



X St Marys Road
POST CODE

22nd of September 2025

Dear Resident,

Decarbonisation and Energy Efficiency Improvement Works

We are writing to inform you that the London Borough of Hillingdon has appointed Greyline to deliver energy efficiency improvement works in your home as part of the **Decarbonisation and Energy Efficiency Improvement Programme**. You may have already received a letter introducing this project.

About the Project

This initiative is designed to improve the energy performance of your home, helping to:

- Reduce energy usage
- Enhance comfort
- Improve the overall condition of your home.

As part of this project, your home will be assessed by Insta Group, our appointed retrofit assessors, to determine which energy efficiency improvements are most suitable.

These may include:

- External Wall Insulation
- Improved roof insulation and works
- Refurbishment of windows & doors
- Upgrades to boilers and heating controls
- Underfloor insulation
- Ventilation upgrades
- Other associated works and repairs

Please note that the exact works will vary depending on the outcome of your home survey and may differ from property to property.



What Happens Next?

When you've received this letter, please call our resident liaison officer to schedule your initial home survey. This visit is necessary to help identify which energy efficiency improvements are appropriate for your home.

If we do not hear back from you before the **10th of October**, we will have to refer you back to the council.

All operatives working on behalf of the council or its contractors will carry official ID and wear visible badges. If you are ever unsure about someone visiting your home, please do not hesitate to contact us.

Need More Information?

If you have any queries regarding this letter or the works, please contact myself or my colleague

Yours faithfully,

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