

Resident Preparation Guide

At TF Energy, we work hard to make the installation process smooth and stress-free as possible for you before we turn up.

To help us deliver upgrades efficiently, here is a simple guide for residents on how to prepare before works begin.

Preparing Your Home for Installation

Why preparation matters

- Ensures installers can work quickly and safely.
- Reduces disruption to your household.
- Protects your belongings from dust or damage.
- Helps avoid delays during the project.

What to expect on survey days

- A qualified TF Energy surveyor will visit your home.
- They may need access to every room, loft spaces, and outdoor areas.
- Surveys normally take 1–2 hours depending on the property size.
- You will have a chance to ask questions about the planned works.



Clear access routes

Clear access routes to your front and back doors. Move furniture, ornaments, or valuables away from work areas.



Prepare work areas

Clear kitchen counters and remove items from windowsills. Keep driveways and walkways clear on installation days.



Arrange for pets and parking

If you have pets, arrange for them to be kept in a safe space away from works. Try to free up space near your property for deliveries and equipment.



Inform neighbours

Inform neighbours if scaffolding or external works may affect shared access.

On the day of works

- Our team will arrive promptly at the agreed time.
- They will explain the day's activities and answer questions.
- Dust sheets and protective coverings will be used, but please remove fragile items in advance.
- Work zones will be set up to store tools and materials.

Communication during works

- You will have a named site supervisor as your main point of contact.
- If you have concerns, please speak to them directly.
- Any changes to the schedule will be communicated promptly.



Helpful tips

- Keep important items (keys, medicines, documents) in a safe and accessible place.
- Make arrangements for young children and pets if works involve noise or temporary loss of heating/electricity.
- Ask questions at any stage – we are here to help.

TF Energy is committed to delivering upgrades with minimum disruption while ensuring your comfort and safety. Thank you for preparing in advance – it helps us complete the works efficiently and to the highest standard.