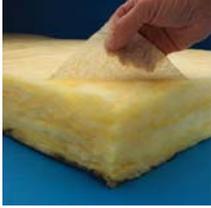


## PRESTON ENERGY GRANT SCHEME

### All you need to know about loft insulation

	<p><b>What is loft insulation?</b></p>	<p>Loft insulation is two layers of insulation installed in the loft and is placed on the floor of the loft.</p>
	<p><b>How is loft insulation installed?</b></p>	<p>IQ Energy Services will deliver the insulation material in rolls and unroll it between the joists and one layer across the joists.</p>
	<p><b>How thick is the insulation?</b></p>	<p>The standard thickness is 270 mm (the council will provide grants for loft insulation only where current loft insulation is below 60mm).</p>
	<p><b>How long does it take?</b></p>	<p>Dependant upon the size of the property installation will take approx 1 hour.</p>
	<p><b>Is my house suitable?</b></p>	<p>Before the installation, IQ Energy Services will undertake an assessment of your property to confirm that it is suitable for insulation. This assessment will be undertaken by a surveyor before installation.</p>
	<p><b>Is there anything I have to do before the installation?</b></p>	<p>It would be wise to make sure the access to the loft is clear and to move any adjacent furniture away from the access. The loft should be emptied prior to installation.</p>
	<p><b>Is there much mess?</b></p>	<p>There shouldn't be much mess as no drilling is required and dust sheets are used.</p>
	<p><b>Does the technician have to enter the house?</b></p>	<p>IQ Energy Services will have to access the interior in order to access the loft and carry out the installation. The Technician must undertake checks before and after the installation.</p>

	<p><b>What type of insulation is used?</b></p>	<p>The product used by IQ Energy Services is:</p> <ul style="list-style-type: none"> <li>• Glass wool (Yellow or white in colour)</li> </ul> <p><i>Note: glass wool is known as 'mineral wool'</i> And is a non irritant material</p>
	<p><b>Are the technicians trained?</b></p>	<p>All Technicians undergo training by IQ Energy Services to ensure they are competent in Loft Insulation fitting.</p>
	<p><b>Will my house be warmer?</b></p>	<p>Yes as approx 50% of an average home's heat is lost through the loft and walls.</p>
	<p><b>Are there any maintenance or servicing requirements?</b></p>	<p>No, not to the loft insulation, but normal building maintenance is needed.</p>
	<p><b>How long will the insulation last?</b></p>	<p>For the life of the building</p>
	<p><b>If I am concerned after the installation – what should I do?</b></p>	<p>Talk to IQ Energy Services (0800 377 7755) and tell them of your worries. A contract exists between you and the installer, so they must be given the opportunity to investigate your worries.</p> <p><b>They <u>will</u> help you</b></p>