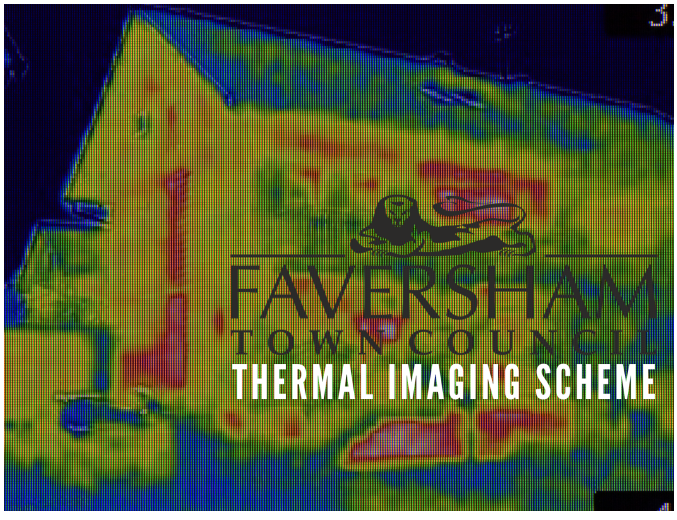

Overview

We are pleased to announce that Faversham Town Council has purchased a thermal imaging camera, and we have volunteers happy to visit your home and help you understand any insulation issues you may have.
The camera highlights “hot spots” outside the house and “cold spots” inside, which may indicate draughts, or poor insulation. Many of the issues found can be cheap to fix. Often simple low-cost solutions such as installing thermal blinds and curtains or draft proof strips around doors, windows, and letter boxes will make a significant difference.

There is no charge for a visit, and the visit is confidential.
If you would like to arrange a visit or have questions about the Scheme, please email your name, address, phone number, to rob.gibbs@favershamtowncouncil.gov.uk

Guidance Notes for Visits

Any household, business, or organisation within the Faversham Town Council boundary is welcome to request a visit.

The camera takes thermal images, which can be downloaded and e-mailed to you following the visit. Once the images have been e-mailed they will be deleted and will not be stored.

It works best if the heating has been on for two hours or more before the visit, to emphasise the difference between inside and outside. Also when there's a 10-degree difference between inside and out; it is best done in the evenings, but cold, dry overcast days are also suitable. The most suitable time of the year to carry out thermal imaging is between November to April.

We work in pairs for safeguarding purposes. You will be given the names of those visiting before the visit. We will only come at the specified time and will be prepared to show ID on arrival.

A visit will be curtailed or cancelled in bad weather (to protect the camera).

The visit is confidential, in that we will not publish details of who and where visits have taken place, and what issues were found. However summarised statistics may be used to report on the scheme's achievements.

If you live on your own, we request that you ask a relative, neighbour or friend to join you for the duration of the visit.

We will not enter loft spaces, basements or other areas felt to be unsafe.

Any pets at the property are friendly with strangers or kept away.

Finally, please remember we are not professional builders or energy consultants; we are there to take pictures and leave you with a better idea of potential issues to tackle.

We offer no warranties or liabilities for advice given or recommendations made.

There is no charge for using the Scheme, but users will be encouraged to make a small

donation to Faversham Assistance Centre Charity (FACE): **www.facefaversham.co.uk**

Resources Following A Visit

Energy Saving Trust

Visit www.energysavingtrust.org.uk. This site offers advice on all

energy saving methods and provides lists of installers for insulation, windows

etc. They also have an advice line -

0300 123 1234 where calls are charged at a national rate.

Government Assistance

This government publication also provides some advice on energy

saving:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/254487/Helping_consumers_with_energy.pdf

Government Boiler Upgrade Scheme

Apply for the Boiler Upgrade Scheme: Overview -

https://www.gov.uk/apply-boiler-upgrade-scheme

United For Warm Homes Campaign

United for Warm Homes is a growing movement of community groups and activists from all walks of life campaigning for a common goal: warm homes for all.

https://unitedforwarmhomes.uk/worried-about-your-energy-bills

Citizens Advice

Grants, benefits and other support, including Warm Home Discount, Winter Fuel Payment and Cold Weather Payment.

www.citizensadvice.org.uk

Tips for keeping your home warm

	**Use Foil** If you have a radiator attached to an external wall, use some aluminium foil behind the radiator. The reflective nature of the foil will prevent heat from disappearing through the wall and instead will reflect it back into the room.
	**Close the Curtains** If you open the curtains to let the sunshine in during the day, close those curtains at night. This will help you trap the heat inside your home. Thick curtains with thermal lining will help to reduce heat loss through the windows.
	**Try Plastic Wrap with Air Pockets** This plastic wrap is more than just a packing material. Place a sheet on windows you don't need to see out of to help keep some of that warm air in and cut down on your energy bills.
	**Use rugs on hardwood floors** If you want to curb that, making your house more energy efficient, cover any solid hardwood floors with soft rugs to ensure the gaps.
	**Stop heat being lost up the chimney..** ..when not in use by using a chimney balloon or woollen chimney insulator but remember to remove them before starting any fires!
	**Doors** Closing internal doors will cut down uncomfortable draughts. In rooms that aren't being used, close windows, blinds, curtains, turn radiators down or off and close the door to prevent moisture from elsewhere causing condensation on the cooler walls. Closing off conservatories in winter prevents draughts and helps keep your home warmer. Use draught excluders along the base of exterior doors.
	**Lofts** Insulate your house with DIY loft insulation and ensure the loft hatch is also insulated.
	Turn down the heat

	Turning down your central heating thermostat by 1 degree centigrade could result in a substantial saving for the average household.
	**Controlling moisture** After a bath or shower, immediately wipe down all wet surfaces. Even if there is an extractor fan running, open the window and shut the door until the condensation has gone then close the window and door again and turn off the fan. This will reduce the amount of moisture getting into the rest of the house and helps to prevent condensation and mould problems. When cooking and using hot water in the kitchen, turn on the extractor fan or hood, use lids on pans and close the kitchen door to prevent moisture migrating into other parts of your home. It's always best to try and dry your clothes outside. If drying indoors, open the window and shut the door to stop moisture getting elsewhere and causing mould on cool walls/corners.
	**Insulation** Top up your loft insulation to at least 270mm. Cavity wall insulation is a further option as this can reduce heat loss by a third.