

The background of the central section is a dark blue image of a person in a suit, seen from the chest up, looking towards the right. The image is semi-transparent and overlaid with various digital and data-related icons. These include a gear with a checkmark, a document with a magnifying glass, a bar chart, a line graph, and several circular icons containing symbols like a checklist, a folder, and a network diagram. The overall aesthetic is modern and tech-oriented.

# ABS FAQs

**November 2024**  
**Version 5 (updated 07 November 2024)**

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# Batch support

## **Q. I need some help troubleshooting my batch. How do I access support?**

A. Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com). Before emailing the inbox, please make sure to check if your questions are addressed in the provided resources.

For troubleshooting related to access, please refer to the self-guided troubleshooting steps provided before contacting the team (page 10).

## **Q. What are the roles and responsibilities of the Delivery Agent, Partner and the Department in the batch process?**

A.

- Delivery Agent: Batch system administration and learning support
- Delivery Partner: Batch assessment and technical support
- The Department: Batch assessment and policy

# Batch access

**Q. How can I access my batches?**

A. Please navigate to the **new** ABS platform on <https://abs-salix.kissflow.com>

**Q. I missed the 24-hour response to the new ABS invite.**

A. Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com). This will be updated once a week. Please check your junk mail folder for any missing email invitations.

**Q. I replied to the invite, changed my password but it is now locking me out.**

A. Please ensure you are navigating to the new platform [abs-salix.kissflow.com](https://abs-salix.kissflow.com). Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com) if you are encountering further issues

**Q. I have forgotten my password.**

A. Please use forgotten password button on [abs-salix.kissflow.com](https://abs-salix.kissflow.com) login page. If you encounter any further login issues, please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com)



# Batch access

## **Q. I have logged in however my level of access is different?**

A. When you email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com) please provide the level of access you require, 'draft only' or 'draft and submit'. This will be updated once a week.

## **Q. I have logged in, but I can't see my batches from the old ABS?.**

A. Please navigate to '[Project applications](#)'. If you are unable to see your historic batches than you may not have the right level of access. Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com)

## **Q. I am going on annual leave; how can I grant access to my team?**

A. Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com) A member of the team can arrange for your colleagues to have the same access as you.

## **Q. I have logged in, but I can't see my batches from the old ABS?**

A. Please navigate to 'project applications.' If you are unable to see your historic batches than you may not have the right level of access. Please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com)



# Troubleshooting

Did you have a previous account on the old platform in financial year one?

Have you received an invitation from Kissflow in this financial year?  
Please check your junk mail for missing emails.

If yes, have you responded and set up your password, or has it expired?

Are you accessing the new platform <https://abs-salix.kissflow.com>

Have you attempted to log out and then log back in to reset?

What level of access do you need - draft only or draft and submit to Delivery Partner (DP)?

Once you have tried these steps and have answers to the above, please email [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com) for further troubleshooting support.



# Viewing batches

## Q. How do I check batches I need to approve?

A. Navigate to the 'Assigned to me' section. You can view and filter your batches to the desired approval status within your allocated project code.

**Please note:** your view may temporarily have additional grant recipients on your status view.

## Q. Will I receive automatic emails when there is a change in my batch progress?

A. You will now receive an automated email when there is change in batch progress. These can be accessed via the 'Project Applications' section.

## Q. Where can I view my draft batches?

A. Your draft batches can be accessed under 'My Batches' where you will be able to amend any fields or information prior to submitting for review. This includes submitting and uploading any additional information

**Please note:** your draft batches are not visible to anyone else. Once you 'submit to GR', they will become viewable by those allocated to your project code.

# Viewing batches

## Q. What does the status of my batch mean?

A. Items can have four possible statuses:

- **In Progress** – Your application can be submitted or re-opened to allow you to make amendments.
- **Withdrawn** – The user submitting the batch has withdrawn it.
- **Rejected** – A user has rejected the batch; this is different from a delivery partner rejection which results in a batch being sent back for amendments.
- **Completed** – An application has been approved and the work on the homes in the application has been completed. The batch will be moved to the final step in the workflow and cannot be amended or reopened.

