





A GUIDE TO RETROFITTING YOUR HOME



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Welcome to the NextEnergy Guide to Retrofitting Your Home



Inside you will find comprehensive details and information to each of our services which will inform you about each service and what you can expect from us at NextEnergy.

Inside you will find guides to:

- Air Source Heat Pumps
- Cavity Wall Insulation
- External Wall Insulation
- Loft Insulation
- Mechanical Ventilation
- Solar PV Panels
- Under Floor Insulation
- Windows and Doors



Who is Next Energy...

Next Energy was established in 2016 in response to the governments NetZero ambitions and have since rapidly grown to become one of the leading renewable, insulation and heating specialists in the United Kingdom.

We provide a wide range of energy efficiency services to both domestic and commercial properties for our customers.

Our work has captured several awards within the industry and has been publicized across a number of local news and media outlets for our contributions within their communities.

We currently work with several of the big six utility companies under the governments ECO scheme, as well as a growing list of local authorities, housing associations and property groups across the country, making homes and public buildings more energy efficient.

Despite providing services nationwide, 97% of our team live in Merseyside, in alignment with our social values of local employment.



About Us



What do we do...

We work with utility companies like British Gas, E.ON, NPower and Scottish Power to meet the targets the government has set out under the Energy Company Obligation scheme. This means these companies are required to help you make your homes more energy efficient.

Next Energy works with these companies and eligible homeowners to get work done on their homes to make them more energy efficient

More recently, we have worked with rural councils across England and Wales to further tackle fuel poverty for residents in off-gas areas. The ECO scheme has also been extended which means we can help even more people.

How we can help you...

We can improve the energy efficiency rating of your home, save money on your energy bills, and add value to your property with the services we provide. Our fully trained and experienced workforce can assist you through application right to final completion, with an award winning after care service to follow.

To find out more on how we can help you, a friend, or a family member, contact us on the below details to speak to our of our team members at your soonest opportunity.



Scan the QR Code
to see how
Next Energy
can help you!



Air Source Heat Pump (ASHP)

How will this benefit you?

The air source heat pump absorbs heat from the outside air and converts this into a liquid refrigerant at a low temperature. Using electricity, the pump compresses the liquid to increase its temperature. It then condenses back into a liquid to release its stored heat. Heat is sent to your radiators or underfloor heating.

The air source heat pump saves on Energy Bills and an air source heat pump grant will help to reduce carbon emissions from your property and is very environmentally friendly along with zero fuel deliveries (oil and gas for example) meaning less carbon emissions from the day of installation.

Installation Process

Once approved, a team of engineers will arrive at your property between 8am-10am on a pre-agreed appointment date and the installation should take no longer than 3 days to complete in its entirety.

The engineers will install your new Air Source Heat Pump which may also include a new cylinder or boiler and any radiators that require upgrading. Please note - Radiators are only upgraded if their KW Heat output is not sufficient for the room.

An electrician will attend the following day to wire in the controls for the unit and commission the ASHP. The electrician will arrive between 8am – 10am and will be working in your home for approximately one day.

How you can prepare for the works?

If there are any preparations for you to do before the engineers attend, the surveyor will make you aware of these once he has surveyed your property.

The ASHP team will confirm this with you when they give you a call to arrange the works. If you need more time for preparation, please let the team know and they will be happy to arrange the installations around you. A general rule is to clear the space for any new radiators and the space where the old boiler is and where the new cylinder will be installed.

- Clear the access to your loft area and electricity meter cupboard.
- Ensure any valuable items stored in your loft are moved during works.
- Ensure the area outside your home is clear of any garden furniture (front and rear).
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety.
- Let us know of anything on your driveway which may obstruct us from working.
- Make sure all pathways are kept clear during works.



- Lowered energy bills.
- Long lifespan of up to 20 years.
- Easy to maintain and clean without paying for annual service call-outs.
- No need to store fuel.
- Environmentally friendly.
- Can cool as well as warm your home.





