

INSTANT EXPERT: External Wall Insulation

Look out for
accreditation
logos



1 Ask for two or three quotes from accredited companies, never someone that just knocks on your door.

You can compare price, product and quality. Be cautious about accepting the cheapest, as cheaper companies may not be trained, qualified, insured, accredited or offer support if something goes wrong. Their product may also be inferior and could cause damage to your home. Get all the information you need before deciding. Take your time and don't be rushed.

2 Ask for a detailed, written quote and contract with their terms and conditions.

If things are written down, there's no confusion about what you are paying for. Don't be afraid to ask to have things clarified and always get it in writing.

3 Ask for written confirmation of what they are putting on your walls.

How thick is the insulation? What type is it? How do they attach the insulation? What goes on the top of the insulation? Make sure this is detailed in any contract you sign. A good installer will have a detailed product description and installation method. Does the product have a fire rating certificate?

4 Ask for a copy of the guarantee you will get.

An insurance-backed guarantee protects you if the company stops trading. A guarantee issued by a company that isn't assessed by an accreditation company or that isn't insurance backed can be worthless.

5 Ask who they are accredited with?

Reputable companies usually are registered with organisations like QICA, TrustMark or Which? Trusted Traders. The government recommend a PAS2030 installer for external wall. An accredited company has been assessed by a third-party and they can also step-in and support you should something go wrong.

6 Ask if there are homes nearby you can look at?

A quality company should be proud of their work and have happy customers proud of their homes.

7 Ask if they can supply references?

Reputable companies will have a folder packed with thank-you letters and references for you to see and check.

8 Ask to see copies of their insurance?

Anyone working on your home should have insurance. Ask to see a copy of the certificate.

9 Ask how they survey your home?

As you know park homes are all different. A gas-qualified person should visit your home before installation and make written recommendations to ensure your safety, your vents should be assessed as should the entire structure of your home. Do not allow work to start without a survey.

10 Ask to see a copy of their qualifications.

Do you know who will be actually doing the work? Ask for their qualifications, some companies give their work to other companies or individuals to do, make sure they are qualified too.

JUST SAY NO

Never believe special discounts and urgent offers that ask you to sign up there and then.

Stop, wait and think.

Ask for everything in writing, think it through, read what you are signing.