Please look at the 'current step' in the batch details section to see where in the workflow your application is.

Possible steps are:

- **Draft/Start** - With the user who created the application on the system.
- **Grant Recipient** – With the grant recipient for approval before submission to the delivery partner.
- **DP Approval** – In the delivery partner's approval queue awaiting assessment.

# Viewing batches

- **Escalation\*** – The batch has been escalated to allow the delivery partner to gather more information for their assessment or the batch has been escalated to DESNZ.
- **Approved** – The batch application has been approved.
- **Project Applications Finished** – Final holding step before completion of your HUG project, batches here may be reopened at the delivery partner's discretion.
- **Completed** – The batch application has been completed, works on the homes have finished and the application cannot be amended or reopened.

# Batch funding

## Q. How many rows do I need to complete on the batch funding table?

A. For each property type you will need to add up to two rows;

1. One row to record the energy efficiency costs
2. One row to record the low carbon heat costs to reflect the dual cost caps for HUG 2.

The exception to this is park homes, which only has one combined cost cap and therefore one row to be added.

**Please ensure the costs inputted relate to the specific archetype you are inputting of the home.**

## Q. I have insufficient headroom to cover the overspend in the EE measure for the End Terrace Cavity Wall? What are my options for resubmission?

A. Options available for resubmission include:

- You can either re-submit the home with less expensive costs
- You can add in more homes to the batch with cheaper measures to increase the subsidy
- The property can be resubmitted with this measure at a future point if you build up sufficient headroom by submitting other less expensive measures for this archetype.

# Batch funding

## Q. When do I only input costs from grant?

A. You only need to input costs from grant when:

- The Home type is owner occupied. Optionally, you may incorporate Total Costs for Owner Occupied properties, however this is not mandatory.
- For both grant types- Energy Efficiency and Low Carbon Heat

Please make sure you input actual costs and not predicted costs.

## Q. When do I input both 'Total costs' and 'Costs from grant'?

Information input is encouraged for all grant types, however, are mandatory for:

- Home type- private rented for all grant type
- Home type- social housing for all grant type

For private rented (private rented sector) and social housing, the 'Total Cost columns' must be complete to demonstrate that the Landlord or Housing Association is contributing at least 33% for private rented, and 50% for social housing of the total costs of works.

Please make sure you put actual costs and not predicted costs in these columns.

# Batch funding

**Q. Would you prioritize maximizing communal Low Carbon Heat(LCH) headroom first?**

**If further funds for LCH are needed, would you initially utilise all Energy Efficiency top-up available for the archetype, and then resort to tapping into the LCH 20% flex?**

A. This approach is correct.

The flex is a last resort in the hierarchy and must be made up by the end of the scheme.

# Validation

## **Q. When do I need to run validation?**

A. You will need to run validation when submitting a new batch or re-submitting an existing batch for approval.

## **Q. I have made a mistake on my batch and need to remove the line in my batch table.**

A. Zero out all the values on the line (number of homes, grant costs and total costs) in rows you wish to delete if you don't mean to submit that line due to an error. This will then ensure it doesn't add to the overall calculations of the batch submission.

## **Q. What does the error message 'Fail- number of homes is not aligned' mean when I attempt to submit or re-open a batch?**

A. This is new validation added to the ABS which checks that the number of homes requesting funding aligns with the number of homes listed in the property table. The ABS checks if the number of homes requesting funding is less than the number of homes described in the property table, this is done on an archetype basis.

## **One grant funding stream**

If an archetype requests only one of the grant funding streams, then the number of homes requesting funding should be equal to the number of homes of that archetype in the property table.



