

NEWSLETTER

FEBRUARY 2022

MEET THE TEAM



Paul Pittman – Green Energy & Consumer Protection Team Leader

Paul has worked in customer service from over 40 years. He is passionate about providing the right information to consumers to improve the energy efficiency of your home while maintaining Government standards and providing you with an Energy Performance Certificate.

ABOUT HYDROGARD GREEN ENERGY

As the UK's number one domestic green energy consulting service, we provide impartial, independent knowledge for green renewable energy, ethical no-nonsense advice. What this means to you the customer is, you get honest advice which will give you the necessary steps to take to protect yourself from unscrupulous salespeople. It will also give you unlimited access to our team of renewable energy consultants who have all been in the business for many years who continually enhance their individual knowledge of all things green and renewable.

Whatever green renewable energy product you are considering purchasing, make sure you take all of the necessary steps to protect yourself at all times. Some of the horror stories are already shown in our news page and these are real stories, from individuals who made purchases based on the lies they were told in their homes, you don't need to fall into the same trap.

We have spoken with homeowners who were told all heat pumps are the same, but unfortunately, they are not. We have spoken to consumers who were told they didn't need to increase the insulation in their property to have a heat pump, but when it came to claiming the renewable heat incentive, they were not able to claim because the property didn't meet the heat loss requirements.

Remember this, a salesperson will not shout at you, they will not be horrible to you, but they will lie to you. They will say whatever they need to say to convince you that they are telling the truth and their ultimate goal is to get you to place an order with them but take five and protect yourself. Learn the things in advance by using our consultancy service so you can be fore warned and ready for what they could say to you.

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JANUARY COMPETITION WINNERS

MONDAY 10TH JANUARY



Janet Harris
From Bingham, Nottinghamshire

MONDAY 24TH JANUARY



Joanne Brotherwood
From Bracknell, Berkshire

OUR COMPETITION IS
NOW CLOSED UNTIL
FURTHER NOTICE

WHY HYDROGARD GREEN ENERGY?



It is very important to be able to trust an individual or an organisation and here at Hydrogard Green Energy you can trust our team. We are linked to some of the very best professionals across the renewable energy sector, professionals who are more than qualified to offer advice and expert opinion.

Here at Hydrogard Green Energy the emphasis is on protecting you and your asset and giving you the customer the protection you should give to your property.

It is important to understand the new UK Government regulations and guidelines with regard to your property and for having a current Energy Performance Certificate (EPC).

The EPC has true value and ensures that you are meeting and exceeding the current UK legislation for energy efficiency.

As a country, our Prime Minister has committed us to zero carbon emissions by 2050 and that means we all have a responsibility to ensure our homes are as energy efficient as they can be.

Every morning, our team has a meeting to discuss green and renewable energy and how we can help consumers like you meet your responsibilities regarding Energy Efficiency in the home.

This means that no matter who you speak to in our firm, the expertise of the whole team helps to provide a balanced view of your carbon saving and energy targets, which ultimately will mean your home is at the forefront of green energy efficient savings .

Are you looking to switch to a renewable energy source? Book a Home Stability Assessment today to see which product will be the most beneficial for you and your home.

CONTACT US TO ARRANGE A HOME
SUITABILITY ASSESSMENT CONTACT US ON
01252 872265 OR VISIT OUR WEBSITE
WWW.HYDROGARDGREENENERGY.COM



SUCCESS STORY – HYDROGARD CONSUMER PROTECTION SERVICE WINS PENSIONER A WARM HOME

Mr B from Berkshire purchased an Air Source Heat Pump in 2020. The installation was completed incorrectly, which resulted in Mr B having no hot water or heating for 18 months!

After our intervention, we were able to get Mr B's system repaired and installed correctly. In December 2021, Mr B was able to sit in his home with ample hot water and plenty of heating.

If you have purchased an Air Source Heat Pump and have any problems or concerns, contact our Consumer Protection team today!

NEW MEMBER - COMPLAINTS

Mrs M from Yorkshire contacted our Consumer Protection Team regarding a rogue kitchen fitter which left her kitchen in a complete state of despair. We are currently get working to get Mrs M's kitchen repaired and put back into the condition which Mrs M was hoping for when she purchased it.

Mrs B From East Sussex contacted our Consumer Protection Team in relation to her energy utility problem. We are currently in the process of speaking to the utility provider with the view to get this issue rectified for Mrs B.

CONSUMER PROTECTION SERVICES

Unlimited Legal Assistance This covers everyone living in your property for a 12 month period.

Unlimited Telephone Assistance regarding any issue you may need answers on or any dispute you have.

Future Purchasing Advice We will check out any contractor you are thinking of engaging, we will check their sales contract and we will establish how long they have been in business and advise you how to protect yourself with all purchases.

Copy of the Beware of Scammers Consumer Protection Book - How to Protect Yourself.

1 years membership to the Digital Property Logbook, which protects your property and all the valuable goods inside (not Insurance).

HR Advice so if you have a problem at work and want to ask us questions regarding your employment or any issue with work, we can help answer those questions for you.

No Win No Fee Claims Management without the administration costs.

OUR CONSUMER PROTECTION SERVICE IS £480.00 INCLUDING VAT

For more information or to sign up for our Consumer Protection Service head over to our website www.hydrogardlegalservices.co.uk or give us a call on 08000 74 84 94

FCA launches pre-paid funeral plans



The FCA has launched a consultation on how it plans to regulate the pre-paid funeral plans sector.

In January 2022, the Treasury made legislation bringing the sale and administration of funeral plans within the FCA's remit, following concerns raised in the media and by consumer groups about the conduct and financial soundness of some pre-paid funeral plan providers. This will happen from July 2022.

The consultation lays out how the FCA will improve standards in the sector.

The FCA's proposals intend to ensure that:

- Products meet the individual needs of consumers – we will ban the sale of products which do not provide for funeral services in almost all circumstances on the individual's death.
- Plans are sold fairly, including a ban on cold-calling to prevent consumers being pushed into taking out plans which may not be right for them.
- The price of plans are fairly valued, with firms stopped from using additional fees to drive profits and a ban on commission payments to intermediaries.

If you would like to discuss your pre-paid funeral plan, you may be able to get a refund! Give us a call on our Freephone number 08000 74 84 94

RHI Scheme Closes on 31st March 2022



Applicants normally had up to 12 months to apply to the scheme from the first commissioning date shown on the MCS certificate. However, the RHI will close to new applications on 31 March 2022. It will not be possible to apply after this date, even if your system was commissioned less than twelve months before.

If you have already installed a renewable heating system that was commissioned on or after 1 March 2019, you can now apply for domestic RHI payments, until the scheme closes (before midnight on 31 March 2022).

If you had an application rejected for not meeting the 12 month rule, you can reapply to the scheme (before midnight on 31 March 2022).

Customers starting their renewable heating installation and RHI application in early 2022 may struggle to complete before the 31 March 2022 deadline.

FEATURES IN OUR NEXT ISSUE INCLUDES

Welcoming back the SME Business Awards!
My Final Wishes – End of Life Planning
Success stories
Plus, much more!

IF YOU NEED HELP OR ASSISTANCE WITH ANY DISPUTE,
CALL HYDROGARD LEGAL SERVICES ON 08000 74 84 94