ddod i gynnal asesiad ynni llawn o'ch cartref.

Os oes modd, bydd yr asesydd yn argymhell pecyn pwrpasol o welliannau i godi'r cartref i raddfa C. Os yw deiliad y tŷ yn hapus â'r argymhellion, bydd contractor Nyth yn trefnu i ddod i wneud y gwelliannau ar amser cyfleus.

Os yw perfformiad ynni'r cartref yn uwch na graddfa E, gall cynghorwyr Nyth roi gwybodaeth am gynlluniau eraill i wneud gwelliannau yn ddi-gost neu am gost isel.

Cysylltiadau defnyddiol

Y Tîm Datblygu Partneriaethau:

I gael gwybod sut y gall Nyth helpu yn eich ardal chi, cysylltwch â'r cynrychiolydd lleol:

GOGLEDD CYMRU

(Ynys Môn, Gwynedd, Wrecsam, Conwy, Sir Ddinbych a Sir y Fflint)

Rick Ward

e: rick.ward@est.org.uk

t: 07903 443 655

DE CYMRU

(Abertawe, Castell-nedd Port Talbot, Rhondda Cynon Taf, Pen y Bont, Merthyr Tydfil)

Rhian Liddiard

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t: 07920 594 616

CANOLBARTH A GORLLEWIN CYMRU

(Sir Caerfyrddin, Sir Benfro, Ceredigion a Powys)

Peter Hughes

e: peter.hughes@est.org.uk

t: 07538 041 319

DE DDWYRAIN CYMRU

(Caerdydd, Bro Morgannwg, Caerffili, Torfaen, Chasnewydd a Blaenau Gwent)

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e: daniel.stjohn@est.org.uk

t: 07507 312 149

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