# Validation

## **Energy Efficiency and Low Carbon Heat funding streams**

If the archetype requests funding from both energy efficiency and low carbon heat funding streams, then the combined number of homes requesting funding should be equal to or greater than the number of homes requesting funding in the property table, and each individual grant



# Batch measures

## **Q . Can I submit predicted measures for EE top-up?**

A. When submitting an Energy Efficiency top-up, please ensure that the absolute number of measures is provided in the "number of measures" column.

## **Q. Should I include funds I am contributing funds (or other funding) in the batch measures table?**

A. If the LA is contributing funds (or using other funding) to fund measure costs, these costs should not be included in the batch application form. It is requested that the GR tracks this independently as the information may be requested during audit.

## **Q. What does the error message 'Number of measures does not align with the number of funding requests' mean when I attempt to submit or re-open a batch?**

A. This is a new validation added to the ABS which checks that the number of measures in a batch aligns with the number of homes requesting funding for that measure type.

The ABS compares the number of homes requesting energy efficiency funding and the number of energy efficiency measures, if there are less measures than funding then the validation check fails.

The system also does this check for the number of homes requesting low carbon heat funding and compares against the number of low carbon heat measures in the batch, failing if there are less measures than home.



# Batch measures

## **Q . Can I submit battery storage on the ABS?**

A. Although visible as an option on the ABS, battery storage is not available as an approvable measure.

## **Q. Is the High Retention Storage Heater B measure intended for all properties, or is it specifically designated for flats?**

A. High Retention Storage Heaters as a grade B measure is only available for flats that are primarily electrically heated and without the ability to install Air Source Heat Pumps.

This is in accordance with the FY2 Guidance.

Confirmation of this requirement can be provided through documents such as the EPC, RCA, and floor plans.

# Batch measures

## **Q. Will waste water heat recovery systems be included in the measures? They are also listed in SAP10.2.**

- A. DESNZ is currently reviewing this query, and an update will be provided in due course regarding whether waste water heat recovery systems can be approved as a measure.

This would most likely be decided on a case-by-case basis.

## **Q. Which measure type should be chosen for Air Source Heat Pumps in park homes?**

- A. All grant funding for Park Homes is captured within the Park Home grant (Energy Efficiency and Low Carbon Heat Measures). Salix are currently working on a solution to being able to do this in the ABS.

## **Q. Is warm air included? Is inefficient warm air heating covered within HUG?**

- A. Air-to-air heat pumps are allowable in the scheme.

The policy does not support technology where it is connected to the gas grid, and the scheme does not support fossil fuel measures.

## **Q. Given that the guidance specifies 10% Grade C per LA project, is each batch classified as a separate project?**

- A. Measure mix is cumulative across the life of the project.

If you have any issues with a particular batch please contact [HUG2.assessments@arup.com](mailto:HUG2.assessments@arup.com)

# Batch measures

**Q . Can a mix of archetype and wall type be submitted per batch, or does each batch have to consist of only one specific archetype and wall type?**

A.. Batches can contain mixtures of all archetypes provided that the measures and costs are allocated to the correct archetype and cost cap

**Q . Could you clarify park home insulation measures?**

A.. Generally, it is best practice to “fully wrap” a park home, however a phased approach may be possible where this is in-line with the overall design and does not lead to thermal bridging or higher risk of moisture problems.

The decision as to whether it is acceptable to carry out a single measure improvement, or whether the whole home should be upgraded, must be made by an appropriately qualified retrofit professional according the processes set out in the PAS.

Therefore a "wrapped" home should be counted as 1 measure. Park homes are eligible for other measures such as EWI etc if recommended by a Retrofit Coordinator.