What you can expect from us?

- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable.
- The team will ensure that the system has been explained to you before the engineers and electricians leave your home.
- On completion the system will be registered with the system manufacturer, a "Handover Pack" will be posted to you with all of the legal documentation including Electrical Works Certificate, ASHP Warranty & Insurance.
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works.
- Our team will keep all appointments made with you.
- We will not start before 8am or finish later than 6pm without prior agreement,
- Works should take no longer than 3 days to complete.
- Our operatives will protect your home and clear up at the end of each day.
- We will make sure services are only disconnected when necessary for the minimum time.
- Our team will be sensitive to your needs and agree special arrangements where possible.
- We will keep you informed of progress.
- We will always respect your privacy.



While works are ongoing?

Whilst the works are being carried out, our workers will initially inform you of the process of how the days work will be carried out and will notify you of any changes to that process. The engineers and electricians will keep you fully updated as the day goes on of all works.

- Inevitably with works of this nature, there will be some dust and debris however, our team will ensure that this is kept to a minimum and will clean up any dust after the works are completed.
- Follow all advice and information given regarding health and safety.
- Let the team know if you are leaving your home and what time you expect to return.
- We would ask that you kindly avoid smoking in or near the work areas whilst our team are present.
- Keep pets away from the working areas, and make sure that children do not go anywhere near work areas or touch any equipment or materials.



Cavity Wall Insulation

How will this benefit you?

Cavity Wall Insulation reduces energy bills whilst also reducing your carbon footprint. Cavity wall insulation is quick and easy to install and works to retain the heat within your property and is also one of the quickest and cheapest ways of saving money on your energy bills. Not only does it keep you warm through the winter, but it also acts as a sound barrier to the busy outside world.

Installation Process

- This involves inserting insulation material between the two layers of brick that make up a cavity wall.
- It can either be installed at the time of building or as a retrofit measure.
- This **cannot** be installed on solid wall properties.
- A team cavity wall of installers will complete the full install within 4 hours depending on the size of the property.
- 22mm in diameter drill holes will be made between the mortar joints to inject the insulation material.
- The drill holes have to be precise, in order to ensure the cavity is fully insulated.
- The installers will work on one elevation at a time, filling the drill holes back in with sand & cement, matching the colour of the brick work.
- If you have a rendered property, the installers will carry various colours of paint on their vans to paint over where the holes have been made.

How you can prepare for the works?

- Close all windows
- Ensure to have easy access to the rear of the property.
- Clear anything that may cause obstruction to the installers as they will be working off ladders.
- Remove any belongings from the external perimeter of the property to a safe place and cover over. i.e. garden furniture, lawn mowers etc
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety
- Let us know of anything on your driveway which may obstruct us from working
- Make sure all pathways are kept clear during works.





What you can expect from us?

- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable of the works that are undertaken.
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
- Our team will keep all appointments made with you
- We will not start before 8am or finish later than 6pm without prior agreement,
- Works should take no longer than 1 day to complete
- Our operatives will protect your home and clear up at the end of each day
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- Let the team know if you are leaving your home and what time you expect to return
- We would ask that you kindly avoid smoking in or near the work areas whilst our team are present.
- Keep pets away from the working areas, and make sure that children do not go anywhere near work areas or touch any equipment or materials.

External Wall Insulation (EWI)

How will this benefit you?

External Wall Insulation Reduces Energy Bills and significantly reduces the amount of heat escaping through the external walls of your property enabling you to heat your home faster and keep it warmer for longer. In hot weather, EWI keeps your property cooler than normal whilst protecting the fabric of your home – by keeping the building warm and dry, EWI protects the buildings' structure and improves weatherproofing. The finished render is durable and breathable, so you won't have issues with damp and improves the external aesthetics of your home. It also reduces your carbon footprint and comes with a 25 year guarantee.

