

# FREQUENTLY ASKED QUESTIONS

for Canada's Greener Homes Loan

At All Weather Windows we know how important it is to have energy efficient windows & doors – so you can save money and be more comfortable in your home. To help you navigate through the federal loan program we have put together a few frequently asked questions. Please note that this information is based on currently available information from the [Government of Canada](#) and may be subject to change.

## Q: What are the basic loan details?

**A:** The loan is **interest-free** - a minimum of \$5000.00 up to a maximum of \$40,000. Loans are considered unsecured personal loans on approved credit and must be repaid within 10 years. A maximum of one loan is available per eligible property and homeowner.

## Q: What can't I use the loan for?

**A:** You cannot apply for a loan for the following: work that has already been started or completed; retrofits that were not recommended in your pre-retrofit evaluation; retrofits that are not included in your application (that is, you must not add additional retrofits to your loan application after it has been approved); retrofits that are not eligible for a Canada Greener Homes Grant.

## Q: What retrofits are eligible for the loan?

**A:** Eligible retrofits include home insulation, air-sealing, windows & doors, thermostats, space & water heating, renewable energy and resiliency measures. The cost of pre and post evaluations are **NOT** covered by the loan.

## Q: How is the amount calculated?

**A:** The maximum eligible loan amount is calculated based on the retrofits selected in the application and the quotes for this work. The eligible amount is capped based on industry standards and market norms. The maximum eligible loan amount may be less than your quoted cost, in which case you will be responsible for funding any difference.

## Q: Can I start the retrofit work before the loan is approved?

**A:** Once you have **submitted** the loan application, you can sign a contract and put up to a 50% deposit on your own, however, note that if your application is not approved you are responsible for all costs.

## Q: Do I have to wait for all work to be completed to get the loan money?

**A:** Once approved, a portion of the loan can be delivered up front to assist in paying any deposits required by your contractor (up to 15%). The balance of the loan will be delivered after the retrofits have been completed and verified through a post-retrofit evaluation.

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## Q: Who is eligible to apply for the loan?

A: There are a few basic requirements including:

- You must be a Canadian citizen, permanent resident, or non-permanent resident who is legally authorized to work in Canada.
- You must own the home and it must be your primary residence.
- You have a pre-retrofit evaluation and have not yet had a post-retrofit evaluation.
- Your pre-retrofit evaluation was completed on or after April 1, 2020.
- You have not started the retrofits for which you are seeking a loan.
- You have a good credit history and are not in: a consumer proposal; an orderly payment of debt program; a bankruptcy or equivalent insolvency proceeding.

Low-rise multi-unit residential buildings and Indigenous group applicants have some slightly different requirements. Please visit the [Canada Greener Home Loan](#) website for details.

## Q: What if I don't have all the details or want to add retrofits after I applied?

A: Do not submit an application with incomplete and/or inaccurate information as this will cause delays. In addition, your application must include all retrofits you plan to complete – you cannot add additional retrofits after the application has been submitted/approved.

## Q: What if I decide not to complete some work I put on my application?

A: If you decide not to complete some work that was part of your application, funds for these items will be subtracted from your loan before final funding. The adjusted loan amount must be at least \$5,000 to remain eligible.

## Q: Can I do the retrofits myself (DIY)?

A: Some retrofits require a licensed and trained professional. You are responsible for knowing which ones require a professional and ensuring that retrofits completed are eligible for the program. Whenever possible, we recommend that you have a licensed and trained professional working on your home. If you are completing any retrofits yourself, you must provide a detailed summary of all materials excluding labour. Personal labour costs are not eligible. All products must be purchased in Canada and online purchases are eligible only if they are ordered from an online distributor located in Canada. You will be required to provide all receipts later.

## Q: Will the loan appear on my credit report?

A: Yes, the loan and its performance will be reported to the credit bureaus.

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## **Q: I haven't submitted a loan application – what are the steps?**

**A:** To ensure success, please follow these important steps to follow for the loan application:

1. Find a service organization and schedule a pre-retrofit evaluation of your home.
2. Plan your retrofits and obtain quotes from contractors
3. Submit your loan application before starting any work
4. Complete your retrofits keeping copies of all your receipts and invoices along the way.
5. Get a post-retrofit evaluation
6. Request final loan
7. Receive your loan amount
8. Repay your loan over time

Specific details on each of these steps can be found on the [Canada Greener Home Loan](#) website.

## **Q: Do I need a pre-retrofit evaluation before I can apply for the loan?**

**A:** Yes and this will be an out-of-pocket cost unless you have received an AP number from the Grant program before it was closed. If you did not apply for the Grant the cost of evaluations are not covered.

## **Q: I already had some windows/doors installed as part of the Greener Homes Grant but I want to do more windows & doors – can I still get the loan?**

**A:** Yes, you can do additional work and apply for the loan, however, please note that you will be required to do pre-retrofit and post-retrofit evaluations as part of the loan requirement and the evaluation costs are not covered by the loan.

**Disclaimer:** While we have made every effort to ensure the accuracy of this summary, program participants must rely only on information on the [Canada Greener Home Loan](#) website.