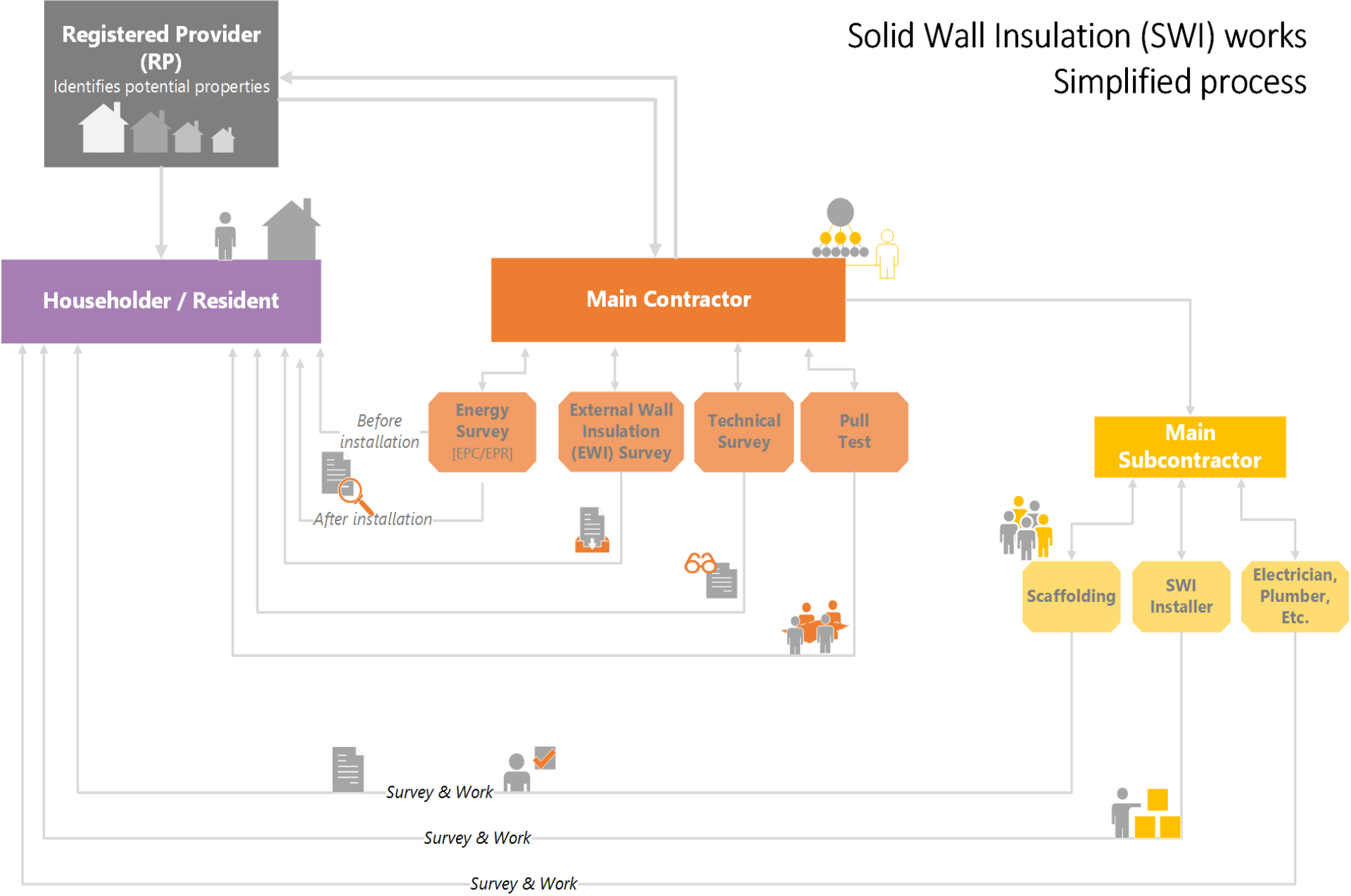


# Typical refurbishment process



# Solid Wall Insulation (SWI) works Simplified process



Resident probably has 8 visits to plan the work.  
Householder/resident is often the one that picks up any deviation from agreed works!