

## Step 4 continued Improvements you can

### Insulation work

Your Warm Front assessor will have discussed with you any insulation work they are recommending. When your approved installer visits, they will confirm that the work the assessor has recommended can be done safely.

**Following your assessor's visit, you may expect to wait between two and three months for insulation work.**

**You may receive one or more of the following insulation improvements.**

- Loft insulation
- Cavity-wall insulation
- Draughtproofing
- Hot-water-tank jacket

**Double glazing is not provided by the Warm Front Grant.**

Your assessor will explain to you where your installer will need to work. You, or a friend or relative, will need to clear those areas so that the installer can carry out the work safely.

No improvements can be carried out without mess, but your installer will make as little mess as possible. Your installer will clear up when they have finished their work.

### Loft insulation

Your installer will have different types of loft insulation and will recommend the most suitable for your home. The insulation is around 27cm thick and is fitted in two layers. The insulation is fitted in a way as to reduce ceiling condensation and mould growth in the rooms below. All working water tanks and pipes in the loft will be insulated to stop them from freezing.

If you use the loft space for storage, you must empty it before the installer starts the work. If you cannot do this yourself, you can contact your local advice centre and they will put you in contact with organisations that can help. You will not be able to store items in the loft once the work has been done. If you do not have a loft hatch to get into the loft space, the installer will fit one for you. Ask your assessor about this.

Loft insulation will help stop the heat escaping through your roof, and keep you warmer in your home. You should also see savings on your energy bill.

### Draughtproofing

Your installer will need a clear space around your windows, your outside doors and the loft hatch in which to work. They will have different types of draughtproofing and will recommend the best for your home.

Draughtproofing is not suitable for PVC double-glazed windows and doors, so we will not fit draughtproofing to these.

The draughtproofing will help stop the warm air escaping through gaps in the doors and windows and will keep the heat in your home.

### Cavity-wall insulation

Your installer will need clear access to your outside walls. Your installer will drill a series of small holes into your outside walls and pump insulation material into the cavity. There will be some noise, vibration and dust. Your installer will explain which walls need to be insulated and ask you to remove pictures and ornaments from those inside walls. Your installer will try to match the mortar colour when filling the drill holes but this may not be an exact match.

You will receive a 25-year guarantee for the cavity-wall insulation once the work is finished. This will arrive by post, usually within three months of the work being carried out. We do not issue this, it will come from CIGA, the regulating body.

The insulation in the cavities will help stop heat escaping through the walls and will help keep heat in your home.