Installation Process

- After start date is agreed our Scaffolding team will come and erect the required Scaffold. Please note, this may be up for up to 30 days.
- Property preparation will then be made including extending any pipework (including boiler flue if required), waste pipes and soils stacks. Interim removal of any outdoor lighting and fittings that are secured to any elevation of the property. Where applicable, we will temporarily remove side gates and other associated fittings. Relocate TV/Sky dishes/Cables ready for the external wall insulation.
- Roofline alterations – In some properties, existing Soffit's / Facia's and Guttering will be removed (temporarily) to allow the insulation to be installed in accordance with current Regulations, these will be replaced. Some properties will also need the Gable roofline extending by 150mm to allow the insulation to be installed correctly.
- Our Installers will proceed to insulate your Property with EPS Graphite Board which has a very high thermal insulating value, is strong, light and durable.
- We will then apply a Basecoat with K rend additive, this is highly breathable and flexible extending the lifespan of the insulation and adding additional strength and weather resistance.
- It will then take approximately 24/48hrs, weather dependent, to allow the Basecoat to dry thoroughly and move onto the K & A Silicone Textured Finish Topcoat - White or Off-White colouring, which Looks very clean, modern and is tough and easy to maintain.
- When the Insulation has been completed including Base/Topcoat our Installer's will re-instate the Property's exterior plastics including new PVC sills on your windows, re-site your existing waste/water pipe work, reconnect your Alarm and Security lights were applicable, adjust your Gate's were necessary and put back your Sky/Cable.
- Once all Works above have been completed, we will request the Scaffold to be dismantled and removed from your property asap

How you can prepare for the works?

- Remove any belongings from the external perimeter of the property to a safe place and cover over. i.e. garden furniture, lawn mowers etc
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety
- Let us know of anything on your driveway which may obstruct us from working
- Make sure all pathways are kept clear during works.
- Inform neighbours, as a courtesy, as the works can take up to 30 working days to complete.





What you can expect from us?

- A Site Manager will be allocated to your property to ensure the works are delivered as efficiently as possible and will ensure that health & safety is adhered to.
- A Customer Liaison Officer will be assigned to the project and will visit your property to ensure you are satisfied with the works and discuss any queries you may have
- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable of the works they are undertaken
- On completion the system will be registered with the system manufacturer, a "Handover Pack" will be posted to you with all of the legal documentation including Electrical Works Certificate, EWI Warranty & Insurance.
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
- Our team will keep all appointments made with you
- We will not start before 8am or finish later than 6pm without prior agreement,
- Works should take no longer than 30 working days to complete
- Our operatives will protect your home and clear up at the end of each day
- We will make sure services are only disconnected when necessary for the minimum time
- Our team will be sensitive to your needs and agree special arrangements where possible
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TRANSFORM YOUR HOME & KEEP IT WARMER WITH EXTERNAL WALL INSULATION

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- Follow all advice and information given regarding health and safety
- Let the team know if you are leaving your home and what time you expect to return
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- Keep pets away from the working areas, and make sure that children do not go anywhere near work areas or touch any equipment or materials.



Loft Insulation

How will this benefit you?

Loft Insulation will certainly reduce your Energy Bills - you can lose up to 25% of heat loss through an un-insulated loft space. By insulating your loft, you are not only saving money on your bills, but you are also improving the internal living comfort throughout the year.

Installing insulation in the loft has several key benefits including increased energy efficiency, lower heating bills, and could even increase the value of the home. These benefits combined with its relatively cheap cost and ease of install make it a perfect choice for improved comfort.

You could save up to £250 per year from having a fully insulated loft space. Loft insulation has a long lifespan and helps you to save on energy bills.

It is effective for up to 40 years, allowing you to save on annual energy bills year on year.