# Additional details

## Q. What type of information should I provide in the additional detail section?

A. Provide as much information as possible to reduce times with the escalation process.

### Try and include:

- any additional measures you want the DP to consider, including the number, total cost and reason for this measure
- an explanation if and why you have transferred low carbon heat costs to the energy efficiency cost cap
- justification of costs are higher than anticipated
- size of the property (meterage and number of bedrooms)
- reasoning behind complexity of installation
- whether the measure complements any other being installed
- why the measure is required- provide reasoning on choice over another measure
- why costs are moved into A&A- please note where possible, A&A costs should be split out of the measure cost

# Additional details

## **Q. What information is required for EE top up?**

A. For EE top ups please state:

- the amount of EE top up being used
- which archetypes and wall types of EE top up is being used
- the measures that are being topped up

## **Q. What information is required for double glazing and energy efficient doors to be included as Grade B?**

A. For double glazing and energy efficient doors, normally a grade C, these can sit as grade B if they are:

- installed with a grade A measure
- are necessary for the install to be PAS compliant.

Please provide additional information to justify the change in measure.

## **Q. What should I include when measures are being funded through landlord contributions?**

A. For Ownership type- Private Rented Sector, please outline the measures which are being funded through Landlord contributions including number of measures/capital expenditure items and cost of contribution to that measure/capital expenditure.

# Additional details

Please note under section 3.2.3, Landlords are not allowed to use headroom accrued from other Landlords in prior batches. This information may be requested during audit.

## **Q. What information is required when installing direct electric heaters?**

A. The department are assessing for Value for Money on a case-by-case basis. To assist with this, please provide the following information:

- Why is this measure necessary?
- How does it improve this household?
- Is there any other measure that could be installed in its place (justification if not)?
- Would a storage heater be suitable for this property?

In homes where low temperature heat pumps are unsuitable for the dwelling, this is the order of priority:

- connection to low-carbon heat networks, if appropriate for the stock applied with
- high temperature hydronic heat pumps
- air to air heat pumps
- high retention electric storage heaters with at least 0.8+ SAP responsiveness-in electrically heated flats and small dwellings only

# Additional details

- Solid biomass to be considered when determining the next best option for deliverability
- Value for money
- Affordability
- Sustainability
- Air quality

## **Q. What should I include in my attachments?**

A. Attachments must include an image of an email, or PDF letter, signed by the Retrofit Coordinator.

## **Q. What is the maximum number of files I can upload as evidence for my batch submission?**

A. You have the option to upload up to 10 files per batch. If you need to upload more than 10 files, please compress them into a single compressed zip file before uploading.

## **Q. what information is required when VAT or/and non-recoverable VAT are included?**

A. When VAT or/and non-recoverable VAT are included. Please provide the following information for each VAT item:

- value and rate of recoverable and non-recoverable VAT
- goods and services on which VAT was paid
- name of party claiming VAT
- Reason for including VAT
- reason why it is non-recoverable



# Batch resubmissions

## **Q. My measure costs have increased, where should I add my overflow costs?**

A. As per the guidance under section 4.2, where measure costs increase due to unforeseen complications, in the first instance we would recommend overflow costs are marked as A&A.

If this is not suitable, a batch should be reopened and increased measure costs recorded as a last resort. Each increased cost in a reopened batch will be need to be clearly justified to be accepted. Additional evidence will be required to justify the increase in cost. Please provide the following:

- Why the retrospectively added cost is necessary.
- Whether the additional cost features in the initial retrofit coordinators medium term improvement plan? If not, why not.
- If possible, evidence or justification from the retrofit coordinator for any changes made (for example, any new or additional difficulties in installing the originally submitted batch).
- Whether the item complements the installation of any other measure, if so please state.
- Whether all relevant costs have been moved out into A&A.
- Given the number of reopened batches, whether further training is required from the Department to help support delivery.

# Batch resubmissions

## Q. My measure mix for Grade C measures exceeds the 10% threshold for this batch, what are my options?

A. If the measure mix for Grade C measures exceeds the 10% threshold for this batch.

Options available for resubmission include:

- The LA can either re-submit the home with more Grade A measures- to correct the balance
- Remove the Grade C measure and add in at a later date.
- Or resubmit the property with these measure at a future point when the measure mix has been corrected

## Q. The withdraw button does not work , will this be changed?

A. The withdraw button is not available for GRs. To withdraw a batch because **all** of the homes have dropped out, please contact [hug2.assessments@arup.com](mailto:hug2.assessments@arup.com)

If you are amending a batch, please email the inbox with the reason for the amendment request.

