

Seven steps to retrofit success

1

You receive a letter to say your home has been chosen to receive free energy efficiency upgrades.

2

We write with more details about the measures that may be fitted in your home, and introduce our contractor Sustainable Building Services (SBS) who will complete the works.

3

Our partners Coactivation will call you to book in a survey to find out what measures are best for your home.

4

SBS and Futures will visit you at your home and be on hand to answer any questions you may have.

5

We'll confirm the measures for your home in writing and give an expected time frame for when these will be fitted.

6

SBS will install the new measures at your home. We'll both be in touch to confirm dates, timeframes and anything we may need you to do.

7

We'll be on hand to give you one to one support now your measures are installed. We'll check the works have been completed correctly, and give you a guide with information on the measures so you understand how everything works.