Installation Process

- We will send our fully qualified Domestic Energy Assessors to your property to carry out a survey which will include inspecting the loft space to see if you are eligible.
- The loft space will need to be cleared prior to the installers arriving onsite so that they can insulate the entire loft space without any obstructions.
- If the loft has existing insulation present below 250mm, we will carry out a 'top up' to meet the minimum requirements of 270mm.
- If the loft has no insulation at all, we again insulate to the minimum requirement of 270mm. However, we will usually insulate to 300mm - 370mm dependent on the clients requirements
- The installers will bring their own lighting and ladder access to the loft hatch, so you will not need to worry about having a loft ladder or sufficient lighting to hand.
- Ventilation: We must ensure that crossflow ventilation is present within the loft space, by leaving 100mm void between the insulation and roof tiles towards the eaves area. Roof vent tiles are also an option in the presence of sealed soffits to act as an alternative.



How you can prepare for the works?

- Ensure to clear the loft space of all belongings. If unable to clear them, we can potentially work around a minor amount but ideally it should be cleared if possible.
- Being home at the agreed installation times given upon booking in.
- Expect up to three installers to arrive at your property to install the measure.



What you can expect from us?

- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable of the works they are undertaken
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
- Our team will keep all appointments made with you
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Mechanical Ventilation Upgrade

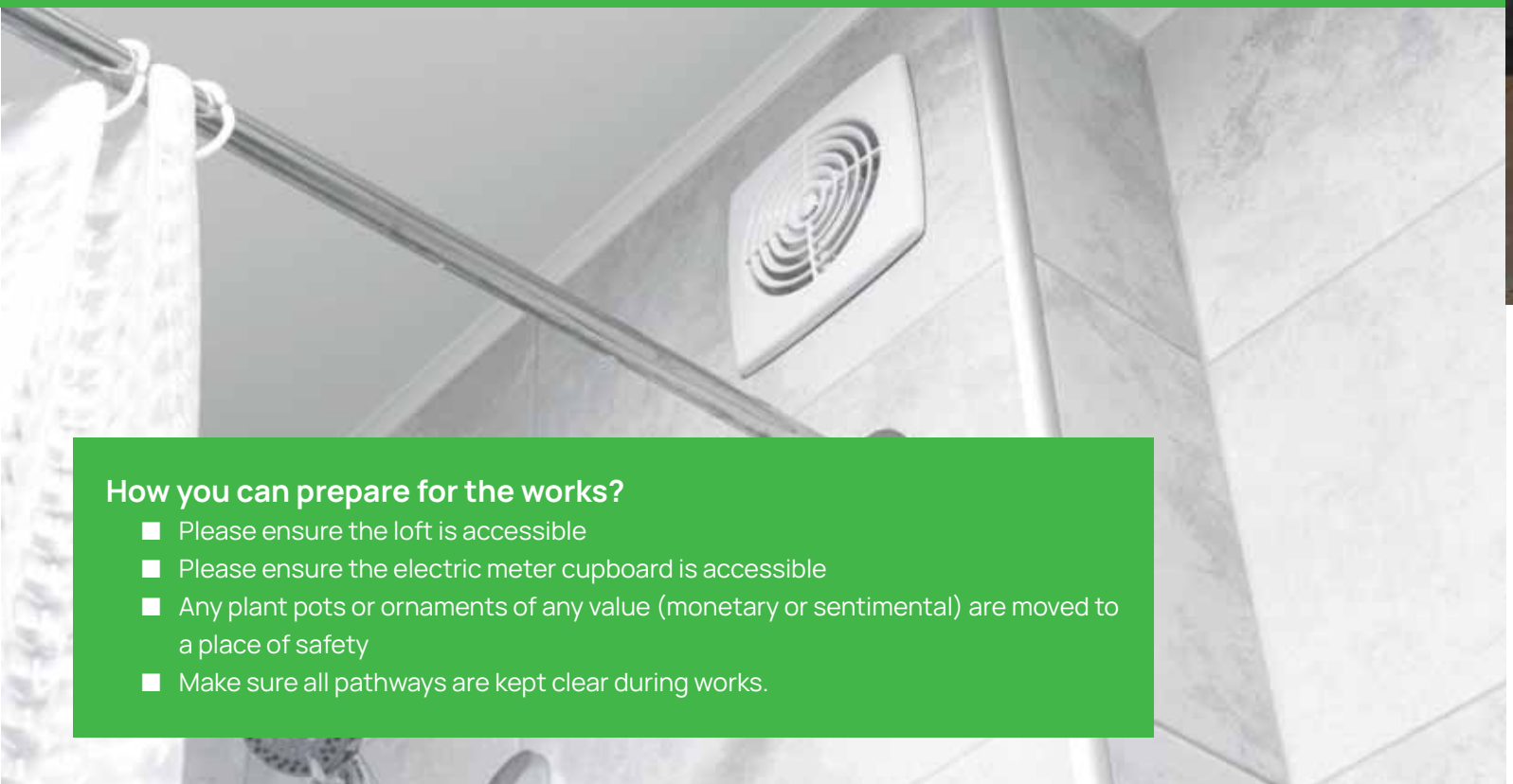
It is compulsory to have your ventilation upgraded where insulation measures have been installed to a property such as, EWI, Loft Insulation, Cavity Wall Insulation, Under Floor Insulation and Windows & Doors, with out the ventilation upgrade all warranties for installed measures would be deemed as void.

