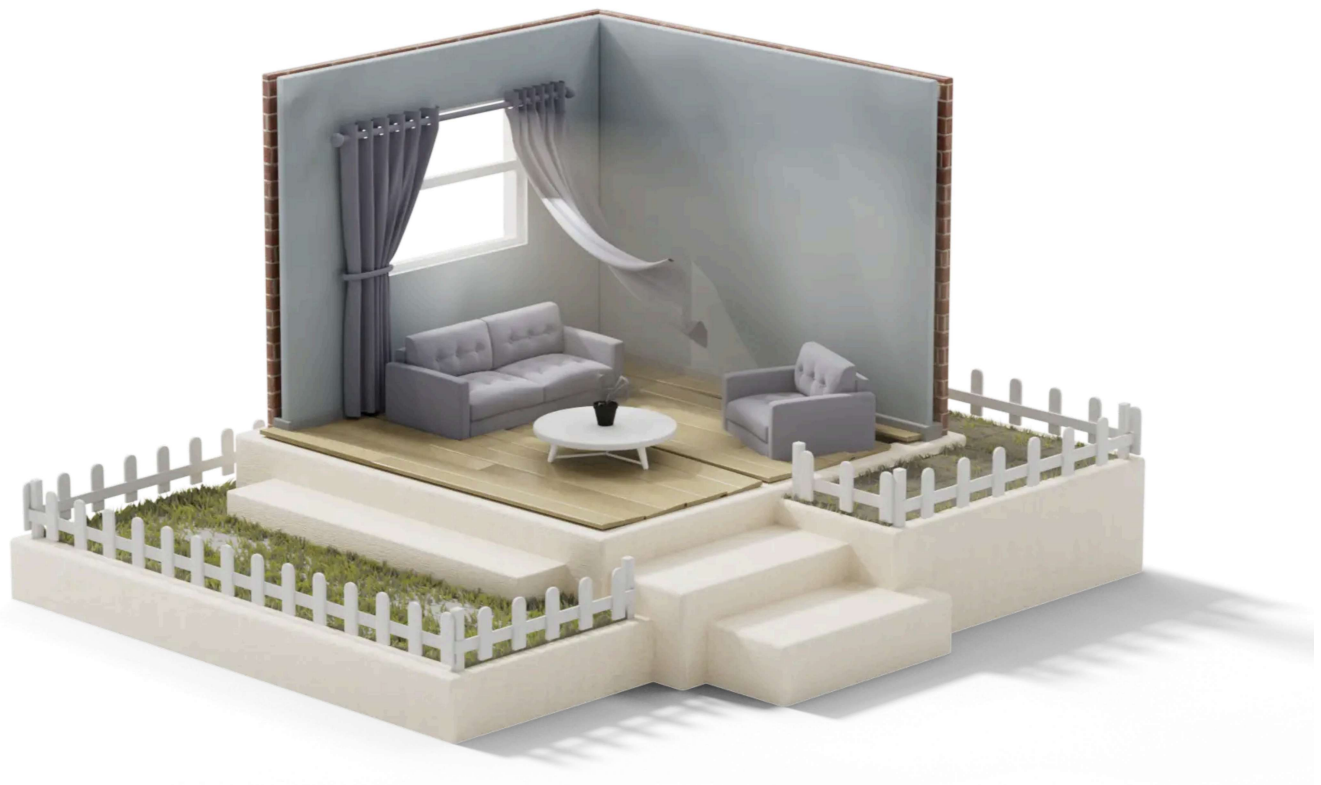


HOW WE HELP

# Your path to a *Cosy, efficient home*

Just like an architect guides you from idea to finished build, we'll guide your home energy journey from start to finish. Here's how we ensure your upgrades are done right, first time.



## STAGE 1

**Get started with a survey**

Expert guidance to plan your home's improvements

## Home visit and survey

Our expert surveyor visits to examine your home in detail – inspecting the construction, ventilation, heating system and more. During the 2–3 hour survey, we identify opportunities to improve comfort and efficiency while catching potential issues early.

## Discussion about your options

After the survey, we'll sit down to discuss our findings and walk you through your options and advise on the best upgrades for your home.

## Tailored Home Energy Plan

You'll receive your detailed Home Energy Plan reflecting our discussion and documenting exactly what improvements make sense for your home, now and in the future.

