

livin Works

Your Energy Efficiency Improvements



Your energy efficiency improvements may include works on the following:

- Secondary heating removal
- Cavity wall insulation
- LED lighting
- Airex smart airbrick
- Radbot radiator valves
- Loft insulation

Through the improvement works, your Customer Liason Officer will give you a diary of works so you know what to expect each day. It will show who will be working in your home and the type of work they will be carrying out.

We will also let you know if any areas of your home need to be restricted for safety. This helps you plan your time and feel prepared while the work is taking place.

Before the team arrives, we may ask you to:

- ✓ Remove any exterior ornaments or fixtures to the walls of the property
- ✓ Remove any security lighting/CCTV cameras
- ✓ If scaffolding is required we recommend you contact your home insurance company to inform them of the temporary changes
- ✓ Clear the areas that we will be working in
- ✓ Please make sure any animals or pets are safely restrained so everyone can stay safe and avoid any accidents or injuries

If you are unable to do any of the tasks listed above please get in touch with us and we will offer further support.

How long will work take?

Works will take one to two working days depending on what works are being completed, this will be confirmed on your CLO visit.

Will I see a saving on my energy bills?

By making your home more energy-efficient, the work we have carried out should help you use less gas or electricity. The exact savings will depend on the improvements completed.

Do I need Wi-Fi to have smart thermostatic radiator valves?

Wi-Fi is not required for smart thermostatic radiator Valves

Do I need WI-FI smart air bricks installed?

While WI-FI offers more advantages for monitoring there is no requirement to have WI-FI and the air bricks will still work without this.

Will I receive decorating vouchers?

If you receive an energy efficiency improvement that involves the removal of secondary heating, we will provide decorating vouchers once the work is complete.



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