How will this benefit you?

Just by having a Mechanical Ventilation Upgrade will increase airflow in the property which will work to eliminate condensation and mould within your property. This, in turn helps to reduce the risk of damage to the structure of a building, stopping the build up of mould and damp. It also has low maintenance and running costs.

Installation Process

- The installation will either consist of the following, ventilation upgrades to kitchen and bathrooms in the form of a fan and/or the installation of a Positive Input Ventilation (PIV) unit which is to be installed within a non-habitable loft space
- An operative will attend your property to install fans where required to the kitchen and bathroom , if neither is already in situ.
- The fan duct will need to have a core hole drilled through the wall or in the case of a bathroom fan there is an option for the fan to be ceiling mounted and vented to outside air via a vented roof tile.
- All wiring will be surface mounted and encased where necessary as chasing out of walls is not permitted on the contract.
- Where a PIV unit is to be installed, the operatives will need access to the loft space.
- The PIV will be installed within the loft with a diffuser installed to the ceiling on the landing of your property
- The electrician will issue an electrical test certificate and will advise on the simple functions of the mechanical ventilation system.
- A handover pack will follow the completed installation, with the user manuals, certificates and warranties etc included within this pack.



How you can prepare for the works?

- Please ensure the loft is accessible
- Please ensure the electric meter cupboard is accessible
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety
- Make sure all pathways are kept clear during works.



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- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
- Our team will keep all appointments made with you
- We will not start before 8am or finish later than 6pm without prior agreement,
- Works should take no longer than 1 day overall to complete
- Our operatives will protect your home and clear up at the end of each day
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- Let the team know if you are leaving your home and what time you expect to return
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Solar PV Panels

How will this benefit you?

The installation of Solar PV Panels reduces Energy Bills and your savings start from day one of the completed installation. There potential benefits to be earned from production of energy from your supplier and they also reduce your carbon footprint. You fully own the Solar Panel system once installation is complete with the added bonus of low maintenance costs.

Installation Process

- After start date is agreed our Scaffolding team will come an erect the required Scaffold. Please note, this may be up for up to 7 days.
- A survey will be undertaken to determine the condition of your roof to see if is structurally sound to have the panels fitted to the roof
- An appointment will be made for engineers to attend to install the solar panels to your roof
- On completion of the solar panels being installed, an electrician will follow to completing the electrical installation works to the solar panels. The electrician will need access to the electric meter location and also the loft.
- All wiring will be installed surface mounted within encasement as chasing in walls is not permitted on the contract
- The electrician will issue an electrical test certificate and will advise on the simple functions of the solar panel system.
- A handover pack will follow the completed installation, with the user manuals, certificates and warranties etc included within this pack

How you can prepare for the works?

