













Sofia's house, like many older properties in the South West, presented significant challenges. With its solid, thick walls and lack of insulation, the home struggled to retain heat, leaving rooms cold and damp.

These issues not only made the house uncomfortable but also had an impact on Sofia's day-to-day life.

Read on to find out how her local community energy organisation supported her to make her home warmer, more comfortable and energy efficient.



"In the winter, it was tough to keep the house warm.

I didn't realise how much heat was escaping through little gaps, or that moisture was accumulating and making the house damp."

FROM SMALL CHANGES TO BIG IMPACTS

Sofia's first step was simple: a home visit to assess her property and recommend solutions. What she learned was eye-opening. By making small, affordable changes, she could make her home much more comfortable.

This advice empowered Sofia to take action, one step at a time. The first measures were simple but effective:

Draught-proofing to stop heat escaping through keyholes and small gaps



Underfloor insulation to prevent heat loss through the ground



'The underfloor insulation and draught-proofing made an immediate difference. It felt warmer and more comfortable straight away."

As Sofia began to implement changes, she found that each improvement made her home warmer and healthier. With continued support, Sofia went on to install:

<u>Radiator upgrades</u> to improve heating efficiency, temperature control and heat distribution

<u>Ventilation and extraction</u> in the kitchen to reduce humidity, prevent damp, improve air quality and help maintain a stable and comfortable indoor temperature



However, the biggest change came when Sofia decided to remove her large chimney and install solar panels, despite her initial hesitance.

A NEW PERSPECTIVE ON SOLAR PANELS

At first, Sofia was unsure about installing solar panels. Fitting them required additional roof space, which meant removing a large chimney. Sofia valued the aesthetic of her old chimney and was reluctant to give up her open fire.

However, when repairs to her large chimney became necessary, Sofia realised that removing it and replacing the open fire with an efficient wood-burning stove would actually be more cost-effective than repairing it.

Sofia embraced this opportunity to use the reclaimed roof space for fitting six solar panels.





"I was resistant to solar panels at first, but when I realised that removing the chimney would free up space and reduce costs, it made perfect sense.

It was the perfect time. With the scaffolding already up, I saved on costs and was even able to get an extra solar panel fitted.

Now my home is generating clean energy!"

A COMFORTABLE, EFFICIENT HOME

Today, Sofia's home is warmer, healthier, and more energy-efficient. The upgrades have not only transformed her property but also improved her daily life.

The combination of insulation, draught-proofing, and upgraded radiators now keeps the heat in, while the solar panels generate enough electricity to cover everyday essentials like her fridge and computer.

Knowing that she is both saving money and reducing her environmental impact has made the process even more rewarding. Sofia is particularly proud of the impact her home now has on the environment, contributing to the National Grid and reducing her carbon footprint.







"It feels great to know that my home is warmer and more efficient. The house is a completely different space to be in now.

With the solar panels in, it feels really satisfying to know how much of our electricity use they cover, as well as making a contribution to the Grid.

It feels like I'm part of something, making the world a better place. I like that."

LOOKING AHEAD: WHAT'S NEXT?

Though Sofia's home has already undergone significant improvements, her retrofit journey isn't over. She's now considering adding external insulation to further enhance her home's energy efficiency.

THE POWER OF SUPPORT

Throughout her journey, Sofia felt supported at every step. From the initial home visit to follow-up emails, Somebody was always available to offer advice and answer questions.



"The support has been brilliant. Their advice was always practical and empowering. They really changed how I think about my home and energy efficiency."

