

# Cavity Wall Insulation



## The property

Katie and her family from Swindon moved into their 4 bed detached home in 2014. Within the first year in their new house the family installed a new boiler and upgraded their radiators because they noticed the house was cold. However, the following winter, although warmer, they noticed that the cost of their energy bill steadily increased mainly due to their demand for heat. With a busy family life, they struggled on paying higher bills until a friend suggested they investigated why they were using so much energy. Katie made the call to SPS.

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*“For years we saw our energy bill going up and not just be a few pounds but by hundreds. With both my husband and I working full time and three teenage boys in the house we naively struggled on without finding out why our bills were rapidly increasing”*

*Katie Meredith, Swindon, Wiltshire*

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## Our findings

Our surveyor David attended the house within a week of Katie contacting us. His first port of call was to check the loft insulation; heat rises after all. He found the loft insulation in a good state of repair and in good order with comfortably 270mm already in place.

With Katie informing David that the left hand side of the house, where the living room is located, particularly cold, David drilled a test hole into this elevation to investigate the cavity wall insulation. To his surprise, there was no cavity wall insulation in situ even though Katie's energy performance certificate indicated it was there. David therefore drilled test holes in the remaining elevations to find no cavity wall insulation whatsoever!

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*"We were shocked that there was no cavity wall insulation in our house especially with it being young. David explained his findings and demonstrated to me through his camera totally empty walls. The EPC done at the time of our purchase said cavity wall insulation was there. No wonder we were losing heat"*

*Katie Meredith, Swindon, Wiltshire*

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## Our approach

To address the issue, we recommended insulating the cavity walls with polystyrene bead insulation. On a home the size of Katie's this type of installation would normally take between 3-4 hours from start to finish. Prior to the installation we warned Katie that there would be some noise as the installers needed to drill the walls before pumping the insulation at high pressure into the cavities.

David had also noticed during his survey that the extractor fans in the bathroom and downstairs toilet were not operating correctly and on a number of the windows there were no trickle vents. David explained to Katie the importance of ventilation in a home which was properly insulated. Airflow is so important to allow the house to breathe. Katie agreed.

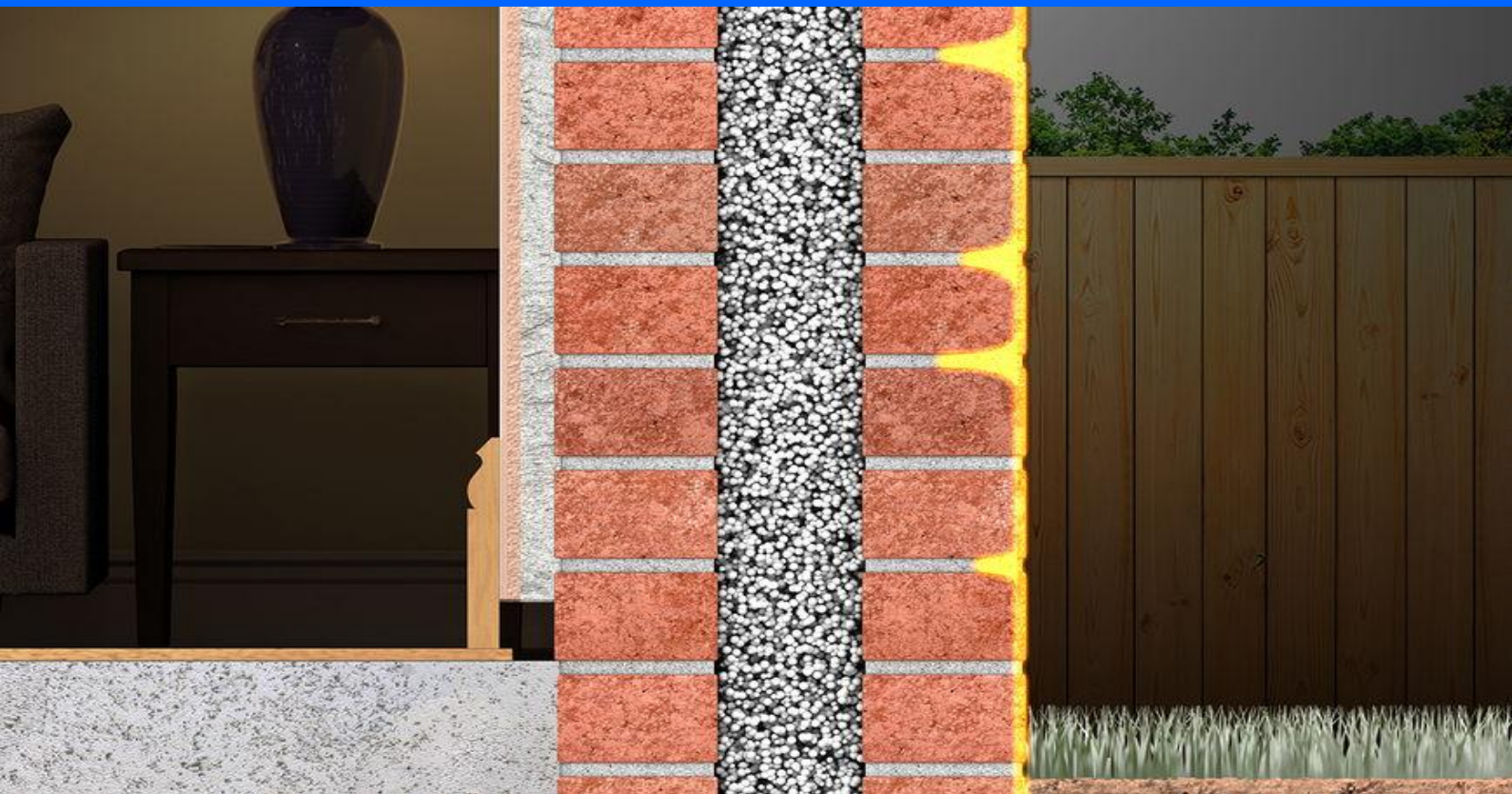
The window trickle vent installer and electricians arrived on the same day to undertake their elements of the work. These were completed within a couple of hours leaving the cavity wall installation team free to arrive the day after to insulate the walls.

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*"We had used SPS before at our old house for replacement windows and doors. We knew we could trust them. We knew they wouldn't let us down. The information and processes were easy to understand, neat and tidy".*

*Katie Meredith, Swindon, Wiltshire*

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## The results

With the cavity walls now suitably insulated, Katie and her husband have received far fewer complaints from their boys about being cold, which has thrilled Katie. She has also reported that the heating goes on a lot less as well.

Our upgrade has led to energy savings. Katie and her team are now projected to save £400 per year on their energy bill. They have also reduced their carbon footprint.

This case highlights the profound difference that essential but simple upgrades like cavity wall insulation and ventilation improvements can make in both comfort and energy efficiency.

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*“The boys have stopped moaning about being cold. The heating goes on a lot less now SPS have insulated the walls. A brilliant outcome for us all round. I would highly recommend SPS. A nice, straight-forward company from top to bottom. Thank you!”*

*Katie Meredith, Swindon, Wiltshire*

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**For our retrofit services call:**

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