- Please ensure the loft is accessible
- Please ensure the electric meter cupboard is accessible
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety
- Let us know of anything on your driveway which may obstruct us from working
- Make sure all pathways are kept clear during works.





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Under Floor Insulation (UFI)

How will this benefit you?

The installation of Under Floor Insulation (UFI) will save money on your energy bills. It will also prevent heat loss through the suspended floor areas and prevent draughts travelling up through your floors helping improve internal living comfort. No maintenance, once installed, you do not need to worry about treating the product and improves your Energy Performance Certificate (EPC).

Installation Process

- Installers arrive onsite, assess the ground floor to see what location would be best to create a hatch in the floor if the void space is deep enough (300mm minimum).
- If the void space under the suspended floor areas is less than 300mm, that usually means the installers won't be able to fit under the floors, but they can install in reverse order from up above.
- Once under the floor, 150mm Knauf OmniFit rolls of insulation will be stapled in between the joists, followed by a netting secured in place to act as an extra barrier to prevent the insulation from falling out over time. (The netting will be installed first if the installers need to work from above the floorboards).
- Ventilation – Crossflow ventilation requirements need to be met when insulating the floor. This is achieved via air bricks or ducting travelling towards the solid floor areas.
- Once 100% of the suspended floor areas have been insulated, the installers will close the floor and return it back to its original state.



How you can prepare for the works?

- If informed that the install will be via a 'Hatch', you could be helpful by clearing out a corner of one of the rooms or under the stairs, ready for the installers to lift the flooring to create an access point (hatch).
- If informed that a 'Letterbox' method will be carried out to insulate the flooring, then could you please clear as much as you can from the ground floor suspended rooms only, as the carpets/laminates will need to be fully taken up to expose the floor boards.
- Being home at the agreed installation times given upon booking in.
- Expect up to three installers to arrive at your property to install the measure.





What you can expect from us?

- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable of the works they are undertaken
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
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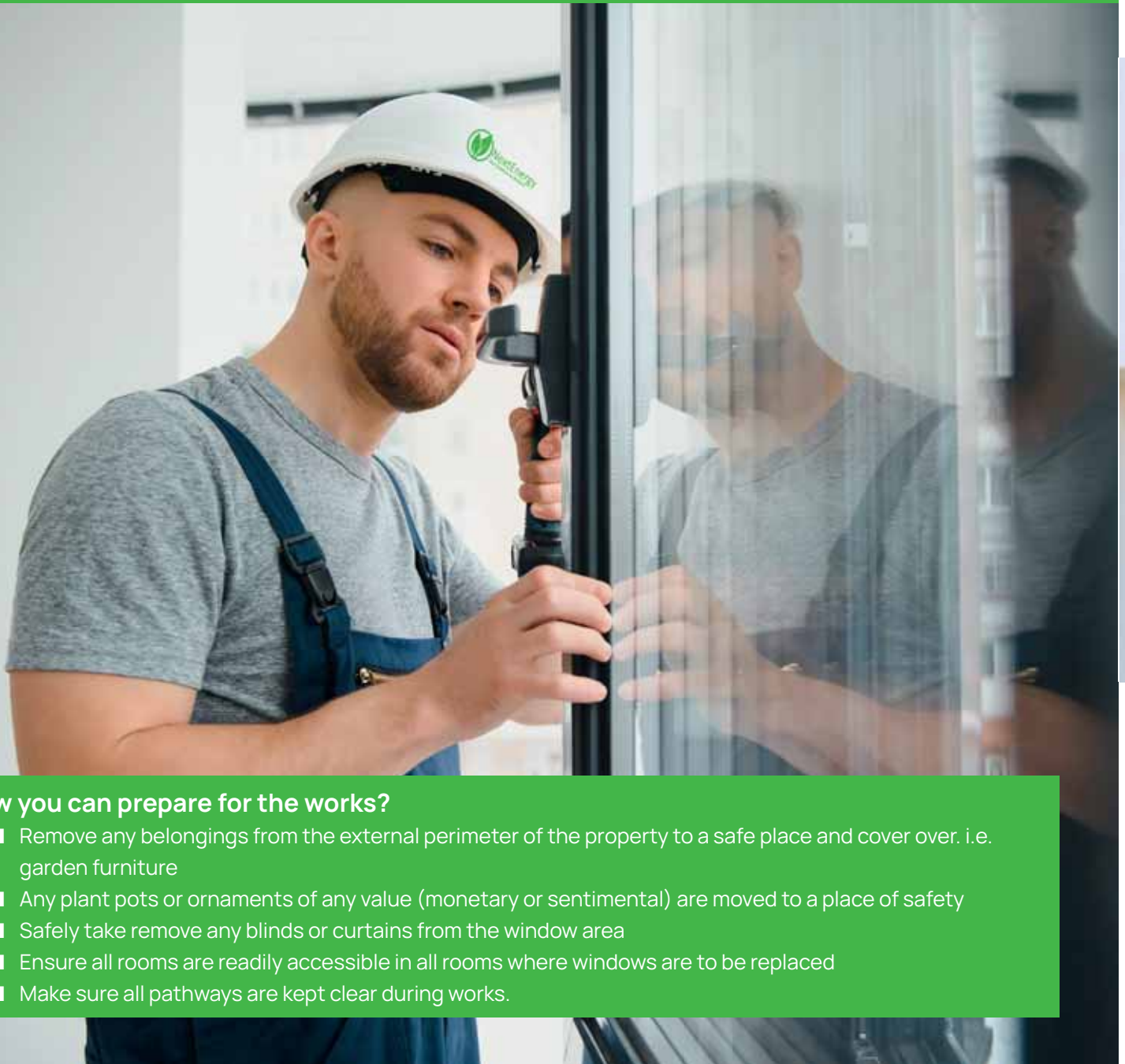
Windows & Doors