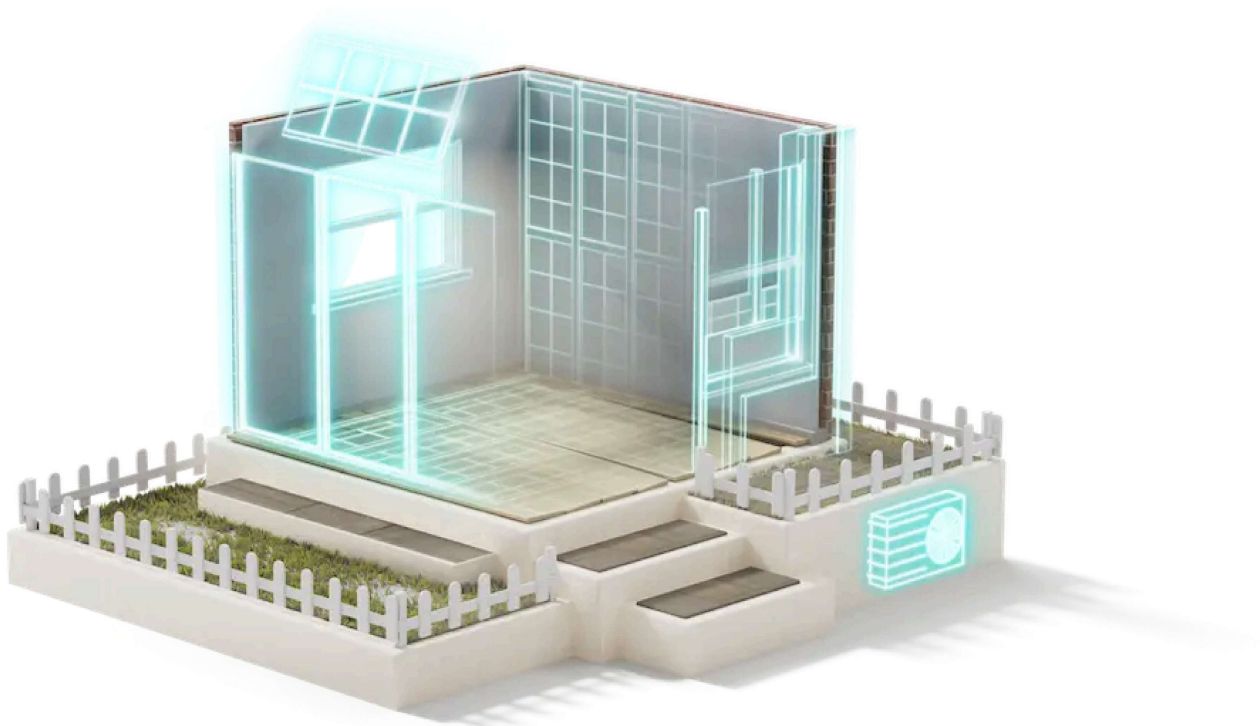
[See an example Home Energy Plan here →](#)



If you're not satisfied with your Home Energy Plan, we'll give you your **money back**



**Select upgrades from your Home Energy Plan**



## STAGE 2

### Confirm specification and installers

Getting the details right before work begins.

#### Detailed specification

We transform your chosen improvements into detailed technical specifications. This critical step ensures installers quote for exactly the upgrades you need – no confusion, no misunderstandings.

