



## Internal Wall Insulation (IWI) – Frequently Asked Questions

### What is included in my installation?

The Installer will supply and install an internal wall insulation system to your property. The insulation comes as a prefabricated board, consisting of a plasterboard finished face with an insulation board bonded to it. These boards provide minimum disruption to external walls and allows a seamless transition into the decoration following the install.

All electrical items including heaters or wet radiators will be removed by a qualified professional and made safe, these items will be refitted once the install is complete.

Decoration works consist of taping and filling to all required joins on the new system and a neutral paint finish. All woodwork will be removed and refitted, where possible, if not, the installation team will discuss a finish with you.

### Benefits of internal wall insulation

Insulating your internal walls can have a positive impact on your property as it will allow the home to heat up quicker and retain the heat within for longer, resulting in a more cost efficient greener home.

### Do I need to do anything in preparation?

There will be a considerable amount of work taking place inside your home with the installation of internal wall insulation. Your personal items will need to be moved away from walls, in order to gain access, however, the installer will be in constant communication and work with you to try and minimise your disruption.

### Why would I consider this for my home?

There are multiple benefits to internal wall insulation, including:

- Reduces your carbon footprint
- Your home will heat quicker
- Your home will retain heat for longer, resulting in cost savings





### **I have heard insulating my home can cause damp. Is that true?**

To combat the possibility of damp, the installer carries out a ventilation survey as part of the process, this is to ensure there is adequate ventilation throughout in line with building regulations.

If your home requires additional ventilation this will be installed prior to the internal wall insulation.

### **What happens next**

Two surveys will be carried out on your property, the first assesses if your home is correct the construction for internal wall insulation and your eligibility for funding. The second technical survey will determine an installation plan to ensure compliance with building and health & safety regulations.

Once everything is in place a suitable installation date will be arranged . Installation takes around 7 days from start to finish.

Once the install is complete and you are completely satisfied, the installer will request a signature confirming work is complete.

### **Installer contact details:**

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