How will this benefit you?

This will increase the value of your property Improvement of home comforts – drafts/condensation and bring with it a reduction in noise. It will also enhance the aesthetics of your property whilst improving energy efficiency and reducing damp and mould.

Installation Process

- Some properties would require planning permission to enable Next Energy to commence works
- Contractor will call to make an appointment to measure up each window and doors. Providing you with a choice of 3 different style of doors. (all windows & doors only come in white)
- Doors and windows to be made – (potentially taking between 6 – 8 weeks)
- Qualified fitters will attend the property, will apply protection to all surfaces inside the property. remove existing and install new
- Contractors will make good of any areas damaged by removing old windows



How you can prepare for the works?

- Remove any belongings from the external perimeter of the property to a safe place and cover over. i.e. garden furniture
- Any plant pots or ornaments of any value (monetary or sentimental) are moved to a place of safety
- Safely take remove any blinds or curtains from the window area
- Ensure all rooms are readily accessible in all rooms where windows are to be replaced
- Make sure all pathways are kept clear during works.





What you can expect from us?

- A Site Manager will be allocated to your property to ensure the works are delivered as efficiently as possible and will ensure that health & safety is adhered to.
- A Customer Liaison Officer will be assigned to the project and will visit your property to ensure you are satisfied with the works and discuss any queries you may have
- You can expect a high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.
- All our teams will work to the highest standards and are very knowledgeable of the works they are undertaken
- On completion of the installation you will receive a registered certificate from FENSA
- We will treat you and your home with respect and will ensure dust sheets and floor protection is used throughout the areas of works where required
- Our team will keep all appointments made with you
- We will not start before 8am or finish later than 6pm without prior agreement,
- Works should take no longer than 2 working days to complete, depending on the size of the house
- Our operatives will protect your home and clear up at the end of each day
- We will make sure services are only disconnected when necessary for the minimum time
- Our team will be sensitive to your needs and agree special arrangements where possible
- We will keep you informed of progress
- We will always respect your privacy



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YOUR SOLUTION TO NET ZERO



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Scan the QR Code
 to see how Next Energy
 can help you!