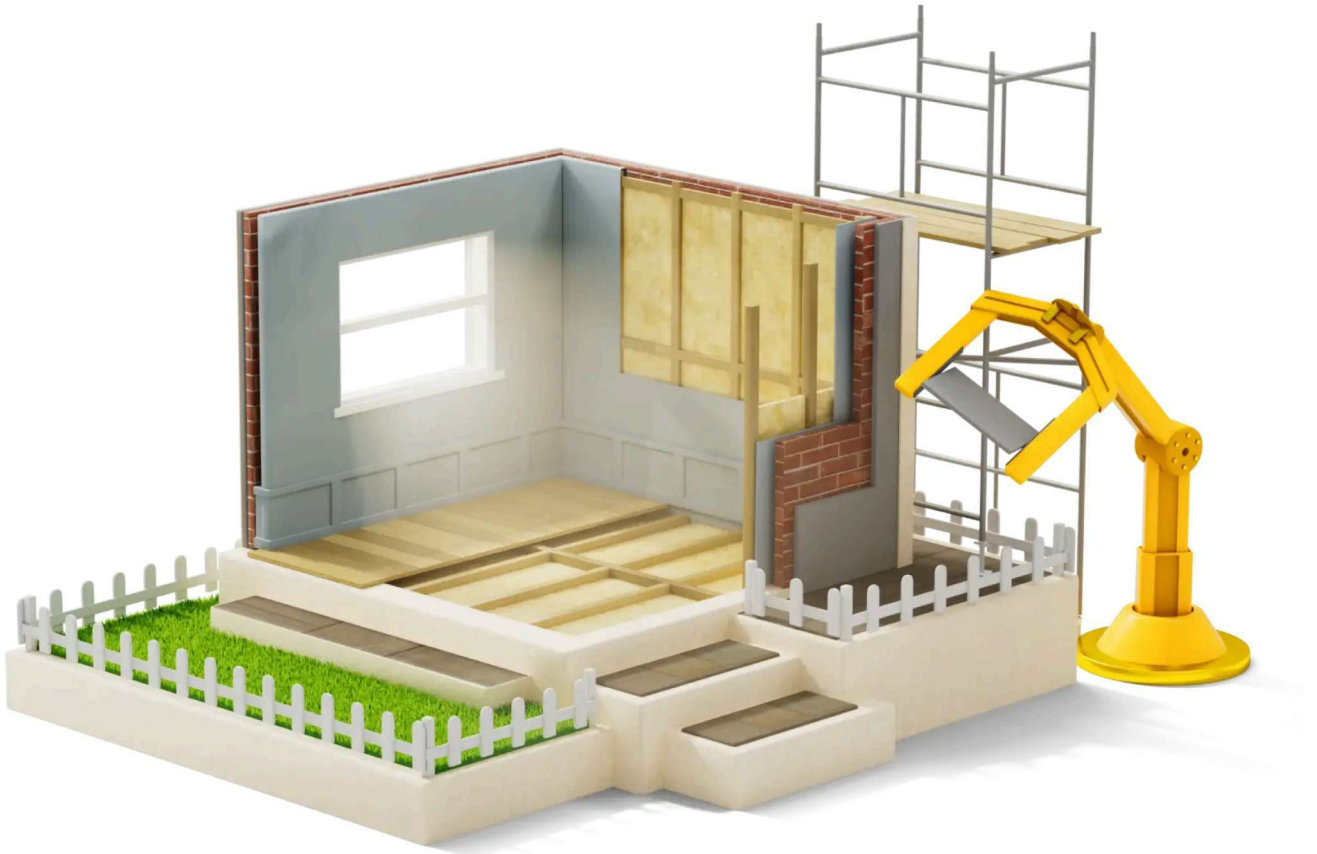
#### Fair quotes from vetted installers

We handle the entire quote process, using our vetted network of trusted local installers. All quotes are reviewed to ensure they match our specifications and are fair – we know what things should cost and handle all negotiations for you. We'll explain any differences so together we can select the installers with confidence.



#### Decide whether to manage the installation yourself or let us coordinate everything

planned work. We'll walk through the full scope, timeline, and costs with you and your chosen installers to ensure everyone is clear on what is to be done.



### STAGE 3

## We manage the installation

Let us handle everything while you get on with your life

### Full project management

We coordinate your entire project from day one. We create a schedule that works around your life while accounting for installer lead times, managing dependencies between different improvements, and doing all we can to ensure everyone shows up when they should.

### Check and approve the work

Throughout the installation, we conduct regular quality checks to catch any issues early. Our technical expertise means we know what good looks like – and we ensure the work meets our high standards at every stage.

### Regular updates from start to finish

Your dedicated project coordinator keeps you updated and handles all the day-to-day details and installer communication. They're always on hand if you need them, while you're free to get on with your life knowing everything is taken care of.



# Enjoy your cosy, energy-efficient home

The result: a comfortable home, reduced energy waste, and none of the usual home improvement stress along the way.

Vicky, Manchester

**"As soon as we started with Furbnow, our project progressed far faster than we could have**

managed ourselves. They turned  
our sustainable home vision into  
reality"

[Read more about Vicky's project →](#)



Ready to get started?

★★★★★ 4.3 out of 5 on ★ Trustpilot



Frequently asked  
questions



Common questions about working with us.

### **What's included in a Furbnow survey?**

A thorough 2–3 hour inspection of your home's construction, ventilation, and heating systems. We'll look out for defects and possible issues too. Once we fully understand your home's construction we can run our analysis and show the impact of possible upgrades.

### **What's in a home energy plan?**

A detailed report of our findings, recommendations for upgrades, indicative costs, estimated impacts and benefits, and a clear roadmap for implementing upgrades in the most sensible phases. Take a look at an example [here](#).

### **How does your money-back guarantee work?**

If you're not satisfied with your Home Energy Plan, let us know where we can improve and we'll refund your money. See [here](#) for more details.

### **At which point do I need to commit to the full project?**

We take things step by step. After each stage you decide when you are ready to continue. Start with the survey and plan, then choose whether to proceed with stage 2.

### **Can I pause between stages if I need to?**

Yes. You can take each stage at your own pace, only implementing upgrades when it suits you.

### **How does the project management process work?**

We can coordinate everything – creating schedules, managing installers, conducting quality checks, and keeping you updated throughout. Alternatively,

some customers choose to project manage themselves after we have set them up with a clear scope of work and confirmed installers.

### **What is your vetting and process for installers?**

Initial vetting checks include verification of required industry qualifications and accreditations, company registration and financial stability checks with verification of appropriate insurances, review of trading reputation, and confirmation of alignment with our values and commitment to quality.

Ongoing performance monitoring involves ensuring customer satisfaction scores and feedback meet our expected levels, conducting audits of written and verbal advice to ensure quality, and tracking attendance at professional development opportunities hosted by Furbnow.

### **How do you ensure quality throughout the process?**

In addition to our vetting and performance management of installers we develop detailed specification alongside the installer so we are aligned before work starts, conduct site inspections at key points including the end of the project.

### **What if I'm already working with a builder, architect or installer?**

We can coordinate with your existing professionals bringing expertise on home energy efficiency and ensure all work aligns with your home energy plan.

### **What are your team's qualifications and experience?**

Our surveyors and project managers are industry-certified professionals with extensive energy efficiency experience. We work with professionals who hold MCS, Trustmark and recognised trade-specific accreditations.

### **How will you keep me updated throughout the process?**

Your dedicated project coordinator will provide updates on key developments and weekly progress reports once the project is up and running. They'll also be available