**Note** - All homes must remain in the same batch in which they were first submitted and approved. This information may be requested at audit and any movement of homes to different batches may be considered fraudulent by DESNZ



# Mass amendments

## **Q. What is a mass amendment?**

A. A mass amendment occurs when more than three batch amendments are requested within a single week.

All amendments submitted that week will be grouped together and need to be reviewed before any new batches you submit.

## **Q. What happens if I submit new batches after starting mass amendment?**

A. If you submit new batches after starting a mass amendment, those batches will be reviewed after the mass amendment is processed.

Once the mass amendment has been completed new batches will then be assessed in submission order meaning they will be assessed after any new batches that were submitted before you triggered the mass amendment.

# Mass amendments

## Q. How does the mass amendment process work?

A. The mass amendment process works like a regular amendment.

- 1) **Request a mass amendment-** please reach out to HUG2.Assessment@arup.com, and they will provide you with a mass amendment form to complete and submit.
- 2) **Reopening of batches-** After your form is submitted, your batches will be reopened in the ABS for your amendments and resubmission.

Please note that no other batches will be assessed while the mass amendment is in progress

- 3) **Assessment process-** Assessors will compare your amendment forms with the batch forms in the ABS.

Your batches will only be escalated for review if the assessor has questions about the reason for the amendment or if there are concerns regarding Value for Money benchmarks.

- 4) **Receive notification-** You will get a notification once all assessments related to your mass amendment are complete.

After receiving the assessment notification, your normal assessment process can resume.

Any new batch submissions made during the mass amendment process will be assessed in the order they were received.



# Mass amendments

## **Q. Will mass amendment be prioritised over other batches?**

A. No, mass amendments won't be prioritised. They'll be handled in the order they were submitted, just like any other batches.

## **Q. How will I know when my mass amendment is assessed?**

A. You'll get a notification as soon as all assessments related to your mass amendment are finished via the ABS.

## **Q. Can I submit more amendments after triggering a mass amendment?**

A. A mass amendment means that no new batches will be processed during this time.

To ensure everything is handled smoothly, it's best to include a comprehensive list of amendments in your initial submission. However, you can still add more amendments afterward.

Please email [HUG2.Assessments@arup.com](mailto:HUG2.Assessments@arup.com) to discuss the best way to incorporate these additional amendments during the mass amendment process.

# EPC

**Q. I have properties in my housing stock that are rated EPC C, which makes them ineligible under the current scheme rules. What should I do?**

A. Households with an EPC rating of Band A-C are ineligible for scheme funding in all circumstances (this is a SAP score of 69 or above).

**Q. I'm concerned that achieving a higher EPC rating will be too costly. How flexible are the scheme guidelines on this?**

A. The guidelines are flexible and recognise that cost is a key factor in upgrading properties. The scheme encourages improvements where possible, but cost-effectiveness and feasibility are taken into account.

Properties do not need to reach an EPC C (for EPC E-D homes) or EPC D (for EPC F-G homes) for rating if the associated costs are prohibitive provided, they are taking a fabric first and value for money approach..

**Q. Are there any penalties for properties that do not achieve an EPC C rating on EPC E-D homes or an EPC D for EPC F-G homes?**

A. No, there are no penalties if a property does not reach the desired EPC rating outlined in the policy. The guidelines are aspirational, meaning they promote higher energy efficiency where possible but do not enforce a minimum EPC rating for participation in the scheme.

However, you must be able to evidence that a fabric first and value for money approach has been taken in instances where the EPC aspiration is not possible under the relevant cost caps.

The logo for Salix features the word "salix" in a lowercase, white, sans-serif font. The letter "x" is stylized with a white leaf-like shape integrated into its right side. The background is a dark purple with abstract green and black shapes on the left and bottom right.

salix

[www.salixfinance.co.uk](http://www.salixfinance.co.uk)