

# HELPING YOU KEEP YOUR HOME WARM



**We want to help you keep your home warm and lower your bills. One of the best ways to do this is for us to add insulation to your home.**

## **What does that mean?**

Insulation is a material we fix to the outside of your house, or add into the space between your external and internal walls.

## **How insulating your home helps**

Insulation makes it more difficult for heat to escape. But don't worry, as well as keeping your home cosy during cold weather, it also keeps it cooler in warm weather too.

When you put the heating on in your home, some of the heat naturally escapes.

With insulation, homes need less heating, and less heating means lower bills. It's one of the most efficient ways to save energy and money.

## WHEN YOU HAVE YOUR HOME INSULATED



*During the work*

During the work a layer of insulation is fixed to the outside walls of your home. It's used when homes have solid walls, and cavity wall insulation can't be used.



*After the work*

After the insulation has been installed it's rendered, or coated, and painted to make it waterproof. This, and the brick style finish, will give your home a 'new-build' look.

**In 2023 we insulated over 90 homes. Residents said:**

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**“Our gas bills are now half of what they were before we had the work done. It's a massive improvement and we're really happy.”**

*Kazimierz*



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**“It looks smart and saves money. I don't need the heating on all day anymore.”**

*Sarah*

## WANT TO KNOW MORE?

Here are answers to questions we've been asked before.

### Why does my home need external insulation?

It will help to:

- Significantly reduce your heating bills
- Keep your home warmer and more comfortable
- Reduce the risk of damp and mould

### How much does it cost?

It'll cost you nothing. We were successful in getting funding from the Government for some of this work. As your landlord we're sharing the cost to continue to invest in our properties.

### How long does the work take?

We expect it to take up to 10 weeks.

### Could it take longer?

Yes, like any building work it could take longer because of things we can't control or plan for. Also, some of the work needs dry weather, this can mean the work may take longer.

### What will happen during the work?

There are many parts to the work and it may involve:

- Adding external wall insulation
- Replacing cavity wall insulation
- Roofing
- Replacing rainwater gutters
- Chimney removal
- Other insulation work

At the end of the work your home and garden will be left clear and tidy.

### Will there be any disturbance from the work?

Yes, with any work it can cause disturbance. The contractor will keep this as little as possible.

## When will the work take place?

When work starts, the contractor will be on-site between 8am and 4.30pm Monday to Thursday, and 8am and 3.30pm on Fridays.

## Will people be in my home?

Most of the work is outside but some access inside your home will be needed.

## Do I need to be at home for the inside work to happen?

No, but the contractor will need a spare key to your home if you're not in or not available.

## Who do I contact if there's a problem?

We're working with a contractor. You can contact them if you have any questions. You'll be given the contractor's name and contact details before the work starts.

## Starting the work

A visit to your home will be arranged with a surveyor. This is so the essential survey and checks can be done. After this, the contractor we're using will contact you with when the work will start and what happens next.

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**“I definitely recommend having it done so others can also benefit from lower bills.”**

*Elizabeth*



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