

## HeatFlex GP – Route 3 Made Simple

HeatFlex now offers installers the option to securely upload their customer's Route 3 medical condition information, to obtain a GP declaration through our in-house service. This enables a fast-track option for installers to obtain a compliant GP signed Route 3 declaration, without having to wait for the customer's own GP to fill in and sign the form.

HeatFlex GP is available for installers to use in any local authority area, even those that are not part of HeatFlex. To benefit from the HeatFlex GP service, please follow this process:

1. Sign the HeatFlex GP agreement (HeatFlex installers can already use the service)
2. Obtain a signed version of the HeatFlex Privacy Notice from your customer<sup>1</sup>
3. Upload the evidence for the medical condition<sup>2</sup> and proof of residency to the HeatFlex GP online form and pay the fee by card online
4. The GP will review the evidence and if eligible, will sign the Route 3 declaration
5. For homes within the HeatFlex area, the declaration will be securely delivered to the flex signatory via Sharepoint and the ECO Flex declaration will be requested
6. For homes that are not part of HeatFlex, the password protected pdf declaration will be sent to the local authority flex signatory, and copied to the installer by email and the password will be sent by separate email

<sup>1</sup>Name and address must match the person with the medical condition

<sup>2</sup>A full list of acceptable medical conditions and evidence will be provided after the HeatFlex GP agreement has been signed