

Retrofit Boost mortgage – important information for you



Great news! Your broker has recommended the Retrofit Boost mortgage product. They think it's the right fit for you.

It is designed for customers looking to make energy-efficient upgrades to their property. Things like solar panels or a heat pump.

Make sure this mortgage is right for you

- **Cashback:** This mortgage gives you cashback that can only be used for eligible improvements that make your property more energy efficient. See the table below for the eligible improvements.

Heating	Windows and Doors	Insulation	Solar
Thermostatic radiator valves	A-rated double or triple glazed windows	Cavity wall insulation	Photovoltaic solar panels
Air source heat pumps	Secondary glazed windows	Solid wall insulation	Solar battery storage
Ground source heat pumps	Window and door draught proofing	Suspended floor insulation	Solar thermal hot water
Biomass pellet boilers	Insulated external doors	Solid floor insulation	
Fan coiled radiators		Loft and pitched roof insulation	
Temperature controls (timers/zone heating)		Room in roof insulation (excluding sprayed polyurethane loft foam)	

- **Higher interest rate:** This mortgage gives you cashback, but it has a higher interest rate than other mortgages.

Resources to help

- **Financial Health:** It's important to compare the total cost of the Retrofit Boost mortgage with other financing options. Your broker can help you compare all the costs of this loan with other options. This way, you can see if it helps achieve your financial goals.
- **Benefits of Improvements:** Making energy efficient improvements may reduce your energy bills. We have provided your broker with resources to help you estimate the savings you could make. This will depend on the improvements you choose.

Get started with your improvement plans

- **Teaming up with Hive:** We've teamed up with Hive, who offer a range of solutions aligned with the Retrofit Boost mortgage cashback amounts.

Using Hive's services is completely optional, you don't have to.

- **Using another installer:** You can choose any qualified installer for your improvements.

We recommend using installers registered with the Microgeneration Certification Scheme (MCS) or Trustmark. These are government-backed programs aimed at ensuring high standards and consumer protection.

Continued overleaf...

Next steps

Before you complete your mortgage, make sure the cashback can be used for the eligible energy efficient improvements you want.

- Not all the options will work for everyone or every property.
- Before getting started, some improvements might need planning or building consent. You may also need permission from your landlord. It's worth checking this before you start any work to your property.

Some other things you need to know

- The eligible improvements may not provide the energy efficiency expected. This could mean they don't save you money or energy.
- Your installer may not carry out the work properly or supply suitable equipment. This could mean your property becomes damaged or its value is reduced.
- Hive may not be the best option for you. An alternative supplier/installer may offer something better suited to you or your property.

We won't take any responsibility for these things if they go wrong.

You should carry out further research if you are unsure or have any doubts.

One last thing

We want to know about your experience and how your eligible energy-efficient improvements are performing for you and which you have installed. After the loan has completed, we may contact you to ask you some questions about it all.

If you have any questions about this information, please speak to your mortgage broker.

Don't risk losing your property – keep up those mortgage repayments

This information is correct from July 2024.

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